Department of Administration
Purchasing Division
2019 Washington Street East
Post Office Box 50130
Charleston, WV 25305-0130

**State of West Virginia**
**Centralized Request for Proposals**
**Info Technology**

09/30/21 12:01:23
WV Purchasing Division

| | | | |
|---|---|---|---|
| **Proc Folder:** 912272<br>**Doc Description:** Addendum No. 1 - ROW Management System - 62210C002<br>**Proc Type:** Central Master Agreement | | | **Reason for Modification:**<br>Addendum No. 1 - to extend the bid opening to 09/23/2021 at 1:30 pm. |
| **Date Issued** | **Solicitation Closes** | **Solicitation No** | **Version** |
| 2021-09-08 | 2021-09-23 13:30 | CRFP 0803 DOT2200000002 | 2 |

**BID RECEIVING LOCATION**

BID CLERK
DEPARTMENT OF ADMINISTRATION
PURCHASING DIVISION
2019 WASHINGTON ST E
CHARLESTON WV 25305
US

**VENDOR**

**Vendor Customer Code:**

**Vendor Name :** Flairsoft Ltd

**Address :** 7720 Rivers Edge Dr, Suite 200

**Street :**

**City :** Columbus

**State :** Ohio **Country :** USA **Zip :** 43235

**Principal Contact :** Dheeraj Kulshrestha

**Vendor Contact Phone:** 614-888-0700 **Extension:** 202

**FOR INFORMATION CONTACT THE BUYER**
Tara Lyle
(304) 558-2544
tara.l.lyle@wv.gov

**Vendor Signature X** **FEIN#** 31-1794085 **DATE** 09/29/2021

**All offers subject to all terms and conditions contained in this solicitation**

## ADDITIONAL INFORMATION

Addendum No. 1 - to move the bid opening from 09/14/2021 to 09/23/2021. The bid opening time remains at 1:30 pm.

Responses to vendor questions will be issued by separate addendum.

***ONLINE RESPONSES FOR THIS SOLICITATION ARE PROHIBITED***

No other changes.

| INVOICE TO | SHIP TO |
|---|---|
| DIVISION OF HIGHWAYS<br>OFFICE OF THE SECRETARY<br>1900 KANAWHA BLVD E, BLDG 5 RM A109<br>CHARLESTON WV 25305-0440<br>US | DIVISION OF HIGHWAYS<br>EXECUTIVE DIVISION<br>1900 KANAWHA BLVD E, BLDG 5<br>CHARLESTON WV 25305-0430<br>US |

| Line | Comm Ln Desc | Qty | Unit of Measure | Unit Price | Total Price |
|---|---|---|---|---|---|
| 1 | DEVELOPMENT IMPLEMENTATION SUPPORT ROW SYSTEM | | | | |

| Comm Code | Manufacturer | Specification | Model # |
|---|---|---|---|
| 43233701 | | | |

**Extended Description:**
SOFTWARE DEVELOPMENT, INSTALLATION, SUPPORT AND TRAINING

## SCHEDULE OF EVENTS

| Line | Event | Event Date |
|---|---|---|
| 1 | Technical questions due by 1:00 pm | 2021-08-30 |

# SOLICITATION NUMBER: CRFP DOT2200000002
# Addendum Number: 1

The purpose of this addendum is to modify the solicitation identified as CRFP DOT2200000002 ("Solicitation") to reflect the change(s) identified and described below.

**Applicable Addendum Category:**

[ X] Modify bid opening date and time

[ ] Modify specifications of product or service being sought

[ ] Attachment of vendor questions and responses

[ ] Attachment of pre-bid sign-in sheet

[ ] Correction of error

[ ] Other

**Description of Modification to Solicitation:**

1. The bid opening has moved from 09/14/2021 to 09/23/2021. The bid opening time remains at 1:30 pm.

2. Responses to vendor questions will be issued under separate addendum.

**Additional Documentation:** Documentation related to this Addendum (if any) has been included herewith as Attachment A and is specifically incorporated herein by reference.

**Terms and Conditions:**

1. All provisions of the Solicitation and other addenda not modified herein shall remain in full force and effect.

2. Vendor should acknowledge receipt of all addenda issued for this Solicitation by completing an Addendum Acknowledgment, a copy of which is included herewith. Failure to acknowledge addenda may result in bid disqualification. The addendum acknowledgement should be submitted with the bid to expedite document processing.

**ADDENDUM ACKNOWLEDGEMENT FORM**
**SOLICITATION NO.: CRFP DOT2200000002**

**Instructions:** Please acknowledge receipt of all addenda issued with this solicitation by completing this addendum acknowledgment form. Check the box next to each addendum received and sign below Failure to acknowledge addenda may result in bid disqualification.

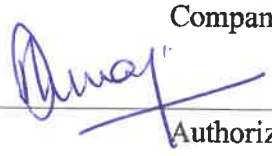
**Acknowledgment:** I hereby acknowledge receipt of the following addenda and have made the necessary revisions to my proposal, plans and/or specification, etc.

**Addendum Numbers Received:**
(Check the box next to each addendum received)

| | | | |
|---|---|---|---|
| [ ] | Addendum No. 1 | [ ] | Addendum No. 6 |
| [ ] | Addendum No. 2 | [ ] | Addendum No. 7 |
| [ ] | Addendum No. 3 | [ ] | Addendum No. 8 |
| [ ] | Addendum No. 4 | [ ] | Addendum No. 9 |
| [ ] | Addendum No. 5 | [ ] | Addendum No. 10 |

I understand that failure to confirm the receipt of addenda may be cause for rejection of this bid. I further understand that that any verbal representation made or assumed to be made during any oral discussion held between Vendor's representatives and any state personnel is not binding. Only the information issued in writing and added to the specifications by an official addendum is binding.

Flairsoft Ltd.
Company



Authorized Signature

09/29/2021
Date

NOTE: This addendum acknowledgement should be submitted with the bid to expedite document processing.

STATE OF WEST VIRGINIA
Purchasing Division

# PURCHASING AFFIDAVIT

**CONSTRUCTION CONTRACTS:** Under W. Va. Code § 5-22-1(i), the contracting public entity shall not award a construction contract to any bidder that is known to be in default on any monetary obligation owed to the state or a political subdivision of the state, including, but not limited to, obligations related to payroll taxes, property taxes, sales and use taxes, fire service fees, or other fines or fees.

**ALL CONTRACTS:** Under W. Va. Code §5A-3-10a, no contract or renewal of any contract may be awarded by the state or any of its political subdivisions to any vendor or prospective vendor when the vendor or prospective vendor or a related party to the vendor or prospective vendor is a debtor and: (1) the debt owed is an amount greater than one thousand dollars in the aggregate; or (2) the debtor is in employer default.

**EXCEPTION:** The prohibition listed above does not apply where a vendor has contested any tax administered pursuant to chapter eleven of the W. Va. Code, workers' compensation premium, permit fee or environmental fee or assessment and the matter has not become final or where the vendor has entered into a payment plan or agreement and the vendor is not in default of any of the provisions of such plan or agreement.

**DEFINITIONS:**

**"Debt"** means any assessment, premium, penalty, fine, tax or other amount of money owed to the state or any of its political subdivisions because of a judgment, fine, permit violation, license assessment, defaulted workers' compensation premium, penalty or other assessment presently delinquent or due and required to be paid to the state or any of its political subdivisions, including any interest or additional penalties accrued thereon.

**"Employer default"** means having an outstanding balance or liability to the old fund or to the uninsured employers' fund or being in policy default, as defined in W. Va. Code § 23-2c-2, failure to maintain mandatory workers' compensation coverage, or failure to fully meet its obligations as a workers' compensation self-insured employer. An employer is not in employer default if it has entered into a repayment agreement with the Insurance Commissioner and remains in compliance with the obligations under the repayment agreement.

**"Related party"** means a party, whether an individual, corporation, partnership, association, limited liability company or any other form or business association or other entity whatsoever, related to any vendor by blood, marriage, ownership or contract through which the party has a relationship of ownership or other interest with the vendor so that the party will actually or by effect receive or control a portion of the benefit, profit or other consideration from performance of a vendor contract with the party receiving an amount that meets or exceed five percent of the total contract amount.

**AFFIRMATION: By signing this form, the vendor's authorized signer affirms and acknowledges under penalty of law for false swearing (*W. Va. Code* §61-5-3) that: (1) for construction contracts, the vendor is not in default on any monetary obligation owed to the state or a political subdivision of the state, and (2) for all other contracts, that neither vendor nor any related party owe a debt as defined above and that neither vendor nor any related party are in employer default as defined above, unless the debt or employer default is permitted under the exception above.**

**WITNESS THE FOLLOWING SIGNATURE:**

Vendor's Name: Flairsoft Ltd

Authorized Signature: _____ Date: 9/20/21

State of Ohio

County of Franklin, to-wit:

Taken, subscribed, and sworn to before me this 20 day of September, 2021.

My Commission expires N/A, 20___.

AFFIX SEAL HERE

NOTARIAL SEAL
STATE OF OHIO

Lucas E Magrum, Attorney At Law
NOTARY PUBLIC - STATE OF OHIO
My commission has no expiration date
Sec. 147.03 R.C.

NOTARY PUBLIC _____

West Virginia Ethics Commission

# Disclosure of Interested Parties to Contracts

Pursuant to *W. Va. Code* § 6D-1-2, a state agency may not enter into a contract, or a series of related contracts, that has/have an actual or estimated value of $1 million or more until the business entity submits to the contracting state agency a Disclosure of Interested Parties to the applicable contract. In addition, the business entity awarded a contract is obligated to submit a supplemental Disclosure of Interested Parties reflecting any new or differing interested parties to the contract within 30 days following the completion or termination of the applicable contract.

For purposes of complying with these requirements, the following definitions apply:

*"Business entity"* means any entity recognized by law through which business is conducted, including a sole proprietorship, partnership or corporation, but does not include publicly traded companies listed on a national or international stock exchange.

*"Interested party"* or *"Interested parties"* means:

(1) A business entity performing work or service pursuant to, or in furtherance of, the applicable contract, including specifically sub-contractors;
(2) the person(s) who have an ownership interest equal to or greater than 25% in the business entity performing work or service pursuant to, or in furtherance of, the applicable contract. (This subdivision does not apply to a publicly traded company); and
(3) the person or business entity, if any, that served as a compensated broker or intermediary to actively facilitate the applicable contract or negotiated the terms of the applicable contract with the state agency. (This subdivision does not apply to persons or business entities performing legal services related to the negotiation or drafting of the applicable contract.)

*"State agency"* means a board, commission, office, department or other agency in the executive, judicial or legislative branch of state government, including publicly funded institutions of higher education: Provided, that for purposes of W. Va. Code § 6D-1-2, the West Virginia Investment Management Board shall not be deemed a state agency nor subject to the requirements of that provision.

The contracting business entity must complete this form and submit it to the contracting state agency prior to contract award and to complete another form within 30 days of contract completion or termination.

*This form was created by the State of West Virginia Ethics Commission, 210 Brooks Street, Suite 300, Charleston, WV 25301-1804. Telephone: (304)558-0664; fax: (304)558-2169; e-mail: ethics@wv.gov; website: www.ethics.wv.gov.*

*Revised June 8, 2018*

West Virginia Ethics Commission

# Disclosure of Interested Parties to Contracts

(Required by *W. Va. Code* § 6D-1-2)

**Name of Contracting Business Entity:** Flairsoft Ltd. **Address:** 7720 Rivers Edge Dr, Ste 200 Columbus, OH 43235

**Name of Authorized Agent:** Dheeraj Kulshrestha **Address:** As Above

**Contract Number:** CRFP 0803 DOT2200000002 **Contract Description:** ROW Management System

**Governmental agency awarding contract:** Department of Transportation

☐ **Check here if this is a Supplemental Disclosure**

List the Names of Interested Parties to the contract which are known or reasonably anticipated by the contracting business entity for each category below *(attach additional pages if necessary)*:

1. **Subcontractors or other entities performing work or service under the Contract**
   ☐ Check here if none, otherwise list entity/individual names below.
   O.R. Colan Associates

2. **Any person or entity who owns 25% or more of contracting entity (not applicable to publicly traded entities)**
   ☐ Check here if none, otherwise list entity/individual names below.
   Dheeraj Kulshrestha

3. **Any person or entity that facilitated, or negotiated the terms of, the applicable contract (excluding legal services related to the negotiation or drafting of the applicable contract)**
   ☒ Check here if none, otherwise list entity/individual names below.

Signature: _____ Date Signed: 9/20/21

## *Notary Verification*

State of Ohio, County of Franklin:

I, Dheeraj Kulshrestha, the authorized agent of the contracting business entity listed above, being duly sworn, acknowledge that the Disclosure herein is being made under oath and under the penalty of perjury.

Taken, sworn to and subscribed before me this 20th day of September, 2021.

_____
Notary Public's Signature

***To be completed by State Agency:***

Date Received by State Agency: _____

Date submitted to Ethics Commission: _____

Governmental agency submitting Disclosure: _____

*Revised June 8, 2018*

| | | |
|---|---|---|
| | Department of Administration<br>Purchasing Division<br>2019 Washington Street East<br>Post Office Box 50130<br>Charleston, WV 25305-0130 | **State of West Virginia**<br>**Centralized Request for Proposals**<br>**Info Technology** |

| | | | |
|---|---|---|---|
| **Proc Folder:** 912272<br>**Doc Description:** Addendum No. 2 - ROW Management System - 62210C002<br>**Proc Type:** Central Master Agreement | | | **Reason for Modification:**<br>Addendum No. 2 |
| **Date Issued** | **Solicitation Closes** | **Solicitation No** | **Version** |
| 2021-09-21 | 2021-09-30 13:30 | CRFP 0803 DOT2200000002 | 3 |

**BID RECEIVING LOCATION**

BID CLERK
DEPARTMENT OF ADMINISTRATION
PURCHASING DIVISION
2019 WASHINGTON ST E
CHARLESTON WV 25305
US

**VENDOR**

**Vendor Customer Code:**

**Vendor Name :**

**Address :**

**Street :**

**City :**

**State :** **Country :** **Zip :**

**Principal Contact :**

**Vendor Contact Phone:** **Extension:**

**FOR INFORMATION CONTACT THE BUYER**
Tara Lyle
(304) 558-2544
tara.l.lyle@wv.gov

**Vendor Signature X** **FEIN#** **DATE**

**All offers subject to all terms and conditions contained in this solicitation**

## ADDITIONAL INFORMATION

Addendum No. 2 -

1. To provide responses to vendor questions. See attached pages.

2. To move the bid opening from 09/23/2021 to 09/30/2021. The bid opening time remains at 1:30 pm.

***ONLINE RESPONSES FOR THIS SOLICITATION ARE PROHIBITED***

No other changes.

| INVOICE TO | SHIP TO |
|---|---|
| DIVISION OF HIGHWAYS<br>OFFICE OF THE SECRETARY<br>1900 KANAWHA BLVD E, BLDG 5 RM A109<br>CHARLESTON WV 25305-0440<br>US | DIVISION OF HIGHWAYS<br>EXECUTIVE DIVISION<br>1900 KANAWHA BLVD E, BLDG 5<br>CHARLESTON WV 25305-0430<br>US |

| Line | Comm Ln Desc | Qty | Unit of Measure | Unit Price | Total Price |
|---|---|---|---|---|---|
| 1 | DEVELOPMENT IMPLEMENTATION SUPPORT ROW SYSTEM | | | | |

| Comm Code | Manufacturer | Specification | Model # |
|---|---|---|---|
| 43233701 | | | |

**Extended Description:**
SOFTWARE DEVELOPMENT, INSTALLATION, SUPPORT AND TRAINING

## SCHEDULE OF EVENTS

| Line | Event | Event Date |
|---|---|---|
| 1 | Technical questions due by 1:00 pm | 2021-08-30 |

# SOLICITATION NUMBER: CRFP DOT2200000002
# Addendum Number: 2

The purpose of this addendum is to modify the solicitation identified as CRFP DOT2200000002 ("Solicitation") to reflect the change(s) identified and described below.

**Applicable Addendum Category:**

[ X] Modify bid opening date and time

[ ] Modify specifications of product or service being sought

[ X] Attachment of vendor questions and responses

[ ] Attachment of pre-bid sign-in sheet

[ ] Correction of error

[ ] Other

**Description of Modification to Solicitation:**

1. Responses to vendor questions attached. See attached pages.

2. The bid opening has moved from 09/23/2021 to 09/30/2021. The bid opening time remains at 1:30 pm.

**Additional Documentation:** Documentation related to this Addendum (if any) has been included herewith as Attachment A and is specifically incorporated herein by reference.

**Terms and Conditions:**

1. All provisions of the Solicitation and other addenda not modified herein shall remain in full force and effect.

2. Vendor should acknowledge receipt of all addenda issued for this Solicitation by completing an Addendum Acknowledgment, a copy of which is included herewith. Failure to acknowledge addenda may result in bid disqualification. The addendum acknowledgement should be submitted with the bid to expedite document processing.

# CRFP DOT2200000002
# ADDENDUM NO. 2

**Questions:**

Q1: Attachment B, Cost-Price Proposal, Application Managed Services table – Please clarify the role expectations and service requirements for Managed Services as defined by the Agency. How does the Agency's definition of Managed Services differ from most software providers' standard post go-live product support services? Depending on the type and level of Managed Services requested by the Agency, these services may already be included with the software provider's standard support.

A1: Please refer to Section 4.2.2.32 of the CRFP for information on the requirements for Production Maintenance and Support (Application Managed Services). This is a requirement for the first year following implementation (Contract Year 3) and a State option for up to three (3) additional one-year renewals. Whereas we would expect annual software maintenance to cover product bug fixes and maintenance releases for the core software product, Production Maintenance and Support will cover maintenance and support for all services provided by the Vendor to the State. This would include working with the Vendor's product support organization to ensure core software bug fixes are provided, installed and tested in a timely manner. It will also include ensuring that all custom software components beyond the core software are maintained – for example bug fixes or other system maintenance required to a system interface or custom workflows or extensions developed and implemented by the Vendor during the implementation project.

Q2: Attachment B, Cost-Price Proposal, SaaS Solution/Annual Software Subscriptions tables – Please clarify the initial contract term. Section 3 in the General Terms and Conditions states the initial contract term will be one year (effective on award) plus up to three one-year renewals for a total of four years. The Annual Software Subscription tables in the Price Proposal indicate the contract will have a two-year Implementation and up to three one-year "Post Production Base Contract" renewals for a total of five years. Will the Agency consider making the initial contract term two years to cover the time required to implement the solution?

A2: See revised page from Section 3 in the General Terms and Conditions to reflect a contract term of three years (up to two years for implementation and one year of post production support) plus up to three (3) one-year renewals.. The Cost-Price Proposal then requests pricing for the contract period, the potential option years, as well as additional years outside the potential contract term in order to obtain a six-year total cost of ownership for the solution.

Q3: General Terms and Conditions, Section 7 "Required Documents", Performance Bond – Performance bonds are typically cost-prohibitive. This is particularly true for software providers whose margins are much thinner than construction companies. Will the Agency consider any alternatives to providing a performance bond?

A3: A performance bond is essential to ensuring timely delivery of the solution at a high-level of quality. The following paragraph is included in Section 7.

> In lieu of the Bid Bond, Performance Bond, and Labor/Material Payment Bond, the Vendor may provide certified checks, cashier's checks, or irrevocable letters of credit. Any certified check, cashier's check, or irrevocable letter of credit provided in lieu of a bond must be of the same amount and delivered on the same schedule as the bond it replaces. A letter of credit submitted in lieu of a performance and labor/material payment bond will only be allowed for projects under $100,000. Personal or business checks are not acceptable. Notwithstanding the foregoing, West Virginia Code § 5-22-1 (d) mandates that a vendor provide a performance and labor/material payment bond for construction projects. Accordingly, substitutions for the performance and labor/material payment bonds for construction projects is not permitted.

Q4: Section 4.2, Project Goals and Mandatory Requirements – The second paragraph indicates that the primary purpose of the RFP is to obtain a COTS system or a transfer system from another agency. Regarding a transfer from another agency, will only a transfer from a West Virginia agency be considered? Or does it also include transfers from other Departments of Transportation in the US?

A4: A transfer of a system utilized by another state department of transportation or another agency with a significant capital program involving right-of-way acquisition (airports, rail/transit agencies, etc.) would be considered.

Q5: Section 4.2.2.11, System Integrations/Interfaces – Will the Agency please provide sample integration files for each of the identified integrations so that the Proponents will better understand the effort level for system integrations?

A5: WVDOT is not able to provide sample integration files at this time. The information provided in the CRFP is the best available information at this time. Additional information will need to be developed by the selected Vendor as part of the implementation project.

Q6: Section 4.2.2.11, System Integrations/Interfaces – System integration typically requires detailed discussions (e.g., workshops) to provide a firm fixed price and scope. Will the Agency allow the Proponent to provide the workshops as part of the elaboration phase of the implementation project and then provide the defined system integration scope and pricing after the workshops

A6: The State is expecting a firm fixed price proposal. Please see Section 24 – Modifications in the CRFP documentation.

Q7: Section 4.2.2.27, Data Conversion – The Agency has provided information on the expected data conversion process along with a list of required data conversions. Will the Agency please expand on this information and provide more detail about the data that needs to be migrated (e.g., type, quantity, format, fields, etc.)? This is key to developing a proper scope and services cost estimate

A7: The State has provided in the RFP all of the information about data conversion which is available at this time. Vendors should clearly document in their Technical Proposal their assumptions which form the basis of their effort estimate for Data Conversion work.

Q8: Section 4.2.2.27, Data Conversion – Data conversion typically requires detailed discussions (e.g., workshops) to provide a firm fixed price and scope. Will the Agency allow the Proponent to provide the workshops as part of the elaboration phase of the implementation project and then provide the defined data conversion scope and pricing after the workshops?

A8: The State is expecting a firm fixed price proposal. Please see Section 24 – Modifications in the CRFP documentation.

Q9: Section 4.3.11, TAB 5 "References" – A Proponent's references are typically considered confidential due to the sensitive nature of the provided information. The RFP states that any information submitted will be disclosed regardless of its classification (e.g., confidential, trade secret, proprietary, etc.). Will the Agency please clarify if Proponent reference information will be protected? Or if it will be considered public information?

A9: Please see Sections 21 and 31 in the CRFP documentation regarding "Your Submission is a Public Document".

Q10: Due Date Extension – Due to the RFP's comprehensive scope and a large number of requirements (500+), will the Agency extend the proposal due date an additional two (2) weeks?

A10: The bid opening has been extended to 09/30/2021. The bid opening time remains at 1:30 pm. Please read Section 6 – BID SUBMISSION in its entirety regarding technical and cost proposal submission. Submission of a response to a Request for Proposal (CRFP) is not permitted in wvOASIS.

Q11: We would like to request a one month extension on the closing date for the RFP

A11: The bid opening has been extended to 09/30/2021. The bid opening time remains at 1:30 pm

**3. CONTRACT TERM; RENEWAL; EXTENSION:** The term of this Contract shall be determined in accordance with the category that has been identified as applicable to this Contract below:

☑ **Term Contract**

**Initial Contract Term:** This Contract becomes effective on upon award and the initial contract term extends until three (3).

**Renewal Term:** This Contract may be renewed upon the mutual written consent of the Agency, and the Vendor, with approval of the Purchasing Division and the Attorney General's office (Attorney General approval is as to form only). Any request for renewal should be delivered to the Agency and then submitted to the Purchasing Division thirty (30) days prior to the expiration date of the initial contract term or appropriate renewal term. A Contract renewal shall be in accordance with the terms and conditions of the original contract. Unless otherwise specified below, renewal of this Contract is limited to (3) three successive one (1) year periods or multiple renewal periods of less than one year, provided that the multiple renewal periods do not exceed the total number of months available in all renewal years combined. Automatic renewal of this Contract is prohibited. Renewals must be approved by the Vendor, Agency, Purchasing Division and Attorney General's office (Attorney General approval is as to form only)

☐ **Alternate Renewal Term** – This contract may be renewed for _____ successive _____ year periods or shorter periods provided that they do not exceed the total number of months contained in all available renewals. Automatic renewal of this Contract is prohibited. Renewals must be approved by the Vendor, Agency, Purchasing Division and Attorney General's office (Attorney General approval is as to form only)

**Delivery Order Limitations:** In the event that this contract permits delivery orders, a delivery order may only be issued during the time this Contract is in effect. Any delivery order issued within one year of the expiration of this Contract shall be effective for one year from the date the delivery order is issued. No delivery order may be extended beyond one year after this Contract has expired.

☐ **Fixed Period Contract:** This Contract becomes effective upon Vendor's receipt of the notice to proceed and must be completed within _____ days.

☐ **Fixed Period Contract with Renewals:** This Contract becomes effective upon Vendor's receipt of the notice to proceed and part of the Contract more fully described in the attached specifications must be completed within _____ days. Upon completion of the work covered by the preceding sentence, the vendor agrees that maintenance, monitoring, or warranty services will be provided for _____ year(s) thereafter.

☐ **One Time Purchase:** The term of this Contract shall run from the issuance of the Award Document until all of the goods contracted for have been delivered, but in no event will this Contract extend for more than one fiscal year.

☐ **Other:** See attached _____

**ADDENDUM ACKNOWLEDGEMENT FORM**
**SOLICITATION NO.: CRFP DOT2200000002**

**Instructions:** Please acknowledge receipt of all addenda issued with this solicitation by completing this addendum acknowledgment form. Check the box next to each addendum received and sign below. Failure to acknowledge addenda may result in bid disqualification.

**Acknowledgment:** I hereby acknowledge receipt of the following addenda and have made the necessary revisions to my proposal, plans and/or specification, etc.

**Addendum Numbers Received:**
(Check the box next to each addendum received)

| | | | |
|---|---|---|---|
| [ ] | Addendum No. 1 | [ ] | Addendum No. 6 |
| [ ] | Addendum No. 2 | [ ] | Addendum No. 7 |
| [ ] | Addendum No. 3 | [ ] | Addendum No. 8 |
| [ ] | Addendum No. 4 | [ ] | Addendum No. 9 |
| [ ] | Addendum No. 5 | [ ] | Addendum No. 10 |

I understand that failure to confirm the receipt of addenda may be cause for rejection of this bid. I further understand that that any verbal representation made or assumed to be made during any oral discussion held between Vendor's representatives and any state personnel is not binding. Only the information issued in writing and added to the specifications by an official addendum is binding.

Flairsoft Ltd.
Company

Authorized Signature

9/29/2021
Date

NOTE: This addendum acknowledgement should be submitted with the bid to expedite document processing.

Flairdocs

Process innovation > Real results.

a product by Flairsoft

ORIGINAL









# WVDOT RIGHT OF WAY MANAGEMENT-SYSTEM - 62210C002

**Centralized Response to Request for Proposal (CRFP #): DOT2200000002**

## Technical Proposal

**Sept 30, 2021**

**Submitted to:**

Department of Administration, Purchasing Division
2019 Washington Street East
Charleston, WV 25305

**Flairsoft Limited**

**Submitted By:**

Dheeraj Kulshrestha
President and CEO, Flairsoft Ltd.
M: (614)-565-5700
Fax: (614) 573-7255
Email: dheeraj@flairsoft.net
7720 Rivers Edge Dr.Suite 200 Columbus, OH 43235

Date: 30-Sept-2021

A Leader in Right of Way Software Since 2001



This document includes data that is proprietary and trade secret to Flairsoft (as defined in *West Virginia Code§ 29B-1-4(a)(1)*) and shall not be disclosed outside of the West Virginia Department of Transportation (WVDOT) or its representative, and shall not be duplicated, used, or disclosed - in whole or in part - for any purpose other than to evaluate this document. If, however, a contract is awarded to Flairsoft as a result of - or in connection with - this proposal may be duplicated, used, or disclosed to the extent provided in the resulting contract. This restriction does not limit WVDOT's right to use information contained in this document if it is obtained from another source without restrictions that protect Flairsoft's intellectual property. All sections of this document are subject to this restriction and must

# Transmittal Letter

Tara Lyle, Department of Administration,
Purchasing Division,
2019 Washington Street East,
Charleston, WV

September 30, 2021

Subject: Response to Proposal for CRFP 62210C002 Right of Way Management-- System (Solicitation# DOT2200000002)

Dear Ms. Lyle,

Flairsoft is pleased to present our proposal to the West Virginia Department of Transportation (WVDOT) in response to their Right of Way Management System project. We stand ready to help the WVDOT team achieve its business objective of obtaining a commercial-off-the-shelf (COTS) software and integration services to implement a Right-of- Way, Utility Relocation and Railroad Agreements Management System. We are a **West Virginia certified DBE** Company with over a decade of proven history of delivering integrated, configurable right of way solutions using a Software-as-a-Service model. Flairsoft has **worked on a statewide childcare system for the state of West Virginia**. Flairdocs is a comprehensive, scalable, mobile-ready, web-based solution that combines all aspects of real property rights into a single, powerful workflow and document management solution. With intuitive end-to-end process and automation tracking, Flairdocs™ comes bundled with an innovative drag-and-drop workflow designer to allow WVDOT to take control of their workflows and business processes themselves. Flairsoft also utilizes a proven agile FlairSAFe™ methodology for the project.

**Our Flairdocs DOTTrack experience from Oregon DOT fulfills the mandatory requirement to qualify for this opportunity. We are delivering an exceptional to various DOT's and transit agencies including New York State DOT, Oregon DOT, Texas DOT, Caltrans, Los Angeles County Metropolitan Authority, and Sound Transit through value for Right of Way management through our solution, Flairdocs™**

***The Oregon Department of Transportation will collect just over $5.1 billion in total revenue during the 2021-2023 biennium. 23 percent from the federal government.***

***"We Deliver. You Succeed." is our COMMITMENT*** – Flairsoft's commitment to you as a COTS solution provider is to implement a system that achieves WVDOT's goals for this project for streamlining and improving efficiencies in their Right of Way business processes. We are confident in this commitment because of our proven track record of success as demonstrated below.

| | | |
|---|---|---|
| More than **19 years** of experience designing and implementing Right of Way and Property Management solutions | **More than 2 decades of** successfully supporting government and commercial clients with **100+ staff** and 5 **offices** nationwide | Experience developing software solutions within the SDLC, **SaaS/Cloud, Cyber Security, Mobile, GIS and Agile/DevOps** environments |
| Accelerators and best practices at your service from similar previous engagements | Flairsoft is a **West Virginia certified DBE firm with prior experience with WV State** | Proven track record of delivering integrated eGovernment solutions using **GIS**, **Mobile**, Business Intelligence, and XML technologies |



Flairdocs

Flairsoft has the staff, qualifications, passion, and dedication to provide you with an innovative and easy to use solution that will be of excellent value to WVDOT. As the founder of Flairsoft, I commit an exceptional team for this strategic engagement.

### a) Flairsoft's Understanding of the Scope of Software and Services

Flairsoft has analysed WVDOT's requirements and accordingly has ascertained the high-level scope of work. Our flagship product Flairdocs™ is an exceptional fit to WVDOT requirements and fully addresses the lifecycle of Right of Way Management while ensuring full regulatory compliance and dependable data governance.

Our vision and commitment in structuring the solution for the Right of Way Management system is reflected in the figure below:

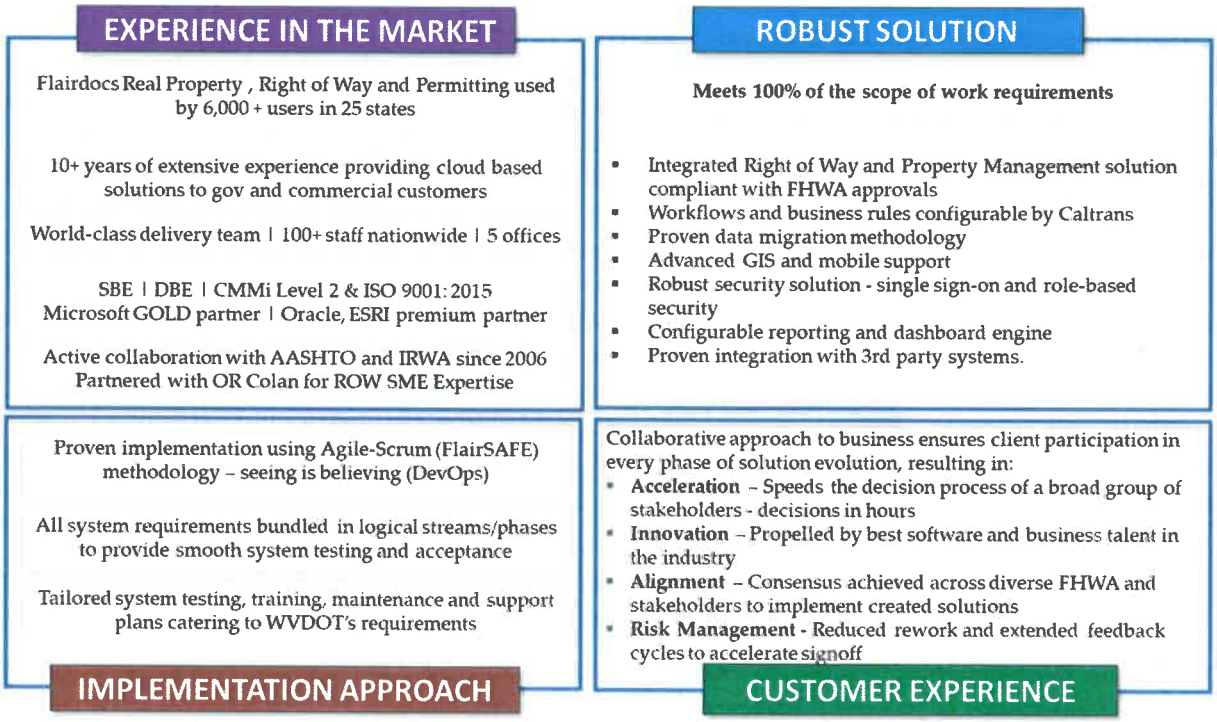



*Figure 1: Flairsoft's Value Proposition*

Our team is committed to your project's success through the implementation of tasks and strategies surrounding delivery, migration, installation, configuration, application development, project management, integration, documentation, training, maintenance, and robust support services. After careful consideration of the scope of work provided by WVDOT, we strongly feel that our proposed solution would fulfill the specifications easily, effectively, and at a superior level of quality.

Flairsoft has chosen the agile-scrum hybrid methodology to strengthen the streamlined and spontaneous project implementation process. This approach mitigates project risks and provides an effective way to capture and document how the system can be used through screen designs and workflow.

Our methodology is broken into several phases and modules for analysis, design, implementation, and deployment. This approach has been developed, tested, and improved upon in successive deployments for state, commercial and federal government projects. Because of our FAST methodology and industry standard design principles, the software carries an exceptionally modest maintenance cost.

### *Services Offered to WVDOT by Team Flairsoft*

The Flairsoft team is committed to your project's success through the implementation of tasks and strategies surrounding the successful implementation of WVDOT's process and will be responsible for performing the following services:

- Project Implementation
  - Project kickoff and planning
  - Implementation (Gap Analysis, Use Case Review, Sprint Planning, Configuration & Execution Phase)
  - Interfaces and Integration
  - Documentation
  - Data Conversion & Migration
  - Testing, Training & Acceptance
  - Deploy and Project Closeout
- Software Maintenance and Support

### *Software Offered to WVDOT by Flairsoft – Flairdocs™ DOTTrack*

Flairdocs™ supports all aspects of real property planning and management, project coordination, acquisition, appraisal, condemnation, relocation assistance, property management, clearance and demolition, utility relocations, RW certification, estimating, railroad coordination, etc., by standardizing processes across departments and personnel. Compliance and accuracy are increased, while training costs are reduced through the powerful paperless data collection, document generation, and workflow management capabilities. By creating synergies across all project phases and processes, Flairdocs software reduces duplication of work, eliminates bottlenecks and ensures information consistency and accuracy.

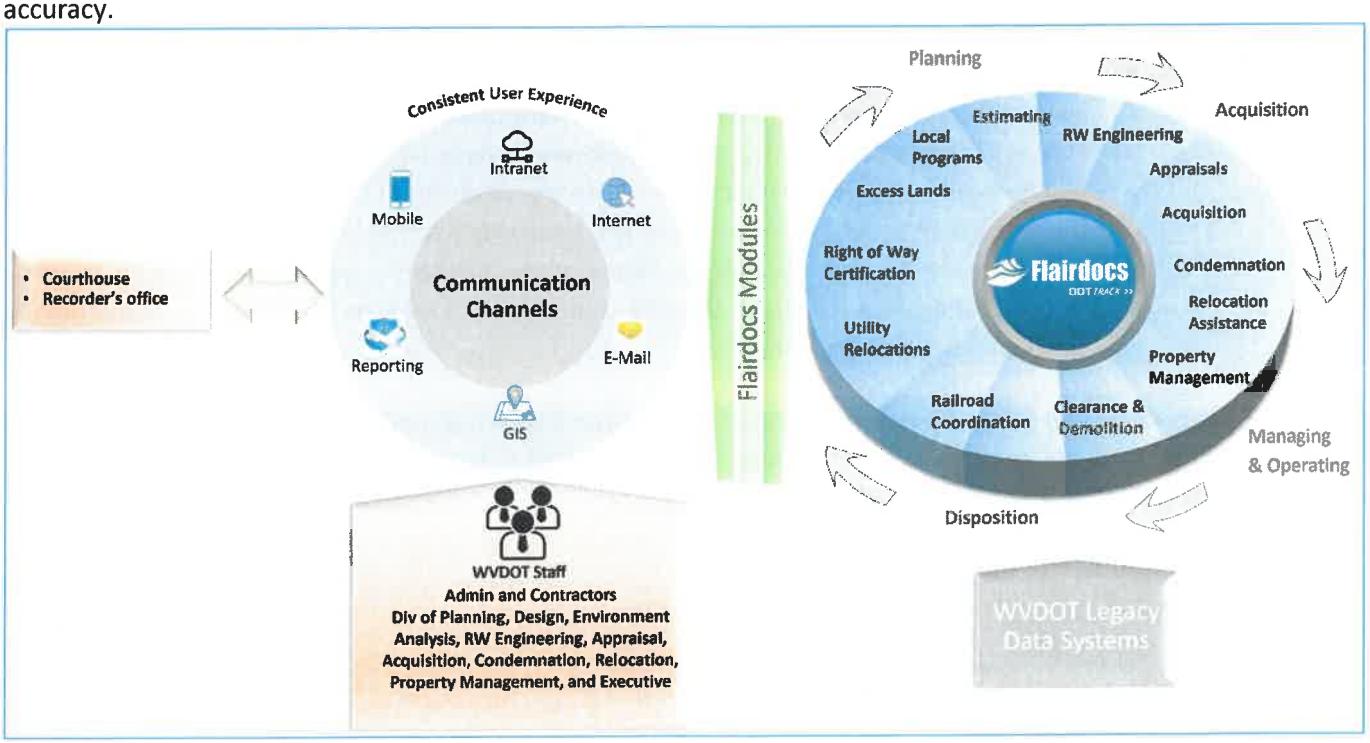



*Figure 2: Flairdocs™ Solution for Real Property Review, Collaboration and Monitoring*

### b) Flairsoft Authorized Representatives

Coleen R. McGee
Vice President – Product Division
Off: (614) 888-0700x220 | Cell:(405) 708-1896
coleen.mcgee@flairdocs.com

### c) Proposed Subcontractors/Software Providers

OR Colan and Associates

Flairsoft has engaged **O.R. Colan** as a subcontractor to provide subject matter expertise in the area of right of way and to assist in validating the requirements and user acceptance testing and training efforts. The subcontractor O.R. Colan will be available for providing robust and effective training services and for running a complete and detailed program for implementing the RoW solution. Flairsoft and OR Colan have worked in similar partnership situations for the past 4 years. Flairsoft is proposing Mr. Jayson Gardner from O.R. Colan to serve as a ROW trainer to assist in providing effective training sessions for WVDOT users, and Mr. Gary Scott would be responsible for ensuring the quality of the proposed Flairdocs product and for helping WVDOT with user acceptance testing.

### d) Confirmation Statements

- Flairsoft confirms that the price contained with this proposal is binding upon in all respects for a period of 180 days from receipt of the BAFO (Best and Final Offer), or from submission if no BAFO is requested.
- Flairsoft Ltd. is proposing itself as the primary contractor for this opportunity.
- Flairsoft is proposing its self-developed software solution, Flairdocs.
- Flairsoft confirms that in this proposal presently have no interest, direct or indirect, which would conflict with the performance of services under this Contract and shall not employ, in the performance of this Contract, any person having a conflict.
- Flairsoft confirms that all staff members of the Flairsoft's proposed team shall follow all WVDOT and State of West Virginia administrative policies, procedures, requirements, specifications, and standards.

My team would be honored to earn WVDOT's trust and business as a result of this RFP submission. If you should have any questions or further instructions, feel free to contact me on my mobile (614)-565-5700 or via email at dheeraj@flairsoft.net.

Best regards,



***Dheeraj Kulshrestha***
*President and CEO*

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Flairdocs

# TAB 1 - Executive Summary

### *1.1 Flairsoft's Proposed Solution Overview – FLAIRDOCS DOTTRACK*

Our proposed solution, Flairdocs™ DOTTrack, is an excellent fit for the requirements of this project. Flairdocs™ meets 98% of the scope of work and only needs minor configuration or customization to support an out-of-the-box COTS solution. The Flairdocs user interface and processes were originally designed in 2003 by ROW and DOT subject matter experts working in conjunction with world class architects and human factor engineers to produce a user-friendly, end user configurable, and highly comprehensive DOT solution.

Our solution has been developed in partnership with the Oregon Department of Transportation and was further enhanced with other government agencies including the New York State Department of Transportation, California DOT (Caltrans), Texas DOT, Los Angeles County MTA and Sound Transit. We are delivering phenomenal value for Right of Way management through our solution, Flairdocs™, to various other public agencies including but not limited to Metropolitan Water District of Southern California and the County of Santa Cruz.

Flairdocs comes equipped off the shelf to handle collaboration of complex data/document-intensive organizational processes. Below is a high-level conceptual view of how Flairdocs meets the WVDOT's project requirements.




*Figure 3: Flairdocs Enterprise Supportability*

Our solution combines all aspects of right of way, land acquisition, property and utility management into a single, powerful workflow and document management solution. With successful client engagements, we have developed and strengthened our expertise and product architecture to deliver innovative ROW acquisition and property management solutions that span across systems integration, database management, GIS, mobile, and COTS product deployment.

Flairdocs functionally supports the Right of Way division for the various RW processes described in section 4 of the RFP and Right-of-Way requirements matrix. Flairsoft has implemented similar projects for other department of transportation (e.g., Oregon DOT, New York DOT) and transit agencies (Sound Transit) that acquire, manage, and dispose of property and rights to property in accordance with state and federal laws.

***Flairsoft introduced the industry's first web based configurable Right of Way Management solution in 2003 with off-line data capability.***

All the WVDOT tasks and deliverables listed in section 4.2.2.15 have been part of all our DOTTrack implementations and are the substance of our 19+ years of experience.

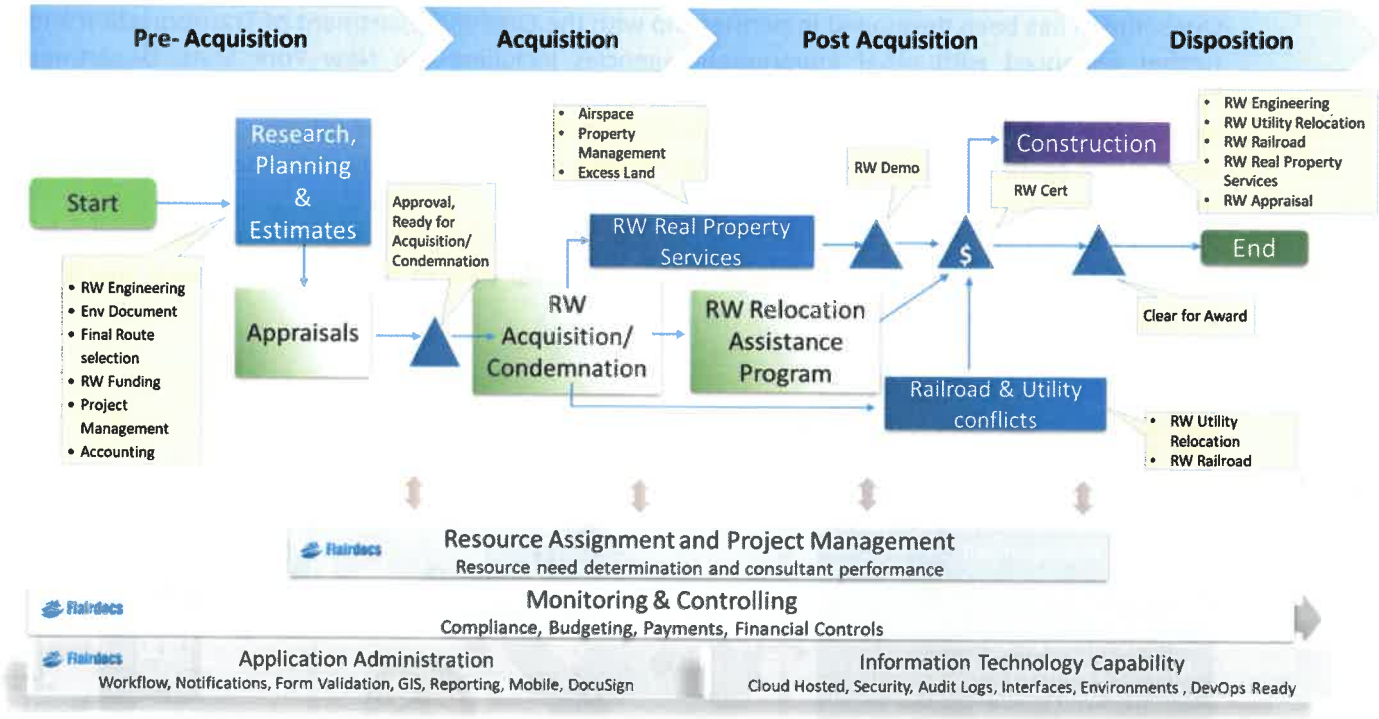



*Figure 4: Flairdocs High-level Real Property Life Cycle Management Support*

Flairdocs DOTTrack supports all the property modules that streamline the creation of project/parcel, property acquisition, relocation, property management, and the relocation or modification of utilities and railroads, etc. Flairdocs DOTTrack is designed to handle all property related services, inclusive of all configurable modules, and allows authorized users to manage and modify according to their need. The processes are driven by a powerful workflow engine that manages the process of capturing right of way data, along with the creating, reviewing, and editing of required documents. With Flairdocs, you can utilize the best technologies and tools to accelerate your projects and get instant access to important data.

### *1.2 Flairsoft's Planned Approach*

Our project management methodology is based on PMI processes to ensure on-time and on-budget delivery. Our Project Manager, Mr. Michael Dressel, PMP, ensures compliance with contract and client satisfaction.

## Agile Development Technique:

Flairsoft uses its own implementation methodology called FAST™ (Flairsoft Agile Software Technique), which is a flexible and adaptable integrated methodology that provides a straightforward and effective path to success. Flairsoft has chosen the agile-scrum hybrid methodology to strengthen the streamlined and spontaneous project implementation process. This approach mitigates project risks and provides an effective way to capture and document how the system can be used through screen designs and workflow.

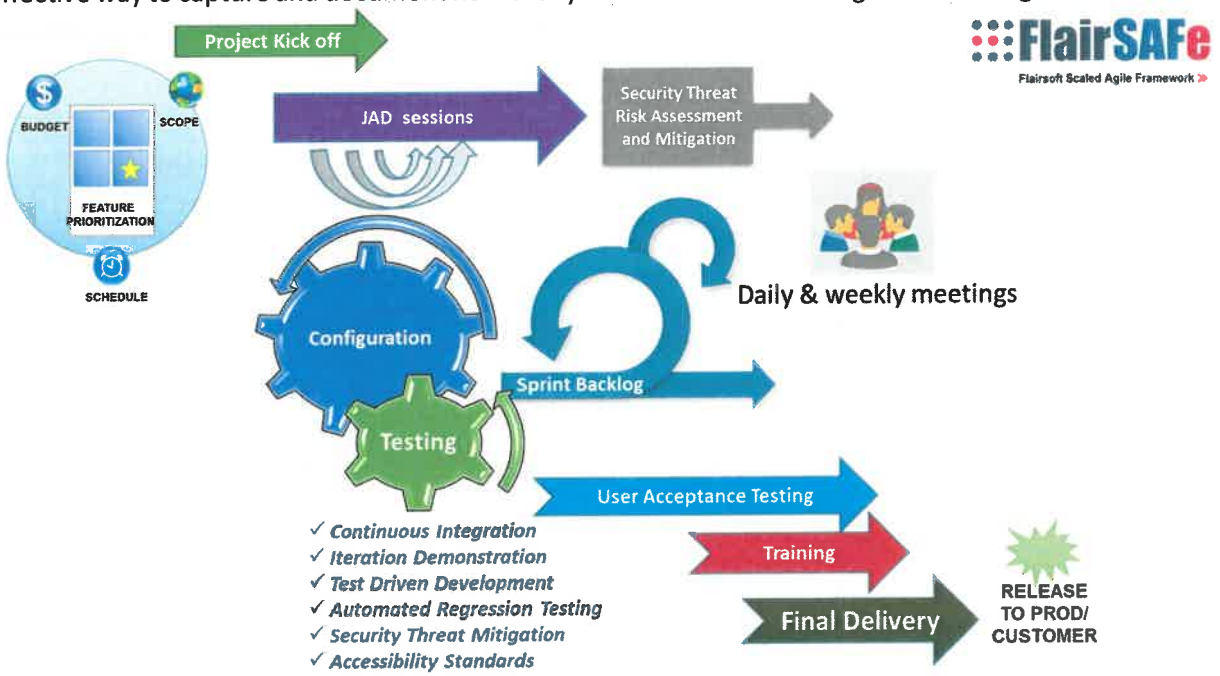



*Figure 5: Flairdocs Implementation Methodology*

Our methodology is broken into several phases and modules for analysis, design, implementation and deployment. This approach has been developed, tested and improved upon in successive deployments for state, commercial and federal government projects. Because of our FAST methodology and industry standard design principles the software carries a very low maintenance cost. To break down development and deployment into a Software Development Life Cycle (SDLC) and non-SDLC structure, Flairsoft assessed that the requirements, which can be worked in techno-functional areas.

Our project plan is broken into several categories, phases and sub-phases:

- Phase I: Initiation & Planning
- Phase II: Requirement, design, configure
- Phase III: Training and Onboarding
- Phase IV: UAT & Deployment
- Phase V: Warranty

Our proven FlairSAFe (Flairsoft Scaled Agile Framework) implementation methodology and industry standard design principles allow us to successfully deliver projects carrying a very low maintenance cost. In the table below we have listed the services offered in the past as a part of DOTTrack implementation:

| WVDOT ROW implementation tasks | Services and Solutions Delivered |
|---|---|

| | |
|---|---|
| 1. Project Management Services | ✓ Prepare and deliver project charter along with the project schedule and project management plan and the required templates of project management plan |
| 2. Requirements Review and Gathering Sessions | ✓ Requirement gathering through Fit Gap Design sessions<br>✓ Preparation of requirement documents and mockups |
| 3. Design | ✓ Setup of environment – Development, Test, Prod environment<br>✓ Installation instructions for customer environment |
| 4. Software Configuration/ Modification | ✓ Configuration and customization based on Fit gap design session<br>✓ Mobile capability – online and offline capability<br>✓ Integrations (GIS, ECM, SMTP, 3rd party)<br>✓ Canned and ad hoc reports, customizable dashboards.<br>✓ Document management and template generation |
| 5. System Testing and UAT Support | ✓ Creation and review of test strategy, test plan<br>✓ System integration & acceptance testing<br>✓ Performance, load, regression testing<br>✓ Create and review standard test scripts and test data<br>✓ UAT assistance and documentation of issues |
| 6. Installation and Configuration | ✓ Operational/Installation guidelines<br>✓ Configured/customized software deployment in development, test and production environment |
| 7. Training and Onboarding | ✓ UAT & Administrative Training<br>✓ Remote and classroom training based on need.<br>✓ Training material, system documentation, user guide and help content |
| 8. Data Migration | ✓ Conversion planning and development of initial migration strategy<br>✓ Data transformation, data loading and validation |
| 9. System Checks and Cutover | ✓ Technical, functional and business verification of production environment, along with acceptance of migrated data<br>✓ Production deployment and cutover<br>✓ Warranty – post deployment support |
| 10. Maintenance and Support | ✓ Web, telephone (voice mail/call back), and email<br>✓ Business hours and after-hours support<br>✓ Escalation process for unresolved problems |
| 11. Hosting/SaaS | ✓ Cloud hosting |

### *1.3 Successful Implementations*

The list of our valued and loyal customers includes Fortune 100 companies, state agencies, and utility companies. A detailed list of our esteemed clients and the services offered is provided below:

| FLAIRSOFT TEAM RELATED EXPERIENCE | Project Management Services | Configuration and Customization | Data Conversion and Migration Services | Interface and Integration Services | Testing Services | Application Security Services | Go-Live implementation | Training Services | Project Close-out Services | Data Warehouse implementation | Cloud hosting & Computing | Business Continuity/Disaster | Geographical Information Systems | Mobile Application Development | Maintenance and Support Services | Technical Documentation |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **Oregon Department of Transportation** | ▼ | ▼ | ▼ | ▼ | ▼ | ▼ | ▼ | ▼ | ▼ | ▼ | | | ▼ | | ▼ | ▼ |
| **Sound Transit (Seattle/Tacoma Metro)** | ▼ | ▼ | ▼ | ▼ | ▼ | ▼ | ▼ | ▼ | ▼ | ▼ | ▼ | ▼ | ▼ | ▼ | | ▼ |
| **Texas Department of Transportation** | ▼ | ▼ | ▼ | ▼ | ▼ | ▼ | ▼ | ▼ | ▼ | ▼ | ▼ | ▼ | ▼ | ▼ | ▼ | ▼ |
| **New York State Department of Transportation – Highway Work Permit** | ▼ | ▼ | ▼ | ▼ | ▼ | ▼ | ▼ | ▼ | ▼ | ▼ | ▼ | ▼ | ▼ | ▼ | | ▼ |
| **New York State Department of Transportation – Right of Way** | ▼ | ▼ | ▼ | ▼ | ▼ | ▼ | ▼ | ▼ | ▼ | ▼ | | ▼ | ▼ | ▼ | | ▼ |
| **California Department of Transportation (Caltrans)** | ▼ | ▼ | ▼ | ▼ | ▼ | ▼ | ▼ | ▼ | ▼ | ▼ | | ▼ | ▼ | ▼ | | ▼ |
| **Los Angeles County Metropolitan Transit Authority** | ▼ | ▼ | ▼ | ▼ | ▼ | ▼ | ▼ | ▼ | ▼ | ▼ | | ▼ | ▼ | ▼ | | ▼ |
| Williams Energy (Chesapeake, Access Midstream) | ▼ | ▼ | ▼ | ▼ | ▼ | ▼ | ▼ | ▼ | ▼ | ▼ | | | ▼ | | ▼ | |
| Las Vegas Water District Authority | ▼ | ▼ | ▼ | ▼ | ▼ | | | ▼ | | | | ▼ | ▼ | | ▼ | ▼ |
| Rail Pros | ▼ | ▼ | ▼ | ▼ | ▼ | ▼ | ▼ | ▼ | ▼ | ▼ | ▼ | ▼ | | ▼ | ▼ | ▼ |
| American Electric Power (AEP) | ▼ | ▼ | ▼ | ▼ | ▼ | ▼ | ▼ | ▼ | ▼ | ▼ | | ▼ | ▼ | | ▼ | |
| Willbros Engineers/ TRC | ▼ | ▼ | ▼ | ▼ | ▼ | ▼ | ▼ | ▼ | ▼ | ▼ | | | ▼ | | ▼ | |
| MDM Corporation | ▼ | ▼ | ▼ | | ▼ | | | ▼ | | | | ▼ | ▼ | ▼ | ▼ | |
| Clark Land Resources (CLR) | ▼ | ▼ | ▼ | | ▼ | | | ▼ | | | ▼ | ▼ | ▼ | ▼ | ▼ | |
| Metropolitan Water District of Southern California | ▼ | ▼ | ▼ | ▼ | ▼ | ▼ | | ▼ | | | ▼ | ▼ | ▼ | ▼ | | |
| Enbridge Inc. | ▼ | ▼ | ▼ | ▼ | ▼ | ▼ | ▼ | ▼ | ▼ | ▼ | | ▼ | ▼ | | | ▼ |
| ATCO Electric | ▼ | ▼ | ▼ | ▼ | ▼ | ▼ | ▼ | ▼ | ▼ | ▼ | | | ▼ | | ▼ | ▼ |
| Antero Midstream | ▼ | ▼ | ▼ | ▼ | ▼ | ▼ | ▼ | ▼ | ▼ | ▼ | | | ▼ | | ▼ | ▼ |
| Emerald Energy & Exploration Land Company | ▼ | ▼ | ▼ | | ▼ | | | ▼ | | | ▼ | | | | ▼ | |
| Atwell | ▼ | ▼ | ▼ | | ▼ | | | ▼ | | | ▼ | | ▼ | ▼ | ▼ | |
| Property ROW | ▼ | ▼ | ▼ | | ▼ | | | ▼ | | | ▼ | | | ▼ | ▼ | |
| Ameren Electric (Shoreline Permitting System) | ▼ | ▼ | ▼ | ▼ | ▼ | ▼ | | ▼ | | | ▼ | ▼ | | ▼ | | ▼ |
| Ohio Department of Transportation- data Analytics & BI Proof of Concept | ▼ | | ▼ | ▼ | ▼ | | ▼ | | ▼ | ▼ | | | | | | ▼ |
| State of Ohio, Michigan, Utah, New York and West Virginia | ▼ | ▼ | ▼ | ▼ | ▼ | ▼ | ▼ | | | ▼ | | ▼ | | | ▼ | ▼ |
| Air Force Research Laboratory (AFRL) | ▼ | ▼ | ▼ | ▼ | ▼ | ▼ | ▼ | ▼ | ▼ | ▼ | ▼ | ▼ | | | ▼ | ▼ |
| Air Force Materiel Command- Department of Defense Organizations | ▼ | ▼ | ▼ | ▼ | ▼ | ▼ | ▼ | ▼ | ▼ | ▼ | ▼ | ▼ | ▼ | ▼ | ▼ | ▼ |
| Robins Air Force Base, GA | ▼ | ▼ | ▼ | | ▼ | ▼ | ▼ | ▼ | ▼ | ▼ | ▼ | ▼ | | | ▼ | ▼ |
| Department of Defense – Air Force Research Lab | ▼ | ▼ | ▼ | ▼ | ▼ | ▼ | ▼ | ▼ | ▼ | ▼ | ▼ | ▼ | | | ▼ | ▼ |

### *1.4 Successful Public Sector Implementations of the Proposed Solution*

Flairsoft has several technology and Right of Way Services partners that assist in implementing Flairdocs to our end clients. Our Technology partners include CGI (US and Canada), Ernst and Young, and Deloitte Consulting. Our Business and ROW Consulting partner OR Colan serves as a subject matter expert to assist us with training activities for WVDOT team. Flairsoft's esteemed board of directors include **Lt. Gen C.D Moore (Retd Air Force Vice Commander)** leading our operational and strategic direction in an advisory capacity.

In this capacity, he provides guidance on business capture opportunities with government and aerospace industry customers, strategic planning advice for other business growth opportunities, and program execution guidance.

**In the table below, we have mapped how past Flairdocs public engagements are similar to WVDOT scope and description.**

| Client Name | Project Description |
|---|---|
| 1. **Oregon Department of Transportation (Right of Way Information Tracking System) - DOTTrack**<br>*Project Duration:* 2010 – 2014 – Currently on-going enhancements<br>*Number of Users:* **500 users** (approx.) | • Integration with FileNet, accounting system, third-party and highway databases.<br>• Migration of legacy data and comprehensive product training. |
| 2. **New York State Department of Transportation (Real Estate IT System) – DOTTrack**<br>*Project Duration: In-progress*<br>*Number of Users:* ***1500+*** | • Implementing, configuring, and customizing Flairdocs™ for New York State Department of Transportation streamlining their Right of Way and Real Estate IT System functions.<br>• Integration with NY.GOV ID (Identify Verification), FileNet (Document Management), NYS GIS, NYS DOT ESRI ArcGIS, SMTP, PSS/OPPM Data warehouse, Mobile Access, Public Portal, Reporting, Highway Work Permits (HWP) and State Financial System (SFS). |
| 3. **Los Angeles Metropolitan Transit Authority (Real Estate Management System) – DOTTrack**<br>*Project Duration: In-progress* | • Replacing its existing business processes with a modern, comprehensive, and innovative Real Estate Management System (REMS). The envisioned REMS system shall be supporting Metro's needs for its current and future business processes. |
| 4. **Sound Transit (Right of Way Tracking Solution) DOTTrack**<br>*Project Duration: Sep 2019 - Oct 2020 & ongoing* | • Implementing, configuring, and customizing Flairdocs™ for Sound Transit streamlining their Right of Way and Property Management functions.<br>• System Integration services with GIS, Active Directory, SharePoint, DocuSign. |
| 5. **New York State Department of Transportation (Highway Work Permit System) – EPSTrack**<br>*Project Duration: June 2018 - 2021* | • Flairdocs allows processing of Highway Work Permits and a workflow management system to handle approximately 6,000 permits each year from eleven (11) regional offices Functionalities included: Electronically and securely pay permit fees, Permit submittal, review and issuance process, Workflow management, Business rules management, |

| | |
|---|---|
| | financial management and reporting functions, and Location management. |
| **6. Texas Department of Transportation – EPSTrack**<br>*Project Duration: Scheduled to go live in September 2021* | • Flairsoft will be implementing Flairdocs EPSTrack Permitting System in SaaS model, supporting multiple areas of TXDOT business; property & rail corridor permitting and utility permitting. |
| **7. County of Santa Cruz, California (Permitting Management System) – EPSTrack**<br>*Project Duration: Aug 2019 – Feb 2020* | • Flairsoft implemented Flairdocs EPSTrack Permitting System in SaaS model, supporting multiple areas of property & rail corridor permitting and utility permitting. Allow permit requests, tracking, storage, processing, and reporting functions along with notifications and permit generation. |
| **8. RailPros (Permitting Management System) – EPSTrack**<br>*Project Duration: Aug 2019 – Feb 2020* | • Implemented Flairdocs EPSTrack Permitting System in SaaS model, supporting multiple areas of RailPros' business; property & rail corridor permitting and utility permitting. The web-based solution offers flexibility to fully manage and track permit applications through a diverse set of disciplines, allowing applicant/contractors to do their job more efficiently. |
| 9. **Las Vegas Valley Water District (Cloud-hosted Permitting and ROW Solution) – PipelineTrack**<br>*Project Duration: March 2018 - Sept 2020 & ongoing* | • Project management, Flairdocs installation, configuration and customization, testing and defect resolution, migration of legacy data, software documentation and training, and maintenance and support. |

### *1.5 Public Sector Experience of Key Staff*

Flairsoft is pleased to propose the following team for the project with relevant public sector experience in implementation of Right of Way system:

| Proposed Role/Consultant Name | Experience Summary |
|---|---|
| **Dheeraj Kulshrestha (Flairsoft Project Sponsor)** | • 28+ years of successful hands-on technical and management experience in design and delivery of large-scale software solutions in multiple domains including state government, Federal and Public sectors.<br>• 12+ years of ODOT RITS oversight<br>• Principal Investigator for NCHRP-70-320, USAF AFIPPS IV&V Advisor |
| **Coleen McGee (Account Executive)** | • 25+ years of experience services public agency in Right of Way domain<br>• Past IRWA Pipeline Committee Chair and Vice Chair with SR/WA designation |
| **Greg Horvath (Technical Leadership)** | • 10+ years of experience working on Department of Transportation clients.<br>• Instrumental in the Flairdocs release to Oregon DOT and has led the implementation for NYSDOT and Sound Transit. |
| **Sudipta Jana, PMP (Product Owner/Integration Architect)** | • 16+ years of serving public sector clients including right of way domain clients<br>• Technical Lead for implementing Real Estate IT system for NYSDOT |

| | |
|---|---|
| **Michael Dressel, PMP (Project Manager)** | • Manager of the power supply division of a $5B Power Electronics company. Responsible for guiding teams in North America and China to insure operational excellence through rigorous improvements in the areas of customer service, planning/forecasting, global procurement, inventory, NPI and with our two contract manufacturers in China. |
| **Jayson Gardner, PMP (Trainer)** | • 14+ years of public agency experience with 7.5 years of experience in Department of Highway. |
| **Peter Vasys (Solution and Security Architect)** | • Architect, design, and support team implementation of industrial pipeline land acquisition and finance software for public agencies |
| **Leslie Manning (Subject Matter Expert)** | • Training and deployment of Flairdocs with Oregon Department of Transportation<br>• Serves as a Subject Matter Expert for Real Estate/Right of Way domain for California Department of Transportation (Caltrans) |
| **Chris Mabe, CSM (Business Analyst)** | • Responsible for managing the backlog for all 8 automated fraud applications and working with the third-party vendors to establish a project plan and roadmap on a continuous basis.<br>• Responsible for interpreting business requirements and converting them into technical story cards for various projects/enhancements for our build and run teams responsible for the online homeowners and renters' applications on nationwide.com. |
| **Paul Maddock (GIS Architect)** | • Over 8 years in GIS Development and Data Administration experience in Land Management & ROW industries with 5+ Flairdocs implementations for public agencies like Ameren, Metropolitan Water District and NYSDOT Highway Work Permit |
| **Larissa Borcz (Technical Lead)** | • Data Migration and Data Management experience for public companies like New York State DOT, and Los Angeles County MTA.<br>• Currently supports Las Vegas Valley Water District for its Right of Way SaaS implementation. |
| **Gary Scott (Quality Assurance Lead)** | • Handled WVDOT highway project coordination with all Railroad and Utility companies.<br>• Other assignments have included preparation of training materials for various courses offered by the firm, including courses given for the U.S. Department of Transportation, FHWA, and FAA. |

### *1.6 Why Flairsoft is Best Qualified to Perform the Work Required.*

Below are the statements indicating our performance record:

***Government/Public Experience***

1. We have been providing IT consulting services to **West Virginia, State of Ohio, Michigan, New York, Oklahoma, and Oregon.** We also provide IT consulting services to Federal Government & fortune 500 companies across the US. Flairsoft is also pre-qualified for Deliverable Based IT Services categories and Data Analytics Services by the State of Ohio.
2. **Expertise in eGovernment, Enterprise Architecture and Business Process Management**

3. **19 years of Data Management and Business Intelligence expertise:** Flairsoft has led enterprise data warehouse, business intelligence and data migration solutions for large scale customers including Mettler Toledo, the US Air Force, and the State of Ohio.
4. Proven track record in delivering complex large-scale IT solutions; experienced in managing both leading edge technologies and legacy systems
5. Diverse Information Technology expertise: Enterprise resource planning, software development, logistics, program and project management, scientific and technical expertise in eGovernment, geospatial information systems, business process management, service-oriented architecture, ERP implementation experience.

*Technology Experience*

1. **19+ years of Systems Integration experience:** Flairsoft has successfully integrated ERP systems, financial systems, imaging/document management and engineering systems for the past 10+ years for both government and commercial customers.
2. **Service Oriented Architecture and Business Process Management leadership:** Flairsoft built its first web service solution in 2002 and has been an early adaptor of SOA/Web Services. We have been certified by Microsoft on SOA and BPM competency.
3. **Microsoft Solutions Competencies**: Flairsoft has been using Microsoft's .NET architecture since 2002. We have access to a pool of local certified Microsoft professionals.
4. Flairsoft is a gold partner with Microsoft Application Development Competency, and we look forward to helping our customers deploy scalable and secure solutions. Gold competency strengthens our partnership with Microsoft and places us in a unique position to help meet our customers' missions. Flairsoft has been using Microsoft's .NET architecture since 2002. We have access to a pool of local certified Microsoft professionals.
   Additionally, Flairsoft is AWS certified and hosts the Flairdocs solution on AWS servers and data centers. Flairsoft maintains technology partnerships with Amazon, Oracle and ESRI.




**Flairsoft provides WVDOT with the following advantages:**

- **Increase effectiveness of WVDOT land acquisition programs:** Flairdocs provides a paperless, integrated enterprise solution to automate processes across evaluation, consultation, mitigation, acquisition and monitoring of the land management program
- **Empower better decision making and reporting** by reporting across your end-to-end operation to make timely decisions by easy-to-use reports and enabling scenario analysis through the powerful estimation engine. This also reduces the time required to perform reporting to management and regulatory authorities.
- Standardized processes connected to a common repository of land records, payment transactions and visualization through GIS and a flexible reporting platform
- Automated workflows and reporting per compliance requirements

- Dramatically reduce time to perform acquisition and maintain all needed documentation of the transaction.
- Effective knowledge management by building business rules to drive acquisition and real estate processes through Flairdocs and ease of training new staff
- Improved visibility into acquisition project status and ability to proactively avoid expensive delays in construction projects
- **Ensure accountability and compliance** by tracking deadlines through notifications and standard workflows with audit trails throughout the acquisition process
- **Maximum accessibility – GIS, Mobile, Disconnected-offline and Cloud:** Flairdocs includes both mobile and offline support for iPhones and iPads as well as Android devices. Offline support ensures users can still reliably enter data even in areas with spotty cell coverage.
- **Self-service and configurability leading to lower total cost of ownership and agility:** Flairdocs offers end user configuration in multiple areas, such as Security, Task and Assignment Structure, Reporting and Document Generation templates. It also allows for client specific customizations to data forms, workflows and notifications based on the Flairdocs Module API. These features ensure that Flairdocs will conform to your process instead of your process having to conform to the software.
- **Lower training cost and ease of use:** The Flairdocs user interface and processes were pre-built by ROW subject matter experts working in conjunction with world class architects and human factors engineers to produce the uniquely featured and user-friendly COTS package.
- **Responsive and dedicated customer-focused team** with both Right of Way and Technical experience that work hard to configure a solution as driven by business needs and mission.

### *1.7 List of Each Specific Term that the Vendor Proposes to Modify*

*Vendors should also include a list of each specific term that it proposes to modify with the requested changes identified by using strike-through for proposed deletions and underlines for proposed additions to the term. Additionally, the Vendor should provide compelling justification for any proposed changes.*

**Flairsoft does not have any requested changes to the terms.**

# TAB 2 - Vendor Company Profile

| Specifications | Flairsoft Details |
|---|---|
| *Brief overview of business operations, with an emphasis on the development and implementation of Right-Of-Way, Utility Relocation and Railroad Agreement management system solutions for state departments of transportation and other public sector organizations.* | Flairsoft is an innovative software solutions company specializing in right-of-way solutions (www.flairdocs.com), information technology, GIS, and mobile technologies.<br><br>The Flairsoft team brings to WVDOT **100+ cumulative years of Right of Way and Property Management domain knowledge within our staff, 12+ years of providing Flairdocs SaaS solution as a Certified AWS partner**, and 19+ years of providing enterprise IT solutions to State DOT and government clients.<br><br>**Flairsoft has engaged OR Colan as a subcontractor for ROW training and QA services. Flairsoft and OR Colan have worked in similar partnership situations for the past 4 years.**<br><br>✓ COTS Implementation: Flairsoft has proven experience offering COTS Platforms to various departments/agencies including but not limited to Oregon DOT, NYSDOT, Texas DOT, Sound Transit, Caltrans, Los Angeles Metropolitan Transit Authority, Metropolitan Water District, Las Vegas Valley Water District, Williams, American Electric Power, Medallion Midstream, etc.<br>✓ Expertise in data migration and conversion: Data from Mainframe and other legacy systems to a modernized platform.<br>✓ Mobile Software Development: 10+ years of mobile software development, focusing on iOS and Android.<br><br>**Right of Way Acquisition –** Flairdocs™ DOTTrack supports all aspects of an Acquisition project by allowing a user to record and track all the information gathered throughout the Acquisition process through various modules such as 'Legal Description', 'Title Search', 'Estimates', 'Inspection/Liaison Parcels', 'Appraisal', 'Negotiation', 'Relocation, 'etc. All the modules in the application record a log of dates (Diary of Contact), status, comments, etc.<br><br>**Property Management -** Flairdocs™ provides comprehensive support for the leftover or any other type of property needs to be managed after the acquisition project closure (either lease/rent/permit or even dispose) from the system is managed under Property Management domain.<br><br>**Utility Coordination -** Flairdocs™ has readily available, an out of box feature for Utility Coordination. This module houses data and provides a document upload control to track status of the utility design impact, move planning estimates and the agreements for implementation. The processes included in Utility Coordination are Utility determination, Utility contacts definition, |

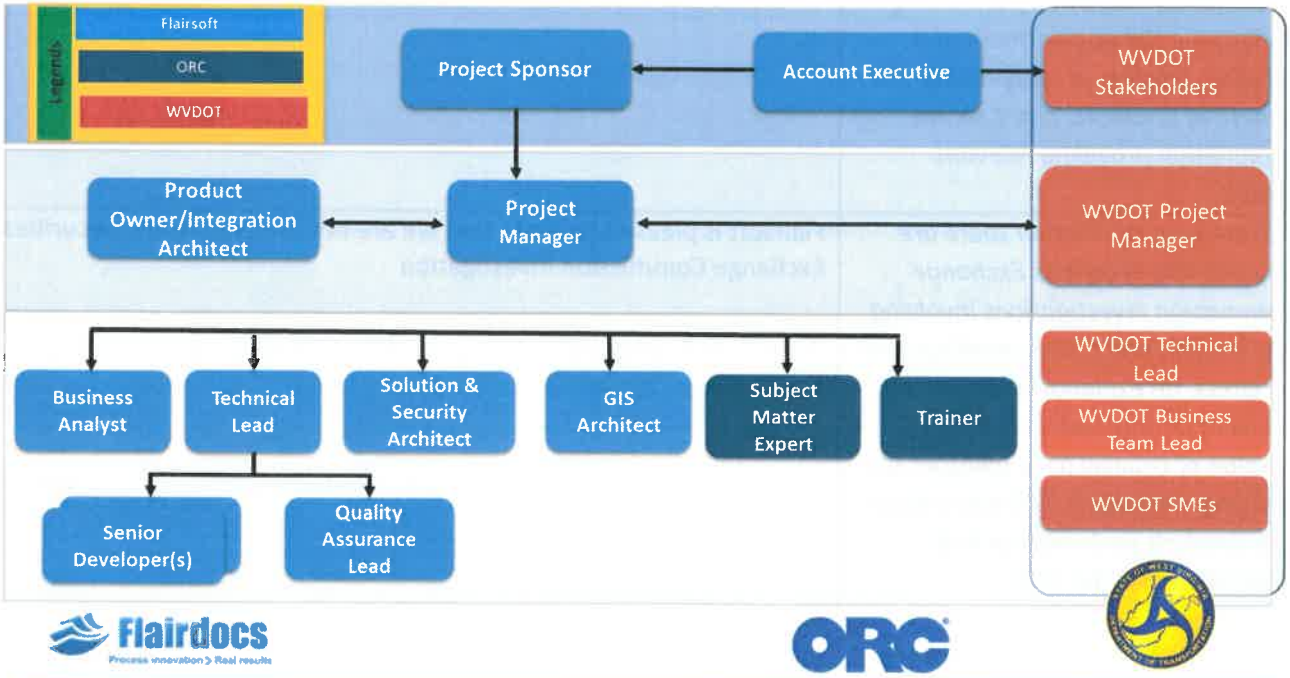
| | |
|---|---|
| | Utility study analysis, Estimate and Move Planning, Agreements, Payment, etc.<br><br>**Railroad Coordination -** Flairdocs™ provides the capability to track railroads that are affected by the project and manage the unique acquisition activities specific to them under the "Railroad Coordination" module. There, users can capture and track railroad company details, railroad contracts, location, impact and resolution, payments receivables, documents, etc.<br><br>**Flairsoft is a CMMi Dev Level 2 certified company** and complies with the requirements of ISO 9001:2015. Flairsoft has successfully implemented a Quality Management System under the scope of software engineering, application development and sustainment, cyber security, data analytics, autonomous systems, geospatial intelligence and right of way management.<br><br>Flairsoft maintains technology partnerships with Microsoft (GOLD), Oracle, ESRI, and HP Mercury, and is an active member and sponsor of IRWA and AASHTO.<br><br>As a DBE certified company, our management and technical principals have significant experience providing solutions in both the government and public sectors. Flairsoft's ability to provide high quality IT services at reasonable prices has earned us direct relationships with public sector clients, including more than 10 State of Ohio agencies as an STS schedule provider, the Oregon Department of Transportation, and the federal government as a GSA Schedule service provider.<br>www.flairdocs.com \| www.flairsoft.net \| www.flairsoftfederal.com |
| *Date established.* | August 21, 2001 |
| *Ownership (public, partnership, subsidiary, etc.).* | Limited Liability Company: our Federal Tax Identification number is 31-1794085. GSA and DBE certified company. IRWA Member and Platinum Sponsor, and AASHTO Sponsor. |
| *Location in which the Vendor is incorporated.* | Ohio, USA |
| *Office location(s) responsible for the performance of proposed tasks.* | Flairsoft, Ltd.<br>Headquarters: 7720 Rivers Edge Drive, Suite 200<br>Columbus, OH, 43235. |
| *Full disclosure of any proposed off-site activity and the locations involved.* | All work would be performed at Flairsoft HQ in Columbus Ohio or onsite at WVDOT office. |

| | |
|---|---|
| *Full disclosure of any potential conflict of interest.* | Flairsoft does not have any potential conflict of interest. |
| *A Statement of whether, in the last ten (10) years, the Vendor and any officers in their individual or professional capacity or associated with another company have filed (or had filed against it) any bankruptcy or insolvency proceeding, whether voluntary or involuntary or undergone the appointment of a receiver, trustee, or assignee for the benefit of creditors, and if so, an explanation providing relevant details.* | Flairsoft is pleased to share that no vendor or officer has any bankruptcy or insolvency proceedings filed. |
| *A Statement of whether there are any pending Securities Exchange Commission investigations involving the Vendor, and if such pending or in progress, an explanation providing relevant details and an attached opinion of counsel as to whether the pending investigation(s) may impair the Vendor's performance in a Contract under this RFP.* | Flairsoft is pleased to share that we are not involved in any Securities Exchange Commission investigation |
| *A Statement documenting all open or pending litigation initiated by Vendor or where Vendor is a defendant in a customer matter.* | Flairsoft is pleased to share that we do not have any open or pending litigations. |
| *Full disclosure of any public sector Right-of-Way, Utility Relocation and Railroad Agreement management system related contracts terminated for cause or convenience in the past five (5) years.* | Flairsoft is pleased to share that we have not had any contract termination in the past two years. |
| *Full disclosure of any criminal or civil offense; and* | Flairsoft is pleased to share that we have not had any criminal or civil offense. |
| *Statements of financial stability indicate that the Vendor has the financial capacity to provide the entire solution and that the Vendor has adequate resources to continue as an ongoing concern.* | The company's revenues have been growing continuously for the past 3 years, and we closed 2020 at a record high for the company. Our 2020 revenues were 9MM. Flairsoft enjoys an exemplary financial standing with the following highlights:<br>1. 1 MM line of credit from our business banking institution<br>2. 1 MM line of credit from the State of Ohio as available Bond money |

| | |
|---|---|
| | 3. Liability insurance from a reputable provider<br>4. A large number of our contracts span 1-5 years or longer, thus providing us with operational stability<br>5. Our product division has tripled in size in 2020-2021 due to the tremendous success we had in 2018-2019 |

*Vendor's organizational chart relevant to this project.*

Flairsoft offers a multi-layered and flexible customer support strategy and governance to adequately demonstrate our total commitment to delivery of quality products and achieving a successful project outcome. The following is the project team chart:




*Project Manager will be the SPOC for the entire project operating from client site / Flairsoft office with a governance structure that ensures transparency, facilitates control and a robust reporting and escalation management to meet WVDOT's requirements.*

*Figure 6: Representative WVDOT Project Team Organization Chart*

# TAB 3 - Subcontractor Company Profiles

### *Right-of-Way, Utility Relocation and Railroad Agreement System Software Provider*

**Not applicable as Flairsoft is a prime vendor software provider proposing its COTS solution Flairdocs DOTTrack.**

### *Third Party Software Providers*

**Flairsoft has not engaged any Third-Party Software and would be solely responsible for the Software solution.**

### *Service Provider*

**Flairsoft has engaged OR Colan as a subcontractor to provide subject matter expertise in the area of Right of Way and assist in validating the requirements and onsite user acceptance testing. OR Colan will be available for providing robust and effective training services and running a complete detailed pilot program of the implemented system.**

**O. R. Colan Associates, LLC** (ORC) specializes exclusively in land acquisition, relocation, and program management for land acquisition projects.




ORC is recognized nationally in the field of right-of-way acquisition and relocation assistance for projects implemented under the provisions of the Uniform Relocation and Real Property Acquisition Policies Act of 1970; Title 49 Code of Federal Regulations Part 24; and VDOT Real Estate Policy and Procedure Manuals.

- **ORC's 52 Years of National Experience** – In 2019, we celebrated 50 years of acquiring property under the provisions of the Uniform Relocation Act. We are one of the nation's oldest firms specializing in the implementation of land acquisition, relocation assistance, and program management services in compliance with the Uniform Relocation Act.
- **Number of Employees** – We have grown our business from just a handful of employees in West Virginia to 275 employees, 38 offices, and a presence in 23 states.

Our clients primarily are public agencies with eminent domain authority, including more than 100 airport authorities, 30 departments of transportation, the Federal Emergency Management Agency, the Environmental Protection Agency, the General Services Administration, and numerous states, county, and municipal agencies.

**Flairsoft has provided the teaming agreement document in the next pages.**

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# EXCLUSIVE TEAMING AGREEMENT

This Agreement is entered into as of the 17th day of September 2021, by and between Flairsoft, Ltd. (hereinafter referred to as "Prime"), an Ohio corporation having its principal offices at 7720 Rivers Edge Drive Suite 200 Columbus OH 43235 and O.R. COLAN Associates, LLC, ORC Utility & Infrastructure Land Services (hereinafter referred to as "Subcontractor") having its principal offices at 22710 Fairview Center Drive, Fairview Park, OH 44126.

WHEREAS, West Virginia Department of Transportation (WVDOT), (the "Client") has issued a Request for a RIGHT OF WAY MANAGEMENT SYSTEM (RFP) Number: 62210C002 (Proposal); and

WHEREAS, Prime intends to submit a responsive proposal as prime contractor for the RIGHT OF WAY MANAGEMENT SYSTEM (RFP) Number: 62210C002 (the "**Project**"); and

WHEREAS, Prime desires that Subcontractor participate as subcontractor to Prime in said proposal and perform as Subcontractor to Prime under the Project should a prime contract be awarded to Prime.

NOW, THEREFORE, in consideration of the mutual covenants and promises contained herein, and for other good and valuable consideration, Prime and Subcontractor hereby enter into a team relationship for the purposes of the Project as defined herein below.

## *1. RELATIONSHIP OF THE PARTIES*

1.1 **Independent Contractors**. The parties will act as independent contractors in the performance of this Agreement. Neither party will act as, or be deemed to be, agent for or partner of the other party for any purpose. The employees of one party will not be deemed the employees of the other party. Nothing in this Agreement allows either FLAIRSOFT or Subcontractor the right to make commitments of any kind on behalf of the other party without the other party's prior written consent. Each party will be responsible for all of its costs and expenses in connection with the performance of its obligations under this Agreement.

1.2 **Prime Contractor**. If the Client awards the Prime Contract to FLAIRSOFT, FLAIRSOFT will be the Prime Contractor. FLAIRSOFT will not solicit from any other firm the specific services and deliverables included in Subcontractor's proposed portion of the Project unless this Agreement is terminated pursuant to Section 8.2 below or otherwise, Subcontractor agrees in writing that FLAIRSOFT may solicit other firms.

1.3 **Exclusivity**. Subcontractor agrees that during the term of this Agreement it will not bid as a prime contractor, subcontractor, joint venturer, or in a similar relationship with any other company (and will not facilitate the bid of any other company) which is preparing a proposal in response to the RFP or follow-on work to this RFP.

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1.4 **Client Contact**. FLAIRSOFT will be responsible for all contacts with the Client regarding the proposal for the Project. Subcontractor will not make any contact or have any discussions with the Client regarding this project without the prior consent of authorized FLAIRSOFT representative. FLAIRSOFT will be advised adequately in advance of the date and time of authorized discussions so it may elect to participate in any of these contacts or discussions.

1.5 **Subcontracting**. During the term of this Agreement, Subcontractor will not subcontract any of its responsibilities or obligations without the prior written consent of FLAIRSOFT, such consent not to be unreasonably withheld.

1.6 **Power to Bind.** Neither party hereto shall have any authority to create any obligation for the other party except to the extent contemplated hereunder and set forth herein or in any duly executed amendments hereto.

1.7 **Conflicts.** Subcontractor affirms that to the best of its knowledge neither it nor its officers, partners, employees, permitted subcontractors and/or agents have knowledge of any existing or potential interest in conflict with the Project or this Agreement that could reasonably be considered to: (a) negatively impact Subcontractor's participation in preparing and submitting the Proposal or its performance during the Project, (b) influence the Client to select a party other than FLAIRSOFT with whom to contract, (c) cause it or FLAIRSOFT to violate any law or regulation, or (d) create any appearance of impropriety (each a "Conflict"). If either party becomes aware of a Conflict during the term of this Agreement, it will promptly notify the other party in writing and the parties will work together to mutually resolve the issue. If the parties cannot resolve the issue within a reasonable period of time (not to exceed five (5) days after first notice, unless mutually agreed otherwise in writing), then either party may immediately terminate this Agreement by written notice to the other party.

1.8 **Compliance with Laws**. Each party will comply with applicable laws, rules and regulations applicable to the services of the United States and the state designated in the governing law provision below, and with any other jurisdiction in which it acts, including but not limited to, the laws of foreign countries relating to government procurement, payment to government officials or employees, conflicts of interest and the like.

1.9 **Background Checks**. FLAIRSOFT will have the right to perform reasonable background checks as permitted by law on any officer, partner, employee, permitted subcontractor or agent of Subcontractor that would perform under this Agreement or would otherwise participate in the Project. Upon request, Subcontractor will provide a list of references to FLAIRSOFT and cooperate with FLAIRSOFT as reasonably necessary to confirm the information provided by such references.

***2. RESPONSIBILITIES OF THE PARTIES***

2.1 Both parties shall use their best efforts to work jointly on the requisite proposal effort to secure the prime contract under the Project. Should Prime consider the information supplied by Subcontractor under Article 4 hereunder to be unsatisfactory or in any way non-responsive to the RFP or not to be accurate, current, complete, reasonable or competitive, or given in good faith, and if the parties are not able, in good faith, to reconcile any differences occasioned thereby, then in such event either party may terminate this Agreement with written notice to the other. Paragraphs 5 & 6 and 1.6 shall survive termination of this Agreement for a period of three (3) years from the date of such termination.

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2.2 Prime shall have primary responsibility for Project development efforts relating to the Project. However, Subcontractor may volunteer, and Prime may solicit, Subcontractor's assistance in these efforts and Subcontractor shall supply such efforts, provided that any contact with the Client shall be made only with the prior approval of Prime.

2.3 Each party shall bear that portion of the expense of the proposal effort attributable to the materials and services to be provided by that party. Neither party shall be liable for any proposal costs for the other. However, nothing in the foregoing shall be deemed to prohibit an agreement to share costs incorporated as an amendment to this Agreement.

2.4 Prime Contract Requirements. It is understood and agreed that the parties will grant rights to the Client to inventions, data, and information in accordance with the Prime Contract unless exception to rights in data or similar clauses has been taken. Subcontractor understands that it may be required to grant to FLAIRSOFT and/or the Client ownership as required by the Prime Contract.

***3. PRIME RESPONSIBILITIES***

3.1 Prime shall act as the team leader on the proposal effort and shall be the prime contractor under any contract awarded under the Project.

3.2 Prime shall identify Subcontractor as a subcontractor team member in the proposal to the Client.

3.3 In the event the contract under the Project is awarded to Prime which includes that portion of the work identified as attributable to Subcontractor in Prime's proposal, then Prime shall enter into negotiations with Subcontractor to enter into a written agreement for that portion of the work set forth in Prime's proposal, provided that:

a. The Government consents to placement of such a subcontract, if such consent is required; and

b. The price of the proposed subcontract is reasonable in light of Subcontractor's proposal to Prime for the work set forth in Prime's proposal; and

c. The price of the proposed subcontract bears a reasonable relationship to the negotiated price of the prime contract which may be reduced during contract negotiations with the Client; and

d. Subcontractor agrees to accept those terms and conditions which are applicable to the Project and, which are intended or required to be included in the subcontract by law, regulation or the terms of the prime contract.

***4. SUBCONTRACTOR RESPONSIBILITIES***

4.1 Subcontractor will submit to FLAIRSOFT all necessary technical and business data and information concerning its proposed portion of the Project, including accurate, current, and complete pricing data. Subcontractor will provide to the Prime a Certificate of Cost or Pricing Data if requested by the Client. Subcontractor will provide to FLAIRSOFT any written representations, certifications and warranties that are required by the Client or in the RFP. Subcontractor will make available appropriate and high-quality personnel to provide reasonable assistance to FLAIRSOFT to prepare

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the Proposal. If such submittals are not timely provided so as to facilitate formal and professional inclusion into Response, this Agreement is null and void and of no force and effect. This occurrence shall not preclude, but no term herein shall require, FLAIRSOFT to engage Subcontractor in the Contract in any capacity.

4.2 Subcontractor shall submit to prime all necessary technical, contractual and price information to prepare a responsive proposal to the Client. Such data shall be provided to Prime by a date and time specified by Prime as being reasonably in advance of submission of the proposal to the Client.

4.3 Subcontractor will provide resumes of the team members. FLAIRSOFT will approve & identify Subcontractor as a proposed subcontractor and describe Subcontractor's Project responsibilities in the Proposal, subject to satisfaction of requirements. To the extent permitted by the terms of the RFP, FLAIRSOFT will use commercially reasonable efforts after submitting the Proposal to the Client to obtain the Prime Contract award, including participating in oral presentations. Subcontractor agrees to assist in these efforts as FLAIRSOFT may reasonably require. If the Client awards FLAIRSOFT the Prime Contract, FLAIRSOFT will employ good faith efforts to confirm the Client's approval to use Subcontractor as a subcontractor.

4.4 If the Client awards FLAIRSOFT the Prime Contract, Subcontractor will provide necessary assistance to execute the project including but not limited to on-site support from their local office

4.5 Subcontractor shall not publicize its relationship with Prime except as Prime and the Client may approve in writing, both prior to and during the course of any subcontract, which may be awarded pursuant to this Agreement.

### *5. NON-DISCLOSURE OF PROPRIETARY INFORMATION*

The parties acknowledge that the exchange of proprietary information, including but not limited to data required for preparation of the proposal, will be engaged in during the course of this Agreement. Both parties agree that the protection of this information is critical to both the success of the proposal and the general competitive posture of both parties. For the purposes of this Agreement, "Proprietary Information" shall include, but shall not be limited to, plans, marketing strategies, client lists or information, proposal strategies, financial information and documents as well as any information disclosed by either party to the other, directly, indirectly, in writing, orally, or by inspection of tangible objects, including without limitation documents, business plans, source code, financial analysis, marketing data, engineering specifications, cost data, pricing data, technical data, drawings, photographs, specifications, standards, manuals, reports, formulae, processes, trade secrets, computer databases, computer documentation, customer lists, customer names, and/or other customer data, provided however that all such items shall be conspicuously marked confidential or proprietary or in the case of oral disclosures identified in writing within fifteen (15) days thereafter by the disclosing party. Proprietary Information may also include information disclosed by third parties and any other information that a reasonable person may consider to be confidential. Proprietary Information shall not however, include any information which the receiving party can establish (i) was in the public domain or made generally available after disclosure by the disclosing party; (ii) becomes publicly known or is made generally available after through no action or inaction by the receiving party; or (iii) is in the possession of the receiving party without confidentiality restrictions, at the time of disclosure by the disclosing party as shown by the receiving party's files and records existent prior to the time of disclosure.

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With respect to this Information, the parties agree as follows:

5.1 Subcontractor agrees that Prime may incorporate any proprietary information provided to Prime by Subcontractor pursuant to this Agreement into the proposal and that Prime may reveal any such information to the Client. Prime shall mark any Subcontractor proprietary information incorporated into the proposal with the proper restrictive notices required for protection of proposal information.

5.2 Neither party shall be liable for disclosure of any proprietary information of the other party provided the disclosing party exercised the same degree of care which that party exercises in protecting its own Proprietary Information, and provided that the disclosing party takes all necessary and reasonable steps to contain or ameliorate the effects of such disclosure and to prevent further disclosure.

5.3 Neither party shall use Proprietary Information of the other party for any reason not specifically contemplated by this Agreement. In the event that this Agreement expires or is terminated prior to submittal of proposals for the Project, or prior to award of the Project, neither party shall use Proprietary Information of the other in securing the Project or performing under the Project.

5.4 The rights and obligations of both parties under this Article shall survive the expiration or termination of this Agreement for a period of three (3) years from the date of such expiration or termination.

5.5 Standard of Care. Proprietary Information will remain the property of the furnishing party, and the receiving party will not be deemed by virtue of this Agreement or any access to the furnishing party's Proprietary Information to have acquired any right or interest in or to any such Proprietary Information. The receiving party agrees: (i) to hold the furnishing party's Proprietary Information in strict confidence; (ii) to limit disclosure of the furnishing party's Proprietary Information to those personnel listed on Exhibit B who are being furnished by the receiving party to perform services under this Agreement or otherwise have a need to know the information for the purposes of this Agreement; (iii) not to disclose any such Proprietary Information to any third party, including the Issuer; (iv) to use the furnishing party's Proprietary Information solely and exclusively in accordance with the terms of this Agreement in order to carry out its obligations and exercise its rights under this Agreement; (v) to afford the furnishing party's Proprietary Information at least the same level of protection against unauthorized disclosure or use as the receiving party normally uses to protect its own information of a similar character, but in no event less than reasonable care; and (vi) to notify the furnishing party promptly of any unauthorized use or disclosure of the furnishing party's Proprietary Information and cooperate with and assist the furnishing party in every reasonable way to stop or minimize such unauthorized use or disclosure.

***6. INVENTIONS AND PATENTS***

6.1 The parties do not contemplate that any inventions or patentable items will be created jointly under this Agreement. Should such expectation alter in any manner, the parties agree to negotiate in good faith to apportion rights equitably between them. Any inventions conceived of solely by the employees of one party shall be the property of that party. The rights and obligations of both parties under this Article shall survive the expiration or termination of this Agreement.

***7. CONDITIONS ON OBLIGATIONS***



Flairdocs

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The obligations of either party to participate in the team relationship hereunder shall be subject to termination should either party become involved in any litigation or proceeding, in process, pending or threatened, which does or which might impair the ability of the party involved to fully carry out its responsibilities under either this Agreement or the resultant Project, or which would adversely affect the rights of the other party. Such termination shall be at the option of either party. Further, any adverse change in the financial situation of either party at any time prior to the award of a subcontract pursuant to the Project shall, at the option of the unchanged party, be grounds for termination of this Agreement. Neither party shall be liable to the other for any proposal costs or other costs, including attorney's fees and court costs, occasioned by the termination unless the information giving rise to the termination was intentionally concealed from the unchanged party for the purpose, or with the intent, of inducing the unchanged party to continue in the relationship created by this Agreement. However, nothing in this Article shall be construed as limiting the obligations under Articles 5 and 6, above.

***8. TERMINATION***

8.1 This Agreement may be terminated by written notice from either party upon release of any amendment to the RFP which either party believes will have a material adverse affect on that party's ability to propose, or to perform under the Project, including any negative financial impact which the amendment may have on the affected party's interest under the proposal or potential interest under the Project. If the Agreement is so terminated, then the party upon whom the amendment has an adverse affect shall not become a member of any other team for purposes of proposing for the Project, nor shall such party propose alone, or act as subcontractor to any other party, nor as consultant, either prior to or after award of the Project.

8.2 This Agreement shall automatically terminate when the first of the following occurs:

(a) The Client notifies Prime that the contract for the Project will not be awarded to the Prime;

(b) The Client disapproves of Subcontractor or the Client directs Prime to pick a company other than Subcontractor to perform the work that was proposed to Subcontract;

(c) Flairsoft and Subcontractor enter into a written Subcontract Agreement;

(d) twelve (12) months pass from the date of this signed Agreement, except that if the Client notifies Prime that the contract for the Project will be awarded to the Prime prior to such expiration, this Agreement will be extended for a reasonable period, not exceeding sixty (60) days to permit the parties to conclude a Subcontract;

(e) the parties have not executed the Subcontract within sixty (60) days of contract award and either party gives written notice specifying a date for termination of the Agreement, such date to be no earlier than two (2) days following the date of such notice; Neither party can terminate this if both parties are negotiating in good faith to execute the Subcontract.

(f) the Client changes the requirements of the Project materially to the extent that FLAIRSOFT reasonably determines that it is in the parties' mutual best business

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interests to terminate this Agreement and provides written notice of termination to Subcontractor;

(g) the insolvency, bankruptcy, reorganization under the bankruptcy laws, or assignment for the benefit of creditors of either party;

(h) if either party materially breaches this Agreement and the breaching party does not cure the breach within five (5) days after it receives written notice of such breach;

(i) there is a conflict arising from disagreement on any of the terms of this agreement that is not resolved within five (5) days' notice, and FLAIRSOFT thereafter gives written notice of termination of this Agreement, effective as of the date specified in such notice of termination, which may be immediately;

(j) Subcontractor fails to provide FLAIRSOFT competitive pricing for Subcontractor's proposed scope and Subcontractor and FLAIRSOFT fail to negotiate competitive pricing after FLAIRSOFT has informed Subcontractor that its pricing is not competitive; or

(k) the parties agree in writing to terminate this Agreement.

8.3 Notwithstanding any provision of this Article, all rights and obligations specified herein as surviving cancellation or termination of this Agreement shall so survive.

***9. PERFORMANCE***

9.1 **Subcontract**. If the Client awards the Prime Contract to Prime and the Client approves of use of Subcontractor as a subcontractor for the Project by Prime, the parties will immediately begin negotiating a subcontract (the "Subcontract") consistent with the terms of this Agreement. The parties will use reasonable, good faith efforts to reach a mutually agreeable subcontract consistent herewith. Should such mutually agreeable terms be negotiated, the parties shall finalize and execute the Subcontract as soon as reasonably practicable. The Subcontract will specify Subcontractor's services and deliverables for the Project and other appropriate terms to comply with the requirements of the Prime Contract and applicable laws and regulations, as well as adequate protections and other provisions reasonably required by Prime. Prime may authorize Subcontractor to begin work prior to execution of the Subcontract, in which case such work will be subject to this Agreement. The Subcontract may be structured to include statements of work ("Statements of Work") that define the specific work to be performed by Subcontractor.

9.2 **Prime Contract Flowdowns**. The Subcontract will include those provisions of the Prime Contract which, by the nature of the terms, are required to be flowed down to Subcontractor including, but not limited to, the term of contract, confidentiality, ownership of intellectual property, non-discrimination, security, use of facilities, insurance, warranty, limitation of liability, and indemnification.

9.3 **RFQ Terms Exceptions**. Before FLAIRSOFT submits the Proposal, Subcontractor will inform FLAIRSOFT in writing of any clauses or provisions in the RFQ to which Subcontractor takes exception. FLAIRSOFT in no way shall have any obligation to make any modification or acknowledge any stated exception by Subcontractor, nor have any liability in any manner for refusal to adhere to any such exception.



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### *10. INDEMNIFICATION*

Each party shall indemnify and hold each other harmless from any losses, claims, demands, suit, judgment, or out-of-pocket expenses as a result of any damage or injury to or claims relating to other party's duties hereunder, or for any injury or damage to or claim (including claims of patent or copyright infringement) by any third persons or their property which is directly or indirectly caused in the course of performance of this Agreement. Further, each party shall indemnify and compensate other party for any time Prime, its employees, personnel, agents, consultants, or attorneys spend as a result of any claim, suit, or judgment by a third party arising directly or indirectly out of the performance of this Agreement.

### *11. LIMITATION OF LIABILITY*

Neither party shall be liable to the other for any indirect, incidental, special or consequential damages, including loss of profit, loss of savings, failure to be awarded the Project or any other work by the Client, however caused, whether as a consequence of negligence or otherwise.

### *12. GOVERNING LAW AND ATTORNEYS' FEES*

This Agreement shall be governed by and construed under the laws of the State of Ohio and the venue of any action arising hereunder shall be in Franklin County, Ohio.

### *13. ENTIRE AGREEMENT*

This Agreement sets forth the entire understanding between the parties with respect to its subject matter, and supersedes all prior agreements, conditions, warranties, representations, arrangements and communications, whether oral or written, and whether with or by Flairsoft, any of its affiliates, or any of their employees, officers, directors, agents or shareholders. Each party acknowledges that it is entering into this Agreement solely on the basis of the agreements and representations contained herein, and that it has not relied upon any representations, warranties, promises, or inducements of any kind, whether oral or written, and from any source, other than those that are expressly contained within this Agreement. Each party acknowledges that it is a sophisticated business entity and that in entering into this Agreement it has had the opportunity to consult with counsel of its choosing. This Agreement may be executed by facsimile and in any number of counterparts, each of which will be considered an original for all purposes, and all of which when taken together will constitute one agreement binding on the parties, notwithstanding that both parties are not signatories to the original or the same counterpart. Nothing in this Agreement is intended or will be construed to confer on any party (other than Flairsoft, Subcontractor, and the parties entitled to indemnification) any rights, benefits or remedies of any kind, and no other party will be deemed to be a third-party beneficiary.

### *14. AMENDMENTS*

This Agreement may not be modified or amended except by the mutual written agreement of the parties. If a court of competent jurisdiction or arbitral panel finds any term or provision of this Agreement to be invalid, illegal or otherwise unenforceable, such term or provision will not affect the other terms or provisions of this Agreement or this Agreement as a whole. Such term or provision will be deemed modified to the extent necessary, in the court's or panel's opinion, to render such term or provision enforceable while preserving to the fullest extent permissible, the intent and agreements of

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the parties set forth in this Agreement. Upon such modification, the rights and obligations of the parties will be construed and enforced in accordance with such modification.

***15. NOTICES***

Any notice or other communication provided under this Agreement will be in writing and will be effective either when delivered personally to the other party, or ten (10) days following deposit of such notice or communication into the United States mail (certified mail, return receipt requested), or upon delivery by overnight delivery service (with confirmation of delivery), addressed to such party at the address set forth below. Either party may designate a different address by notice to the other given in accordance with this Agreement.

NOW, THEN, the parties hereto have caused this Agreement to be executed as of the day and date first above written.

| **Flairsoft, Ltd.** | **O.R . Colan Associates, LLC.** |
|---|---|
| DocuSigned by: CD150095D4E04AE... (Signature) | DocuSigned by: 8583AC1EB8EE4FD... (Signature) |
| Dheeraj Kulshrestha (Name) | Steve Toth (Name) |
| President and CEO (Title) | President (Title) |
| 9/17/2021 (Date) | 9/17/2021 (Date) |
| Address: 7720 Rivers Edge Drive<br>Suite 200<br>Columbus, Ohio 43235 | Address: 22710 Fairview Center Drive<br>Fairview Park, OH 44126 |

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**EXHIBIT A: Additional Responsibilities of the Parties**

In order to establish the basis for negotiation of a Subcontract in the event FLAIRSOFT is awarded the Prime Contract, the following are the anticipated responsibilities of the parties. Although this Exhibit discusses the potential framework for Project work, this Exhibit does not create a Subcontract for the Project.

**1. General.**

(a) FLAIRSOFT will have the overall project management responsibility and final decision-making authority on all Project matters, including those areas under responsibility of Subcontractor.

(b) Subcontractor personnel will work as members of the Project team, with assigned tasks, deliverables and due dates. Assignments will be made by FLAIRSOFT.

(c) In order to facilitate coordination, communications and project control, all Project work, including subcontracted work, will be done at the Client location in Albany, NY and these activities will be done at Subcontractor site with prior FLAIRSOFT approval.

(d) Work status reviews, Quality Assurance reviews, and approvals of major actions in all Project related matters will be headed by FLAIRSOFT, with the participation of Subcontractor personnel as required. Final decision-making authority rests with FLAIRSOFT.

(e) Quality Assurance procedures, the Change Control process, standards and procedures, and project planning and reporting procedures for the overall Project will be established by FLAIRSOFT, in concert with Subcontractor and approved by the Client.

(f) Subcontractor will communicate only with FLAIRSOFT in all matters relating to the work stated in the Subcontract. Client communication will be limited to those aspects which are approved by FLAIRSOFT for the purpose of performing the work subcontracted.

(g) Decisions related to Project performance, status, system architecture or any major issue affecting the Project, are to be discussed with FLAIRSOFT prior to joint discussion with the Client.

(h) Flairsoft reserves the right to approve assignment of Subcontractor personnel to the Project and to require replacement of Subcontractor personnel during the Project.

**2. Areas of Responsibility of the Parties.**

**2.1 FLAIRSOFT**

The following are FLAIRSOFT's anticipated responsibilities if Flairsoft is awarded the Prime Contract:

(a) Overall Project Management and Control, including without limitation Quality Assurance, Project Planning and Control, and Change Control functions.

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(b) Final decision-making authority for all Project matters, including, without limitation, assignment of Subcontractor's Project personnel.

(c) Primary Client interface in all matters which could change the goals and objectives to be established in the Prime Contract.

(d) Reviewing, controlling and following up on all Project activities and milestones, and prescribing corrective measures as required, including Subcontractor areas of responsibility.

(e) Coordination with Subcontractor as required by the Project.

(f) Reporting the overall Project status and performance against plans (including Subcontractor work status) to the Client.

(g) Administering the Prime Contract and subcontracts.

**2.2 Subcontractor**

a) Participate in Project activities and related work tasks as required and supervised by FLAIRSOFT. Subcontractor will provide named resources and skill sets related that are proficient in understanding of subject matter knowledge regarding WVDOT's Right of Way & Utilities Management System Solution, along with their resumes to support the proposal submission and project delivery with requested skills and experience.
Subcontractor rate schedule and engagement hours will be notified after finalization of the project plan with client for the duration of the project. Subcontractor shall provide the following in support of submitting a compliant response to the Project:

   a. The Proposal areas for which Subcontractor shall provide information and assistance as requested by Flairsoft are as follows:

   b. Administrative Response, including description of Subcontractor's staff and resources.

   c. Financial Response, including pricing data and rate card

   d. Subject Matter Expertise in Right of Way, Property Management and Utility Coordination and Training Services

   e. Suggested response review of functional requirements for RFP on business sections of ROW, PM and Utility Coordination.

   f. Other Administration Procedures and Information, including company information, product literature, and references.

# TAB 4 - Licensed Product Information

## 4.1 Business Applications

*In this section, the Vendor shall provide a detailed product summary chart that lists:*

- *Each Software Provider (please list the primary Right-of-Way, Utility Relocation and Railroad Agreement Software Provider first).*

Flairsoft has comprehensive support for Right of Way, Utility Relocation and Railroad agreement software through its comprehensive Flairdocs™ product line DOTTrack, UtilTrack and EPSTrack solutions. We are also implementing these modules for major clients including Caltrans, TxDOT and Los Angeles County Metropolitan Transportation Authority.

- *The different product sets are to be provided by each Software Provider.*

Flairsoft is proposing Flairdocs DOTTrack solution that fulfils all the goals and objective of WVDOT per scope outlined in this RFP.

- *The modules/functions within those product sets.*

Flairsoft has defined the scope of the project based on information imparted through section 4 of the RFP and has ascertained the following modules and sub-modules in the scope of work:

- **RIGHT OF WAY ACQUISITION**
  1. Project & Parcel Information
  2. Assignments
  3. Relocation
  4. Estimates
  5. Survey
  6. Legal Description
  7. Appraisal
  8. Title
  9. Offer Negotiation & Negotiation Logs
  10. Condemnation
  11. Diary of Contact
  12. Payment Processing
- **PROPERTY MANAGEMENT**
  - Lease/Rental/Permit
  - Surplus
  - Closing
- **UTILITY AND RAILROAD COORDINATION**
  - Utility coordination and relocation
  - Utility leasing
  - Utility Conflict Management
  - Utility billing
  - Authorization and Execution

- **Contract Management Portal Solution**
  - Contract preparation and management
  - Contractor Setup
  - Estimation and Budgeting
- **DOCUMENT MANAGEMENT**
- **REPORTING**

i. Custom & Dashboards
ii. Canned Reporting
iii. Ad-Hoc Reporting

- **SEARCH**
- **USER ADMINISTRATION**

i. Configurable Notifications
ii. Drag and drop workflow designer
iii. Document Generation
iv. Roles & Permission
v. Contact Management and more.

- *The release level of the products to be used.*

Flairdocs DOTTrack 6.6 would be used for WVDOT. This is the same release provided to Caltrans, NYSDOT, TXDOT and LA Metro.

- *The next release/version level to be released; and*

  **Next release of our product is 7.0 release. Minor updates to the current version are also planned.**

- *The planned release date of the next release/version.*

  ***Planned version for 7.0 platform is Q2-2022.***

### *4.2 Technology Products*

Flairdocs is a web-based application and requires only a web browser and working internet connection to run. It is also compatible with older versions of the major browsers, providing the same UI experience. Flairdocs is fully compatible with all the supporting premier browsers including, but not limited to, Internet Explorer 9+, Mozilla Firefox 50+, and Chrome. Flairdocs is also compatible with other commonly used web browsers such as Microsoft Edge, Safari, and the Android browser.

Flairdocs is built on top of a Microsoft ASP.NET, IIS and SQL Server infrastructure. Each of these technologies can scale both vertically and horizontally. The web tier (ASP.NET and IIS) can be configured to utilize multi-core machine architectures running on a Windows Server operating system. Flairdocs database can easily be configured to run on most relational DB platforms including SQL Server and Oracle.

Flairdocs is a flexible solution that can easily be installed and configured to run in a virtual server environment. The following are the minimum and recommended requirements for the server/network environment in which the Flairdocs will be installed:

| Server Configuration (Software) | | |
|---|---|---|
| **Component** | **Minimum** | **Recommended** |
| **Operating System** | Windows Server 2012 R2 | Windows Server 2012 R2 or above |
| **Database** | SQL Server 2016 / Oracle 10g | SQL Server 2016 or above / Oracle 11g or above |
| **.NET Framework** | Microsoft .NET Framework 4.5 | Microsoft .NET Framework 4.7 or above |
| **Internet Information Server** | IIS 7.5 | IIS 7.5 or above |
| **Third Party Tools** | Telerik, Izenda, and Aspose, log4Net | Telerik, Izenda, and Aspose |

| Server Configuration (Hardware) | | |
|---|---|---|
| **Component** | **Minimum** | **Recommended** |
| **Processor** | 2 CPU (4 core Total) Intel XEON or equivalent | 2 CPU (8 core Total) Intel XEON or equivalent |

| | | |
|---|---|---|
| **Hard Drive** | 1TB HDD Space, Document Storage Repositories may require additional NAS or SAN storage. | Four 500GB/1TB HDD on RAID 6 |
| **Memory** | 8 GB ECC DDR3 | 16 GB ECC DDR3 |
| **Network** | TCP/IP | TCP/IP |

| Client Machine (Hardware) | | |
|---|---|---|
| **Component** | **Minimum** | **Recommended** |
| **Processor** | 32-Bit Intel Processor minimum 2.0 GHZ | 64-Bit Intel Processor minimum 2.0 GHZ |
| **Hard Drive** | 120 GB HDD | 250 GB HDD |
| **Memory** | 2 GB ECC DDR3 | 4 GB ECC DDR3 |

| Client Machine (Software) | | |
|---|---|---|
| **Component** | **Minimum** | **Recommended** |
| **Operating System (windows)** | Windows XP | Windows 7 or higher |
| **Operating System (iOS)** | iOS 10 | iOS 10 or higher |
| **Operating System (Android)** | Lollipop 5.0 (API level 21) | Lollipop 5.0 (API level 21) or higher |

### *4.3 Ad Hoc Reporting Tools*

*A reporting solution shall enable business users to create their own reports and explore enterprise data by downloading data or utilizing standard ad hoc reporting tools.*

Flairdocs comes with a comprehensive ad hoc reporting tool. The tool utilizes a web user interface and allows users to report, summarize, graph, and work with any data elements captured in the system. Thus, it allows users to create their own reports and charts and work within a personalized workspace. The ad-hoc reporting tool is completely integrated into the Flairdocs system. Users can select the entities (database views or tables) and the attributes (fields, columns) to include in the report for displaying, summarizing, and filtering. The ad-hoc reports can also be exported to different formats including Excel, Word, Rich Text and PDF. The dashboard tool allows a user to create their own personal dashboards and include charts and graphs to analyze information in a better way.

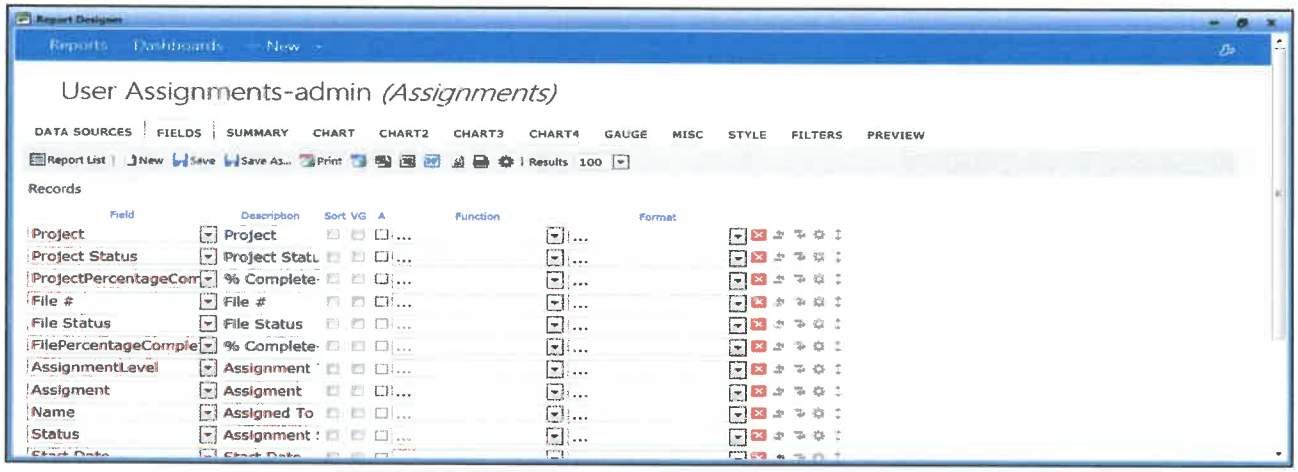



*Figure 7: Creating Instant Ad-hoc Report*

## 4.4 Business Intelligence Tools

*It is the WVDOT's intent to take full advantage of the information captured within the new VPS to support Business Intelligence functionality in addition to operational reporting requirements. The expectation for Business Intelligence is to provide the capability for both tactical data analysis associated with program performance and strategic data analysis associated with long-term planning and measurement of operational performance against strategic goals.*

Flairdocs Dashboard provides support to view data such as trends, financials and demographics. Users have a summarized view of the projects/parcel's information based on time, money, scope, etc., and access their dashboard where they are presented with real-time information. Business intelligence is associated with the report panels that the user has selected to appear on the requested dashboard. The Flairdocs Reporting Engine is smart enough to build any kind of Ad-Hoc/custom reports based on need.

Over time as WVDOT's data is tracked in Flairdocs, project predictive reporting about time, staffing, and cost can be generated, based on historic trends.

Flairdocs also supports IBM Cognos, Tableau, OBIEE and SAS without adding complexity to the proposed solution. Flairdocs includes an additional dynamic ad-hoc reporting and interactive dashboard tool. This smart component is an add-on to the system and is licensed through the third-party vendor Izenda, a provider of a Business Intelligence (BI) and analytics platform. The tool utilizes a web user interface wizard allowing end users to report, summarize, graph, and work with any data elements captured in Flairdocs. Our team has extensive experience implementing various BI solutions utilizing IBM Cognos, Tableau, and OBIEE for state and federal government clients.




*Figure 8: Flairdocs Dashboard Screen*

## 4.5 Product Maintenance

*In this section of the proposal, the approach of the Right-of-Way, Utility Relocation and Railroad Agreements system Software Provider(s) and the Third-party Software Provider(s) to meet the WVDOT's requirements to provide product maintenance is described.*

*Upon notification of a maintenance problem, Vendor should perform an adequate level of problem determination to identify and resolve the issues (if possible) based upon known product or customized solution issues. After first having completed proper due diligence, problem determination, and using Software Provider resources and content to attempt to resolve the support incident, the Vendor may triage to the Software Provider and leverage the Software Provider as tier two support whereby the Software Provider may work directly with the WVDOT to fix a particular problem while the Vendor continues to take full responsibility for*

*the outcome of the incident by monitoring progress, logging, tracking, and obtaining other resources (if the Software Provider has not solved the issues) and any other effort required to resolve support incidents that arise during the life of the Contract.*

Flairsoft has been providing maintenance support to various clients in the United States and Canada since 2006 and has developed various techniques to support the application with a large user base. The support team works collaboratively with the client to minimize requirements for in-house technical maintenance staff. Our customers have rated our response time as the BEST, which demonstrates our robust and proven support methodology for satisfying our customers' needs.

Flairsoft provides access to support in several ways:

1. Toll-Free Phone Support – US/Canada
2. Email (support@flairsoft.net).
3. Access to Flairsoft's web-based ticketing system.
4. On-site support can be provided on an as-need basis for additional cost. Additional resources may be identified and negotiated as part of the maintenance/support service plan.

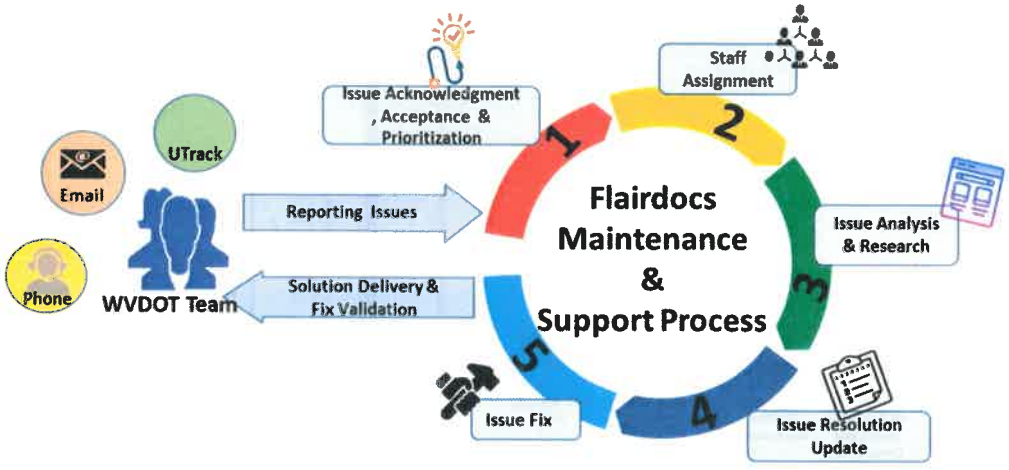



*Figure 9: Flairdocs Maintenance and Support Process*

During the support period, the team will address any software defects, gaps, omissions or errors that may become apparent; resolve any unexpected performance or compatibility issues that arise from migration to production; document relevant changes to operational, configuration, training, and installation documentation; and assist with any production issues.

Flairsoft shall provide Standard Support as well as Premier Support service depending on the level of service contracted. Our Standard Support is available on weekdays, excluding holidays, during local business hours. After normal business hours, clients can page Flairsoft technical support for urgent problems. They can also send an email to the 24/7 monitored support line at support@flairsoft.net. Upon case submission, Users will be asked to provide their company name, contact information, and case details, and each case will be assigned a unique case number.

If purchased, the Premier Service Plan will be provided to the Customer in accordance with this description. Users can submit cases over the Web or by telephone.

| | Standard | Premier |
|---|---|---|
| **Issue Tracking – Ticketing access** | ✗ | ✓ |
| **Self Help, Training to designated contacts** | ✓ | ✓ |
| **Developer Support** | ✗ | ✓ |
| **Configuration Services** | ✗ | ✓ |
| **Support Levels** | Business Hours Support Only | 24/7 Online Support 6AM-9PM EST<br>Phone Support 2-Hour Critical Response |
| **Initial Response Time** | **Severity 1** 1 hour<br>**Severity 2** 4 hours<br>**Severity 3** 8 hours<br>**Severity 4** 2 Business Day | **Severity 1** 1 hour<br>**Severity 2** 2 hours<br>**Severity 3** 4 hours<br>**Severity 4** 8 hours |

**Premier Service Plan does not include:**

- Assistance with Flairdocs password resets. For password resets, Users should click the "Forgot your password?" link on the login page or contact their system administrator.
- Assistance with Flairdocs usernames. For assistance with usernames, Users should contact their system administrator.
- Assistance with Flairdocs lockouts due to incorrect login attempts. For assistance with Flairdocs lockouts due to incorrect login attempts, Users should contact their system administrator to unlock the account or wait for the lockout period to expire.
- Assistance with non-Flairsoft products, services or technologies, including implementation, administration or use of third-party enabling technologies such as databases, computer networks or communications systems.
- Assistance with installation or configuration of hardware including computers, hard drives, networks or printers; or Creation or testing of custom code, including SQL queries, except as provided under Developer Support.

**Logging Issues:**

Flairsoft uses its Issue Tracking System for recording and tracking of all issues. The issues reported are documented in the issue tracking system and will be shared with the WVDOT for reference.

Flairsoft's Technical Support Representative will be responsible for recording the issue to resolution including, but not limited to:

- Record issues in the ticketing system and document the activities/progress related to it such as call date, time and duration taken to resolve an issue.
- Provide issue resolution for customers by performing a question diagnosis while guiding users through step-by-step solutions.
- Provide prompt responses to questions regarding troubleshooting, diagnosing, and resolving problems.
- Ensure proper issue escalation when appropriate
- Follow-up processes to ensure timely resolution of reported issues.

### *Incident Classification*

Flairsoft will use the following definitions of resolution priority for issues and problems discovered in the production environment. Incidents will be assessed by the following priority status classifications under the standard support option:

- **Severity 1 - Critical:** A Critical problem has occurred. The Software is non-functional or unavailable. There is no circumvention for the problem.
- **Severity 2 - Urgent:** Major functionality is impacted, or significant performance degradation is experienced. Issue is persistent and affects many users and/or major functionality. No reasonable workaround available. It also includes time-sensitive requests such as requests for feature activation or data export.
- **Severity 3 - High**: System performance issue or bug affecting some but not all users. Short-term workaround is available, but not scalable.
- **Severity 4 - Medium:** Inquiry regarding a routine technical issue; information requested on application capabilities, navigation, installation, or configuration; bug affecting a small number of users. Reasonable workaround available. Resolution required as soon as reasonably practicable.

### *Roles and Responsibilities during Maintenance and Support*

Flairsoft will divide all the tasks for each defined role before the initiation of the project as per the definition in the proposal.

Prior to the start of the maintenance and support service period, Flairsoft will develop a Maintenance and Support Plan that will contain:

- Service level agreement consisting of key system metrics (for example, system availability; system response times; correction of application defects).
- Resource requirements from WVDOT.
- An approach to the correction of application defects and implementation of updates, patches and repairs which must be incorporated into the service level agreement and system metrics provided as part of the maintenance and support plan; and
- An approach to determining whether an issue is covered by warranty or by the maintenance and support tasks.

## 4.6 Future Direction

*The Vendor shall describe the future direction of the technology of the proposed products. Also, include future plans for public sector functionality for the components of the proposed solution. The Vendor should discuss in some detail the strategic product plans for the proposed software products in this response. What have been the significant enhancements to the products in the past few years, and what is expected in the next three (3) years? Describe how the proposed solution provides a stable robust environment for the WVDOT and provides a platform for growth and technological advances for the future.*

Flairsoft has released a total of 6 major releases to Flairdocs resulting in significant changes. Various underlying technology components have evolved over the last 12 years including maturity of mobile technologies and the Microsoft based .NET framework. Flairsoft will be releasing its Version 7.0 in 2022 that provides complete end user configurability to application and forms.

***Flairdocs 7.0 is built on a rock solid, next generation business application engine. This engine allows end users with minimal programming experiences to fully configure and customize the solution to fit their organization and process. This includes everything from data entry screens to workflow orchestration and business intelligence.***

***Flairdocs 7.0 provides a future proof platform which is both powerful and adaptable to complex and ever-changing business processes. The Flairdocs 7.0 designer tools allow power users to update and maintain the business functionality inside the Flairdocs 7.0 application without the need of change requests and custom programming from***

A number of key features have been prioritized for future releases through our user summit:

- OCR/ICR Integration- Pull data from scanned documents: Flairdocs supports a comprehensive scanning solution based on optical/intelligent character recognition (OCR) capability, through which metadata attributes can be extracted and routed directly into the Flairdocs database. We have integrated with a third-party solution and that (Capture Pro Software & ABBYY) simplifies scanning, automates indexing, and maximizes connectivity. This effort was focused on pulling data from areas of a defined template. We continue to work toward integrated software that collects data from scanned images using artificial intelligence for capturing terms of an agreement, identifying document type, such as check, invoice, correspondence.
- MLS Integration: By utilizing automated valuation models (AVMs from CoreLogic) and/or integration with Zillow, MLS or County appraisal data, we can augment Sound Transit users with the estimated appraised value of the land for both offer negotiations and estimating legal fees to acquire the land for construction.
- Risk Management Tool - Flairdocs offers a comprehensive risk management on its ROW project by tracking Cost and Schedule Performance indexes (CPI/SPI). The Project Risk Register Report and Project Schedule Report provide a great way to monitor the health and trends of your projects. RMT takes information created through our risk register dashboard and automates a course of action (COA) and powerful simulation of what-if scenarios so that project managers can make timely and informed decisions and mitigate risks proactively.
- Automated Chatbot for supporting landowners during planning and post-acquisition.
- Built-in Word redlining tool for use by concurrent users.
- Route Planning and Optimization.
- Time & Expense Module

## Recent functional enhancements for DOTs

- **Outdoor Advertising, Highway Beautification and work Permits:** In addition to Flairdocs Right of Way Acquisition and Property Management modules, the permitting domain provides a public portal for requesting, renewing and managing permits attached to DOT owned properties. This solution manages all aspects of the permitting process from request/renewal and transfers through to permits and

inspections. The permit module references the data created in the Acquisition and Property management modules to create a single coherent solution without data duplication. This is an additional module that is not being bundled, but we did want WVDOT to be aware of its existence. Flairsoft can provide substantial discounts on licensing of this module as a future add-on procurement to the Right of Way and Property Management domains.

- **Environment Review Tool for NEPA Compliance:** Flairsoft was recently awarded the Environmental permitting modernization project by Oregon DOT in 2020 for NEPA compliance. Using its EnviroTrack solution, Flairsoft will help streamline the life cycle of select National Environmental Policy Act ("NEPA") classification II project delivery environmental processes. EnviroTrack includes the ability to enter, submit, review, revise, and approve data, including aging capabilities; produce reports throughout the environmental life cycle; and interface with Agency applications and Geographical Information System ("GIS") services.

# TAB 5 - References

***Reference 1 - Oregon Department of Transportation***

| | |
|---|---|
| Organization Name: Oregon Department of Transportation | Contact Name: Mr. Keith Benjamin |
| Project Name: Right of Way Information Tracking System (RITS-Flairdocs) | |
| Contact Mailing Address: Salem, Oregon | Contact Phone Number: 503-986-6583<br>Contact Email Address: keith.s.benjamin@odot.state.or.us |
| | Project Start: End Date<br>Application Development- Jan/2010 – Jun/2017<br><br>Annual Maintenance - Jun/2018 - June/2022<br><br>Original implementation went live in 2014 on a statewide basis in the State of Oregon. Subsequently, the State has issued 9 amendments which went live in 2017. |
| | Contract Value: $ 4,78,589.55 |
| Right-of-Way, Utility Relocation and Railroad Agreements Software Product and Release Number(s) Implemented: Flairdocs DOTTrack 5.0 | |

Project Description:

Flairsoft implemented, configured, and customized the Flairdocs Right of Way Information Tracking System for ODOT to meet their right of way, property management, and permitting needs. We integrated GIS, FileNet, an accounting system, a third-party database, and highway databases. Flairsoft also implemented a BETA version of the Outdoor Adverting and Control System for ODOT in 2015-2017, which is the foundation of our EPSTrack Solution.

Flairsoft provided the commercial-off-the-shelf (COTS) package as an enterprise solution that best met ODOT's needs for a Right-of-Way (RW) Data Management (RWDMS) by providing both System Acquisition Process Streamlining (APS) and also allowing parcels to be tracked for permitting. Flairsoft delivered a fully integrated system, acceptance tested, established interfaces, migrated data, and collectively deployed.

The scope of work for the project included:

- Integration with the client's existing information systems (ORMAP, Teams, Trans Info, PCS, DEHR, and FileNet are used to retrieve information to either validate or process data)
- Active directory
- Custom reporting
- Ad-hoc reporting
- Data import
- Out of the box COTS training
- Compliance and auditing
- Document generation and capture, document creation, non-system generated

**Key modules used are listed below:**

| | | | |
|---|---|---|---|
| Roles and Region based security | Rules - Templates - Clauses - Layouts | Bulk Document Generation | Workflow |
| Dropdowns Management | Lease/Rental/Permit Tracking | Agent Notes | Notifications and Messages |
| Document Management | Data Import | Payment Gateway Integration | Ad hoc Reports |
| eRecording and eSignature | GIS Integration | Mobile Supportability | FileNet Integration |

- Modules licensed to ODOT are Security, Template Designer; Administration; GIS, Appraisal; ROW Estimator; Right of Way Management; Reporting; Permit; Relocation, and Property Management, GIS, and FileNet integration.
- Flairdocs integrated with Oregon DOT ESRI GIS database through ROLTA's OnPoint GIS application. Flairdocs provides GIS ID key to locate the parcel on the GIS Map.
- Services included are overall project management, Flairdocs installation, configuration and customization, testing & defect resolution, migration of legacy data from APS/RWDMS, software documentation, training, maintenance, and support. This project is currently in the maintenance phase and various amendments and CR's have been successfully completed.

***Reference 2 - Sound Transit***

| | |
|---|---|
| Organization Name: Sound Transit | Contact Name: Mr. Wayne Scrimshaw (IT PM)<br>Contact Name: Ms. Faith Roland (Director of Real Property) |
| Project Name: Right of Way Tracking Solution | |
| Contact Mailing Address: 401 S. Jackson St., Seattle, WA 98104-2826 | Contact Phone Number: 206-553-3659<br>Contact Email Address: Wayne.Scrimshaw@soundtransit.org<br>Contact Email Address: faith.roland@soundtransit.org |
| | Project Start: End Date:<br>Application Development Oct/2019 - Dec/2020<br>Maintenance and Support Jan 2021 - Present |
| | Contract Value: $3,172,100.00 |
| Right-of-Way, Utility Relocation and Railroad Agreements Software Product and Release Number(s) Implemented: Flairdocs DOTTrack 6.6 | |

Project Description:

Flairsoft was awarded this strategic contract using a Software-As-a-Service model. The following are the modules configured to specific needs for ST.

1. Right of Way Domain – Survey/Legal descriptions Title, Appraisal, offer negotiation, Condemnation, Relocation, Environmental / Permitting
2. Property Management Domain: Surplus Property and Disposal
3. Administration and Security: Drag and Drop Workflow Designer, Template Engine, Notification and Tickler System
4. Flairdocs Mobile – MobileTrack
5. Document Management

**Scope of Services include the following:**

1. Initial database setup including provisioning the dedicated EC2 instance, database and application installatio configuring user accounts, configuring dropdown values and system roles to Sound Transit's specific needs.

2. Discovery/Assessment and Implementation Plan.
3. Configuration and customization required to meet Sound Transit's business requirements such as additional/modified reports (quantity 10), additional document templates (quantity 10), or data field changes.
4. System documentation.
5. Go-live and deployment.

***Reference 3 - Los Angeles County Metropolitan Transportation Authority***

| | |
|---|---|
| Organization Name: Los Angeles County Metropolitan Transportation Authority | Contact Name:<br>Primary: Mr. Vahram Shahgaldian<br>Alternate: Mr. Craig Justesen |
| Project Name: Real Estate Management System | |
| Contact Mailing Address: Los Angeles County Metropolitan Transportation Authority, One Gateway Plaza Los Angeles CA 90012-2952 | Contact Phone Number:<br>Primary: (213) 418.3468<br>Alternate: (213) 922.7051<br><br>Contact Email Address:<br>Primary: ShahgaldianV@metro.net<br>Alternate: JustesenC@metro.net |
| | Project Start: July 2020 End Date: Currently in UAT (Nov 2021) |
| | Contract Value: $946,463.00 |
| Right-of-Way, Utility Relocation and Railroad Agreements Software Product and Release Number(s) Implemented: Flairdocs DOTTrack 6.6 | |
| Project Description:<br>Flairsoft provided its COTS solution Flairdocs™ using the Software-as-a-Service model to meet ST's need for streamlining their Right of Way and Property Management functions as follows:<br>a. **Business Modules include** Real Property Acquisition, Relocation, Surplus Property Disposition, Condemnation, Property Management, and Right of Entry. Below is the process flow of how Flairdocs supports multiple modules of DOT including the Environmental Review.<br>b. **Administration Modules** include Document Management, Role Based Security, Drag and Drop Workflow Designer, Template Engine, Notification, Reporting Engine, and Tickler System<br>c. **Mobile and GIS Support** Mobile solution includes ability to work in real time, instantly saving your work into the Flairdocs solution, or work offline if in an area with spotty cell/internet coverage. If working offline, the data will sync when again in range. GIS support provides visual depiction of data on the map in both the web version and mobile version.<br>d. **Services provided** include:<br>a. Initial database setup including provisioning the dedicated EC2 instance, database and application installation, configuring user accounts, configuring dropdown values and system roles to Sound Transit's specific needs<br>b. Discovery/Assessment and Implementation Plan<br>c. Configuration and customization required to meet Sound Transit's business requirements such as additional/modified reports, additional document templates, or data field changes<br>d. System Integration services with GIS, Active Directory, SharePoint, DocuSign | |

e. Overall project management, testing and defect resolution, migration of legacy data, software documentation and training and maintenance and support
f. Go-live, deployment and Warranty Support
g. Maintenance and Support

***Reference 4 – Las Vegas Valley Water District***

| | |
|---|---|
| Organization Name: Las Vegas Valley Water District | Contact Name: Christopher Hagood, IT Supervisor, ITAD-Engineering Support |
| Project Name: Cloud hosted Permitting and ROW Solution | |
| Contact Mailing Address: **Las Vegas, Nevada Area** | Contact Phone Number: (702)-691-5285<br>Contact Email Address: chris.hagood@lvvwd.com |
| | Project Start: March 2018 End Date: Sept 2020 |
| | Contract Value: $ 367,793.20 |
| Right-of-Way, Utility Relocation and Railroad Agreements Software Product and Release Number(s) Implemented: Flairdocs DOTTrack 6.5 | |

Project Description:

Flairsoft implemented a cloud-based SaaS Right of Way Data Management System at LVVWD corporation. Flairsoft currently maintains this application on its data center (24X7 up and running) and conducts regular backup of both the application and database. Flairdocs implemented Las Vegas Valley Water District ROW, Appraisal, PM, Utilities, Permitting, Condemnation, Maintenance, Construction, Sale/Closing, Purchase modules on the web, and a mobile platform. We provided a SaaS offering of our Flairdocs solution. Our deliverables included overall project management, Flairdocs installation, configuration, and customization, testing and defe resolution, migration of legacy data, software documentation and training, and maintenance and support.

Flairsoft provided overall project management, Flairdocs installation, configuration, and customization, testing and defect resolution, migration of legacy data, software documentation and training, and maintenance and support.

The benefits LVVWD noticed from Flairdocs were:

- Significantly Improved efficiencies with paperless integrated workflow management for LVVWD's real estate division.
- Effectively utilize remote staff and ROW consultants to deliver projects on time and budget

The project outcomes realized by LVVWD included:

- Powerful notifications to meet LVVWD compliance and notification needs.
- Configurable, innovative, and scalable web-based Right of Way management solution, providing capabilities out-of-box to streamline LVVWD's right of way processes, including survey, appraisal, negotiations, relocation, eminent domain and jury trials and property management activities.
- Ad hoc reporting, dashboard and customized reports for effective tracking and proactive risk management of project schedules.

Robust security solution that supports single sign-on and role-based security.

# TAB 6 - Proposed Project Staff and Organization

## 6.1 Project Organization

Flairsoft believes in a multi-layered and flexible staffing strategy to demonstrate our total commitment to the delivery of quality products and achieving a successful project outcome.

Our methodology is broken into several phases and modules for planning, analysis, design, development, deployment, training, and support. Based on the phases, following is the resource engagement corresponding to various tasks in the project.

| Project Phase | Tasks | Resources |
|---|---|---|
| Project Planning | Project Schedule and Project Management Plan development and review | Flairsoft Project Manager, WVDOT Project Manager |
| | Configuring of Flairdocs (ROW) Environment | Technical and Database Architect, WV IT Team, Data Architect |
| System Design | Completion of requirements gathering session | Flairsoft Business Analyst, Subject Matter Expert, WVDOT Core Team, WVDOT Business Analyst |
| | Test Strategy | Quality Assurance, Business Analyst, Subject Matter Expert |
| System Configuration | Configuring of Flairdocs (ROW) Environment | Technical and Database Architect, WV IT Team, Data Architect |
| | Completion of configuration and customization per the functional requirements | Technical Lead, Software Engineer, Mobile Developer, GIS Architect |
| System Acceptance | Data Conversion and Migration initiation | Business Analyst, Database Architect, Lead Software Engineer, WVDOT DBA, WVDOT BA, Flairsoft BA |
| | Completion of Data migration | Database Architect, Software Engineer |
| | Completion of System Acceptance Testing (SAT) | Flairsoft QA, Flairsoft SME |
| | Completion of UAT by Business Stakeholders | WVDOT Core Team, Flairsoft SME |
| | System documentation, user guide, help content, Training material | Flairsoft Business Analyst, WVDOT BA, Training lead |
| System Implementation | User Training | Flairsoft Business Analyst, Training lead |
| | Technical, functional, and business verification of production environment, along with acceptance of migrated data | WVDOT Core Team |

| | | |
|---|---|---|
| **Post Implementation Support - Warranty** | WVDOT reported issues & Monthly health check | Technical Support Lead, Technical Support Representative, Technical Expert, Application Architect |
| **Post Implementation Support - Maintenance & Support** | Issues, updates, patches, and repairs | Technical Support Lead, Technical Support Representative, Technical Expert, Application Architect |

For effective project governance, Flairsoft's personnel will work with WVDOT personnel to manage the work during the project implementation. Flairsoft manages the overall project from Project kick-off, development, deployment, up to support and maintenance of the product (as per the contract). Flairsoft will assign a dedicated project manager for the life cycle of the project.

Flairsoft is proposing **Michael Dressel as a Project Manager** from Flairsoft on this project. Sudipta has previous experience with NYSDOT working on various projects. As a project manager, he will be responsible for the management of resolving cross-program issues and strategic issues with senior stakeholders. Sudipta will work closely with the WVDOT Project Manager and Executive Group from the Business Area.

Below are the roles Flairsoft would require from WVDOT to execute the scope of work:

| Role | Required Skills/ | Commitment |
|---|---|---|
| **WVDOT Client Project Manager** | Client Project Manager will be responsible for managing tasks that include planning, execution and managing people, resources, and scope of the project at the client's end. The project manager will work closely with Flairsoft's project team. | During the milestones and acceptance of deliverables |
| **Business Analyst / Subject matter expert** | WVDOT's Business Analyst will help Flairsoft Project manager and SME understand the technical, functional, and business requirements. | The Business Analyst and/or SME would be required during:<br>• Planning phase<br>• Design phase<br>• Review/acceptance of test plans<br>• Review/acceptance of migration plan<br>• Data migration validation<br>• User acceptance testing. |

*4.1.1.1.*

### 6.2 Personnel Summary Table

| Proposed Role | Consultant Name | Experience Summary |
|---|---|---|
| **Account Executive** | **Coleen McGee**  | • 20+ years Land and Real Estate Right of Way experience<br>• **12+ years of Flairdocs implementation experience**<br>• Successfully led upgrades of Flairdocs solution from 4.0 to 6.0, 6.5 and 6.6 versions including data migration.<br>• Studied Geology at Oklahoma State University |
| **Technical Leadership** | **Greg Horvath**  | • Greg is a seasoned Architect and technology leader with over 10 years of designing and developing the Flairdocs framework.<br>• He was instrumental in the Flairdocs release to Oregon DOT and is currently leading the implementation for NYSDOT and Sound Transit.<br>• Serving as the Chief Technology Officer for Flairsoft's product division, Greg has ensured the industry's best practices are incorporated into the Flairdocs solutions delivered to clients, including architecting system integrations.<br>• M.S. in Computer Science, The Ohio State University, Ohio, and B.S. in Computer Science, Cum Laude, OSU, Ohio |
| **Product Owner/Integration Architect** | **Sudipta Jana PMP**  | • 16+ years of software development and architecture experience.<br>• **7+ years of expertise in Flairdocs and Right of Way domain.**<br>• Jana is Proficient in analyzing and translating business requirements to technical requirements and architecture and design.<br>• 16 + years of IT industry experience encompassing a wide range of skill sets, roles, and industry verticals on Microsoft technologies with N-Tier applications.<br>• 12+ years of experience in SAAS implementation<br>• AWS certified Solution architect<br>• Certified Scrum Master, Microsoft Technology Specialist, Technical Lead, ITIL, PRINCE2@Practitioner and Flairdocs product architect<br>• M.S. in Computer Science from Burdwan University, India |
| **Project Manager** | **Michael Dressel, PMP** | • Over 25 years' experience in technology with an expertise in project management involving new client implementations as well as executing process improvements in operations. Lead PM and SME on IVR (interactive voice response) initiatives involving new |

| | | |
|---|---|---|
| |  | client implementations. Area of expertise is Project Management and general Process Improvement working with both domestic and global teams.<br>• Project Management Professional (PMP)<br>• Six Sigma Black Belt (SSBB)<br>• Master's in Business administration, Capital University, Columbus, OH<br>• B.S. in Electrical & Computer Engineering, the Ohio state University, Columbus. |
| **Trainer**<br>**O.R. COLAN** | **Jayson Gardner, PMP**<br>  | • Experience of 4.5 years in ORC's Cincinnati office, he moved to ORC's Columbus office to take the role as the lead project manager in the Public Sector division in October 2017. In 2019, Gardner added West Virginia to his territory.<br>• Currently prequalified by ODOT in Project Management, Titles, Negotiations and Closings, by KYTC as a Level 3 Acquisition Agent and Level 1 Relocation Agent, and by TNDOT in Acquisition and Project Management.<br>• In his 7.5 years with ORC, he has shown an immediate ability to comprehend and implement new knowledge and skills within the field. Prior to joining ORC.<br>• Worked in governmental relations as well as acquisition and title research for utilities.<br>• Achieved the designation of Project Management Professional (PMP) through the Project Management Institute. ODOT – Project Management; Negotiations; Closings; Title Research; Ohio Notary<br>• KYTC – Level 3 Acquisition; Level 1 Relocation; Kentucky Notary<br>• TDOT – Acquisition; Project Management<br>• Bachelor of Arts, University of Akron- Akron, Ohio |
| **Solution and Security Architect** | **Peter Vasys**<br>  | • Over 18 years of IT experience in all phases of SDLC including OO Analysis, Architecture, design, development, integration, installation, implementation, coding and unit testing, maintenance and mentoring in various Client/ Server, multi-tiered web-based applications.<br>• Certified General Real Estate Appraiser: Washington License #1102400<br>• Certified Appraisal Licenses Previously Held: Texas, Arkansas, and Oklahoma<br>• Real Estate Sales Agent Licenses Previously Held: Arkansas and Texas<br>• Member of International Right of Way Association (IRWA) since 2008<br>• B.S. Computer Science University of Wisconsin, Madison, WI August 1997 – May 2001 |



Flairdocs

| | | |
|---|---|---|
| **Subject Matter Expert** | **Leslie Manning**  | Manning has **20+ years of experience in Right of Way Acquisition, Appraisal, Property Management.** She has been a part of multiple software implementation **projects to modernize Right of Way Systems and supported development, training and deployment of Flairdocs with Oregon Department of Transportation.** She has served as a review appraiser for Oregon Department of Transportation and has worked on Flairdocs implementation and support for over 4 years. She is an experienced Licensed Certified General Appraiser and Review Appraiser.<br>• 6+ years of experience **implementing software system to streamline Right of Way and Real Property processes**<br>• Comprehensive knowledge and experience in real property appraisal and appraisal review.<br>• Comprehensive **knowledge of Real Estate Law, Principles and Practices.** |
| **Business Analyst** | **Chris Mabe, Certified Scrum Master**  | Mabe has 10 years of experience in various roles on a project team such as project manager, scrum master, systems/business analyst, data analytics, product owner, and UAT tester for multiple fortune 100 companies. Chris's passion is working in complex and cross-functional roles.<br>Bachelor's degree in Market Research, The Ohio State University – Fisher College of Business<br>Certified Scrum Alliance, Certified Scrum Master (CSM)and Certified Scrum Product Owner (CSPO) |
| **GIS Architect** | **Paul Maddock**  | • **Over 8 years in GIS Development and Data Administration experience in Land Management & ROW industries with 5+ Flairdocs implementations**<br>• **Architected GIS platform for Ameren, Metropolitan Water District and NYSDOT Highway Work Permit**<br>• Extensive experience in administrating ArcGIS Enterprise systems including ArcGIS Server, ArcMap, ArcGIS Portal applications, SQL Server, PostgreSQL and Oracle development experience.<br>• B.A. in Geography, The Ohio State University |
| **Tech Lead** | **Larissa Borcz**  | Larissa is a detail-oriented Data Management Specialist with **8 years of experience across software engineering and database design**. She leads product design including database, deployment architecture and **oversees the mapping of data sources, data movement, interfaces, and analytics, with the goal of ensuring data quality.**<br>• Larissa M. Borcz worked as a Data Architect for Atwell, on SaaS based Land Document Management System. Larissa was responsible for the following activities:<br>• Led application development to ensure timely |

| | | |
|---|---|---|
| | | completion of SaaS based solution<br>• design and provide support to all data management methodologies according to required standards<br>• define system requirements, interfaces, operation, and the technology required for proposed SaaS based implementation<br>• BS, Computer Science, The Ohio State University |
| **Quality Assurance Lead**<br>**O.R. COLAN** | **Gary Scott**<br>  | • He has been active in all phases of acquisition work, specializing in the preparation of right-of-way maps and plans, negotiations, relocations, and property descriptions. For a VDOT-sponsored project in Henrico County, VA, prepared all legal descriptions, condemnation exhibits, and plan changes.<br>• Engineering Technician -Fairmont State University. |

## 6.3 Resumes



### COLEEN MCGEE
ACCOUNT EXECUTIVE

**SUMMARY:**

**Coleen McGee serves as Vice President of Flairsoft's product division, Flairdocs,** and has served in numerous leadership positions in various sectors of the energy industry during her more than 20-year career. She has over **twenty years of experience in Permitting, Land Management and Right of Way**.

Coleen holds an International Right of Way designation of SR/WA and had 12 years of experience with Flairdocs as a Flairsoft customer prior to joining the Flairsoft team. She is responsible for providing **Permitting and ROW domain knowledge** and will ensure the timely completion of the project. As a training lead, Coleen will oversee the Flairdocs training activities. Coleen will help identify training needs, develop effective training programs, supervise the work of trainers and manage training budgets.

**SKILLS:**

- Business Development
- Fee Land Acquisition
- Contract Negotiation
- Easement Acquisition
- Land Title Research
- Project Staffing
- Land Value Comparison
- Process Analysis
- Damage Settlement
- **Project Management**
- **Permitting**
- Database design/entry
- Due Diligence
- Acquisitions/Divestitures

**Professional Organizational/Licenses**

- International Right of Way Association – Member 4239
- Senior Right of Way Agent Designation
- International Right of Way Association Pipeline Committee Chair
- Institute of Real Estate Management – Member 0144704
- Oklahoma Real Estate License – inactive
- **Texas Right of Way License**

**Right of Way:**

Real property appraisal, negotiation, real estate law, and real estate asset management, including all requirements for IRWA SRWA designation.

**EDUCATIONAL QUALIFICATIONS:**

| Degree, Diploma, Certificate or Designation | Issuing Institution or Association |
|---|---|
| **Studies – Art, Geology** | Oklahoma State University, Oklahoma City, OK |

**WORK HISTORY:**

**Flairsoft – Oklahoma City, OK**
*Vice President-Products Division* **(August 2017 - Present)**

- **Developed custom training programs and tools for customers throughout utilities and infrastructure industries, including leading training efforts for Medallion, Boardwalk, Antero and Williams**
- Responsible for ensuring successful delivery of data solutions to clients
- Works with client's business team and senior management bringing her personal experience as a customer, and leads large software implementations and upgrades
- Designs and delivers training materials to aid in a successful user experience at implementation
- Leverages Subject Matter Expertise to strengthen strategic product development for individual catered client needs delivering to them innovative processes and features to improve their "to-be processes"
- Spearheads training strategy for enterprise transformation
- Develops training plan and documentation
- Analyzes the training needs and medium of training

**FNA Chesapeake Energy Management, Inc. and FNA Access Midstream, Williams – Oklahoma City, OK**
*Director- Right of Way Coordination* **(Feb 2007 - July 2017)**

- Established shared on-line resource site to house templates, guidance documents, collaborative work sites and tracking documents
- Established a web-based right of way project and document management database
- Assisted with contracts, exhibits and schedules related to acquisitions, divestitures and joint ventures

**CINNABAR SERVICE COMPANY – Tulsa, OK**
*Vice President- Business Development* **(Mar 2000 - Feb 2007)**

- Set-up and organized multiple similar projects and field offices to operate simultaneously
- Right of Way Acquisition

**COATES FIELD SERVICE, INC. – Oklahoma City, OK**
*Right of Way Agent* **(Oct 1997 - Mar 2000)**

- Responsibilities included detailed surface title research, data management, negotiation, acquisition of right of way options or easements and negotiated fee acquisition
- Projects included pipeline, electric power lines, fiber optics, grain elevator sites, and railroad rights of way

**ARDMORE REALTY - Ardmore, Oklahoma**
*Real Estate Agent* **(Jan 1996 - Oct 1997)**

- Negotiated the sale of residential properties
- Performed land value comparisons



# GREGORY M. HORVATH

**TECHNICAL LEADERSHIP**

## SUMMARY:

**Mr. Horvath serves as the Chief Technology Officer at Flairsoft.** He has over 14 years of experience developing complex enterprise applications in both local and cloud environments. He is Responsible for all technical aspects of the company's strategy to ensure alignment with its business goals including product R&D, infrastructure, and Dev Ops processes.

He has a thorough understanding of various phases such as requirements gathering, business analysis/design (OOAD), coding/development and testing. He has **experience in system analysis, design, and development on the permitting management framework (Flairdocs).**

- Understanding of Object Oriented (OO) Design patterns and OO best practices and hands-on programming /analysis/development background in multiple system environments.
- **12+ years of architecting, designing, and deploying Flairdocs framework** and its successful implementations to a wide variety of clients including DOTs, pipeline, and utility companies in North America.
- **Architected various Flairdocs modules for clients like Oregon DOT, New York State DOT etc.**

## EDUCATION:

- M.S. in Computer Science, The Ohio State University, OH
- B.S. in Science, Cum Laude, The Ohio State University, OH

## TECHNICAL SKILLS:

| | | |
|---|---|---|
| **Operating Systems** | : | Windows, Linux |
| **Languages** | : | C#, VB .NET, HTML, CSS, JavaScript/Typescript, C, C++, JSON, XML, Perl, Java, UML |
| **Databases** | : | Oracle, SQL Server, Couchbase |
| **.NET Technologies** | : | ASP.NET MVC 5, Core, Microsoft Azure Service Fabric, ASP.NET Web Forms, Web Services (WCF, ODATA, ASMX), Entity Framework (LINQ), Telerik Web Controls, XUnit, MSTest, WPF, WinForms, SharePoint, IIS, Visual Studio 2005-2017 |
| **Reporting Tools** | : | SSRS, SSIS, Crystal Reports |
| **Other Technologies** | : | Azure Dev Ops (VSTS), Git, SVN, Docker, RabbitMQ, TFS, You Track, Team City |
| **Web Frameworks** | : | Angular 2-6, Angular Material, Angular JS, Bootstrap, Kendo UI, jQuery, Knockout |
| **Cloud Environments** | : | Amazon Web Services, Microsoft Azure |

## PROJECT EXPERIENCE:

***Project:*** Right of Way Information Tracking System (RITS-Flairdocs)

- Initial requirement and prototyping.
- **Architected Flairdocs modules like – Permitting, Payments, Billing, Right of Way Land Acquisition**

- Designed and Implemented Microsoft word-based template editor and generation engine which supports complex legal document generation for DOT clients. Oregon DOT utilizes this engine to generate over 50 different documents including all conveyance documents.
- Designed and implemented DOT specific product features for Project Planning/Scoping, Legal Description, Funding Authorization, Appraisal, Relocation, Offer Negotiation and Condemnation.
- Worked closely with Oregon DOT State Data Center team to ensure architectural compliance of the deployed solution.
- Feeds and Web Service Integration with Oregon DOT accounting system.
- Integration with Oregon DOT state-wide project control system.
- Developed various reports using SQL Server Reporting Services.

***Client:*** Willbros
***Project:*** WillView Land Management Solution

- Based on the practical knowledge of the Rational Unified Process (RUP) as an iterative SDLC process, lead the workflow module and process improvements across the product.
- Requirement gathering, understanding the product and project requirement and analysis, created forms, and handled events.
- Developed procedures, functions, triggers for programs user inputs.
- Responsible for mentoring developers on Flairdocs system architecture design, implementation, and coding standards.



## SUDIPTA JANA

**PRODUCT OWNER/INTEGRATION ARCHITECT**

**SUMMARY:**

Mr. Jana is a Microsoft Technology Specialist, On Site Lead and Scrum Master of Flairdocs Tool which is now widely used in Property Management Process. He is responsible for the development of new programs, analyzes current programs and processes, and making recommendations which yield a more cost-effective product. He has **16+ years of software development and architecture experience** encompassing a wide range of skill sets, roles, and industry verticals on Microsoft Technologies with N-Tier applications. He was the Technical Lead for ATCO Electric with 5+ years of expertise in permitting domain. Jana is Proficient in analyzing and translating business requirements to technical requirements and architecture and design. He has experience in leading and managing teams, he handled multiple roles – Solutions Architect (High level and Low level), Technical Lead, and Developer. Prior to joining Flairdocs, he has worked as a Development Manager, Dot Net Architect, Tech Lead and Scrum Master at different projects with very esteemed organizations such as NASA, Intel. Johnson & Johnson, Bell, OCWEN, SunTrust, USFS etc.

- 17 + years of IT industry experience encompassing a widely ranging skill set
- **5 Flairdocs ROW/Land Management implementations -** full software development lifecycle using agile methodologies.
- **15+ years of experience in SAAS implementation**
- Microsoft Technology Specialist, Technical Lead, ITIL, PRINCE2@Practitioner and Flairdocs product architect

**EDUCATION:**

- Master's in Computer Science in 2006, Burdwan University, India

**TECHNICAL SKILLS:**

**CERTIFICATIONS/LICENSES:**

- Microsoft Certified IT Professional (MCITP)
- Microsoft Certified Technology Specialist (MCTS)
- Microsoft Certified Professional Developer (MCPD)
- Microsoft Certified Solution Developer (MCSD)
- Microsoft Certified Application Developer (MCAD)
- Microsoft Certified Professional (MCP) in 70-305, 70-310, 70-229, 70-316, 70-300.
- Brain Bench Certified (asp.net2.0, vb.net)
- Certified Project Management Professional (PMP)
- Certified Scrum Master

**PROJECT EXPERIENCE:**

**Flairsoft Ltd.** **July 14 – Present**

***Technical Lead – Microsoft Technology Specialist***

***Project:*** Shoreline Permitting Management Plan

***Client:*** Ameren Corporation

- Team Leader (Leading Software Development Team, develops software solutions by studying requirement document; interacting with business users; studying systems flow, data usage, and work processes; investigating problem areas; following the software development lifecycle.)
- End to End Delivery Role
- Sr. Database Developer (Design stable, reliable and effective databases. Modify databases according to requests. Writing SQL queries, procs, functions etc.)
- Release Deployment Manager

***Project:*** Highway Work Permit (HWP) System
***Client:*** NYSDOT

- Technical Architect (Technical architecture, implementation, and deployment)
- Database Architect (Design and implement effective database models and solutions)
- End to End Delivery Role
- Release Deployment Manager
- Scrum Master

***Project:*** Land Document Management System
***Client:*** Antero Midstream

- Team Leader (Leading Software Development Team, develops software solutions by studying requirement document; interacting with business users; studying systems flow, data usage, and work processes; investigating problem areas; following the software development lifecycle.)
- Sr. Database Developer (Design stable, reliable and effective databases. Modify databases according to requests. Writing SQL queries, procs, functions etc.)
- Release Deployment Manager

***Project:*** Web-based Right of Way Management System
***Client:*** Williams Energy

- Sr. Software Developer (Develops software solutions by studying requirement document; interacting with business users; studying systems flow, data usage, and work processes; investigating problem areas; following the software development lifecycle.



## MICHAEL DRESSEL

PROJECT MANAGER

ASQ Certified Six Sigma Black Belt The Global Voice of Quality™ PMP® CERTIFICATION

**SUMMARY:**

Mr. Dressel serves as Project Manager and Process Improvement Engineer Consultant at Flairsoft. He has over 25 years' experience in technology with expertise in project management involving new client implementations as well as executing process improvements in operations.

**EDUCATION:**

- Master's in Business administration, Capital University, Columbus, OH
- B.S. in Electrical & Computer Engineering, the Ohio state University, Columbus, OH

**TECHNICAL SKILLS:**

**CERTIFICATIONS/LICENSES:**

- Project Management Professional (PMP) Certified
- Six Sigma Black Belt (SSBB) Certified

**PROJECT EXPERIENCE:**

**Flairsoft, Columbus, OH** **Present**

- Assisting with modernization of Land Management system for Flairdocs implementation.

**American Greetings, JoAnn Fabrics, Best Transport and Descartes** **Jan 14 - Present**
**Project Manager and Process Improvement Engineer – Consultant**

- He is working as an independent Consultant with multiple clients.
- Working with clients one on one to formulate an approach to identify improvements and drive them to realization. Area of expertise is Project Management and general Process Improvement working with both domestic and global teams. Follow standard PMI Methodology while being able to utilize my six sigma data analysis tools when necessary.
- Coordinate new client Transportation Management Systems (TMS) implementations from requirements to execution.
- Lead PM and SME on IVR (interactive voice response) initiatives involving new client implementations
- Implemented Open Stock sorting allowing more accurate order writing while reducing scrap by $4M yearly
- Responsible for working out at retail to identify and execute projects to optimize store associate time (truck unloading, stocking, POG updates, customer service)
- Kicked off process review to document and improve key pain points throughout an organization
- Assisted offshore (China) manufacturing company to transition from Oracle to SAP
- Setup and led yearly supplier negotiation process (achieved $3.1M of annual savings in first year)
- Championed COGS reduction resulting in $1.2M savings yearly with $1M of additional savings identified
- Reduced Inventory $3M yearly using agreements with suppliers to setup JIT strategy

**MURATA, Boston MA** **Dec 08 - Jan 14**
**Supply Chain Manager**

- Supply Chain Manager of the power supply division of a $5B Power Electronics company.
- Work directly with Senior Management on company objectives, strategy planning, and key process improvement initiatives.
- Responsible for guiding teams in North America and China to insure operational excellence through rigorous improvements in the areas of customer service, planning/forecasting, global procurement, inventory, NPI and with our two contract manufacturers in Chin

**JPMorgan Chase & Co., Columbus OH** **July 05 - Nov 08**
**IT Project Manager – Private Bank**

- Taught Agile principles to development and business support teams. Lead Minimal Viable Product (MVP) discussions as well as acted as Product Owner in the creation backlog (JIRA, Confluence).
- Implemented a highly effective defect remediation process prior to start of program that resolved bugs which significantly stabilized the platform and increased development velocity.

**The Supreme Court of Ohio, Columbus OH** **July 03 - July 05**
**IT Project Manager –IT Projects & Process Improvement**

- Created and managed execution plans, traceability matrix, defects triaging and defined business process improvements.
- Support Digital UAT Projects Implementation, Stories Review, Defect Tracking and Development Progress.

**Lucent Technologies, Columbus OH** **July 98 - Jan 03**
**Supply Chain Manager**



## JAYSON GARDNER

**TRAINER (OR Colan)**

**SUMMARY:**

Mr. Gardner spent 4.5 years in ORC's Cincinnati office, and he moved to ORC's Columbus office to take the role as the lead project manager in the Public Sector division in October 2017. In 2019, Gardner added West Virginia to his territory. In December 2015, he achieved the designation of Project Management Professional (PMP) through the Project Management Institute.

- He is currently prequalified by ODOT in Project Management, Titles, Negotiations and Closings, by KYTC as a Level 3 Acquisition Agent and Level 1 Relocation Agent, and by TNDOT in Acquisition and Project Management.
- In his 7.5 years with ORC, he has shown an immediate ability to comprehend and implement new knowledge and skills within the field. Prior to joining ORC.
- He worked in governmental relations as well as acquisition and title research for utilities.

**EDUCATION:**

- Bachelor of Arts, University of Akron- Akron, Ohio
- Ohio Northern University

**TECHNICAL SKILLS:**

**CERTIFICATIONS/LICENSES:**

- Project Management Institute – Project Management Professional, Credential ID 1876190
- ODOT – Project Management; Negotiations; Closings; Title Research; Ohio Notary
- KYTC – Level 3 Acquisition; Level 1 Relocation; Kentucky Notary
- TDOT – Acquisition; Project Management

**PROFESSIONAL AFFILIATIONS**

- ASHE Central Ohio
- IRWA Chapter 13
- Project Management Institute
- WTS Central Ohio
- Columbus Engineers Club

**PROJECT EXPERIENCE:**

**Sewer & Water**

- Piqua Wastewater Plant, Piqua, OH
- Piqua Pump Stations, Piqua, OH
- Piqua Water Tower, Piqua, OH
- Miami County Superfund Site, Troy, OH
- Marietta WTP Upgrades, Marietta, OH
- Vernon Lane - Sanitary District No. 1, Fort Wright, KY
- Grand & Tremont Sewer - Sanitary District No. 1, Fort Wright, KY
- Kenton County CDBG - Sanitary District No. 1, Fort Wright, KY

**Highways**

- DEL-CR14-1.23 (E. Powell Road), Lewis Center, OH



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- FRA-70-12.68, Columbus, OH
- FRA-70-13.10, Columbus, OH
- SCI 823-0.00, Portsmouth, OH
- HAM 75-0.22 (Brent Spence Bridge), Cincinnati, OH
- PER Pleasant Street Bridge, New Lexington, OH
- ATH Richland Avenue, Athens OH
- City of Piqua – MIA CR25A-16.48 Piqua, OH
- City Tipp City – MIA CR25A (Phase 1), Tipp City, OH
- HIG TWP RD 144 (Fenwick Rd.), Hillsboro, OH
- WAR-CR110-0.15 Kings Island Drive, Mason, OH
- ODOT D8 – Dunnhumby USA Relocation, Cincinnati, OH
- WVDOH – US 522 (Winchester Grade Road), Berkley Springs, WV
- West Virginia Roadway Improvement Initiative, West Virginia
- Roach Church Bridge +2, Cabell County, WV
- Scrabble Creek Bridge, Gauley Bridge, WV
- Corridor H, Randolph & Tucker Counties, WV

**Utility**

- Vectren Energy – Tipp City-MIA-CR25A, Tipp City, OH
- Vectren Energy – Z-167 2015, Montgomery & Miami Counties, OH
- Vectren Energy – Z-167 2016, Piqua, Troy & Shelby Counties, OH
- Vectren Energy – Nathanials Grove, Beavercreek, OH

**Airports**

- Columbus John Glenn International Airport Cost Estimating, Columbus, OH



# PETER VASYS

SOLUTION AND SECURITY ARCHITECT

## SUMMARY:

Mr. Vasys serves as Integration and security architect at Flairsoft. He has over 18 years of IT experience in all phases of SDLC including OO Analysis, Architecture, design, development, integration, installation, implementation, coding and unit testing, maintenance and mentoring in various Client/ Server, multi-tiered web-based applications.

- Experienced on C#, Dotnet Framework 4.7; Visual Studio 2019; SQL Server; Git; AWS; Azure, Web Apl; NUnit; Git; GitLab; Docker; Kubernetes; Microservices Design, React; Redux; TypeScript
- **2 Plus Years of progressive experience in System architecture.**
- Provided high-level context of product technical progress during showcase meetings with senior leadership

## EDUCATION:

- B.S. Computer Science University of Wisconsin, Madison, WI August 1997 – May 2001

## TECHNICAL SKILLS:

**CERTIFICATIONS/LICENSES:**

- Certified General Real Estate Appraiser: Washington License #1102400
  - Certified Appraisal Licenses Previously Held: Texas, Arkansas, and Oklahoma
  - Real Estate Sales Agent Licenses Previously Held: Arkansas and Texas
- Member of International Right of Way Association (IRWA) since 2008
- Notary Public – Washington: License 183166

**TECHNICAL SKILLS:**

| | | |
|---|---|---|
| **Languages/Development Tools** | : | C#; MS Visual Studio; NUnit; ASP; ASP.NET. MVC; VB.NET. C++; VB6; HTML; JavaScript; LINQ; Code Smith; ReSharper; Code Collaborator; React; Redux; TypeScript; NUnit; NAnt; MS Build; XML; SOAP; SOAPUI; Fiddler; VMWare; ActiveX |
| **Design and Architecture** | : | .NET, .NET Core, .NET Framework; .NET Interop. Microservices, Component Object Model (COM); Service Oriented Architecture (SOA); n-Tier Web Architecture; Integration Patterns, Deployment and Configuration Architectures and Design; performance profiling and optimization; memory leak profiling and remediation strategies; Custom application framework development; Commercial Component Design; IIS |
| **Database Systems** | : | Microsoft SQL Server; Oracle; Microsoft Access. Reporting Services; Database normalization and denormalization; ActiveReports; Crystal Reports |
| **Project Management and Design** | : | Use Cases; Object-Oriented Design Patterns StarTeam. Subversion; FxCop; Rally; Cruise Control for .NET; TeamCity |



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| | | |
|---|---|---|
| **IDE/Frameworks** | : | Microsoft Visual Studio 2002 through 2019, Visual Studio Code; Visual Studio Team System; Entity Framework; Microsoft Visual Studio 6.0 (InterDev); Microsoft .NET Framework v1.0 through v4.7 |
| **Operating Systems** | : | Windows NT 4, 2003, 2008, 2012; Windows 95, 98, ME, XP, Vista, 7, 8, 10; Sun Solaris; Linux |
| **Project Development Methodologies** | : | Agile; SCRUM; Kanban; Waterfall |
| **Source Control & DTS** | : | StarTeam; SVN; Git; TFS; Subversion; Visual SourceSafe. Mercury Quality Center; Bugzilla |

## PROJECT EXPERIENCE:

**Flairsoft Ltd, Columbus, OH** **Aug 21 – Present**

***Solution Architect***

- Architect, design, and support team implementation of industrial pipeline land acquisition and finance software
- Manage automated DevOps pipeline deployment
- Mentor onshore and offshore development team to ensure adherence to company standards and practices

**Grange Insurance, Columbus, OH** **Oct 20 – Aug 21**

***Software Developer IV***

- Architect, design, and implement internal API for new system architecture
- Given specifications, identified purpose of one API as the sole business user interface for the system
- Translated high-level enterprise architecture to developers and BAs across 3 tech stacks to ensure compliance and lay groundwork for known future features
- Identified and specified a centralized interface to store and easily modify system configurations and behavior
- Member of Agile Transformation Leadership team
- While designing purpose-driven enterprise application, designed multi-tiered services for use by other areas of the enterprise to store internal information – serving benefits for obfuscation and tamper-resistance
- Provided high-level context of product technical progress during showcase meetings with senior leadership

**Chase, Columbus, OH** **Jan 20 – Oct 20**

***Senior Software Developer***

- Worked with SMEs to design a microservices architecture with a pub sub message queueing system backbone to modernize a file processing application which served as a long-term blueprint for the technical direction of the product
- Contributed key components to the database schema design to manage a new layered configuration system
- Drove adoption of multi-layered client library access through an API to communicate with databases in the new system -- legacy system communicated directly to the database from multiple components
- Developed shared component to support secure service communication via X.509 certificates



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- Devised and documented consistent integration solutions throughout the development process that incorporated both short-term and long-term architectural requirements
- Identified common functionalities to consolidate into NuGet packages to be shared between modules
- Served as primary technical contact for additional teams providing development assistance
- Introduced and drove the adoption of development best practices for development tasks
- Provided technical overviews to new developers and non-technical team members

**Infor, Columbus, OH** **June 17 – Jan 20**
***Senior Software Engineer***

- Product development for quote and configurator software platform Added the ability to for customers to create custom headers to JSON REST external web service calls from the UI to database persistence and runtime execution
- Improved WCF service endpoint to return JSON messages on exceptions while hiding exception details
- Created a new JSON REST service to handle importing of company-standard document format to the application's database
- Added new access and sorting features to client-facing Matrix query framework function
- Worked on conversion of EC2 Windows-hosted monolithic web application to several smaller applications running on a Linux-based Docker container host
- Migrated several components of legacy system to new website utilizing React, Redux, and TypeScript

**ClearSaleing / eBay / Impact Radius, Columbus, OH** **Nov 10 – Apr 17**
**Technical Lead / Development Manager / Senior Developer**

- Primary developer and product owner responsible for the application (Sync Services) that integrates company data with client paid search services Google AdWords and Microsoft Bing Ads – synchronizing and modifying campaigns containing over 500 million keywords totaling over $10m per month in ad spend on a nightly and on-demand basis
- Sync Services responsibilities included design, coding and deployment for new paid search REST API service features
- Designed and coded an upgrade for the system to process single, serial items to execute in a bulk, parallel manner resulting in a 40x performance improvement
- Handled audits for compliance with AdWords Required Minimum Functionality
- Improved the nightly batch processing of Sync Services differential sync task time from upwards of 4 hours on some servers down to under 15 minutes – allowing downstream processes to complete in time for morning client usage
- Redesigned Sync Services WinForms UI for the support team to improve usability through command categorization for understandability, multi-threading for responsiveness during command execution, and progress bars for user feedback
- Conceived and contributed to designs regarding scalability improvement of several applications and systems
- Stabilized the Sync Services platform – reducing issues from support from 1-2 per week to 1-2 per year
- Refactored Sync Services into an abstract factory design pattern


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- Designed and implemented solution to adhere to AdWords Required Minimum Functionality – saving the company 5% of total expenses

**Sogeti USA, Columbus, OH** **Nov 06 – Nov 10**
***Senior Consultant***

- Technical Lead interfacing directly with national marketing director to gather project requirements, implement defect fixes and carry out site enhancements
- Converted Visual SourceSafe 2005 code repository to Team Foundation Server 2010
- Successfully executed core security model change and lead offshore QA team through regression testing of over 4,000 tests
- Primary technical contact for external vendor SSO integrations

**Emerson Network Power – Reseller eCommerce** **Feb 10 - Nov 10**
**Technical Lead**

- Technical Lead interfacing directly with national marketing director to gather project requirements, implement defect fixes and carry out site enhancements
- Converted Visual SourceSafe 2005 code repository to Team Foundation Server 2010
- Successfully executed core security model change and lead offshore QA team through regression testing of over 4,000 tests
- Primary technical contact for external vendor SSO integrations

**Mettler Toledo – MiraCal** **Jan 10 - Feb 10**
***Lead Developer***

- Solved an issue that could not be isolated after 3 weeks of research. Reproduced and resolved this multi-threading issue in one day.
- Web team had several issues with Microsoft AJAX Toolkit 1.0 as they were tied to the .NET Framework 2.0. Conceived and executed conversion of Microsoft AJAX Toolkit 3.5 back to the 2.0 Framework, which resolved the majority of outstanding issues.
- Resolved several other multi-threading Windows Form issues and ASP.NET issues

**Affinion Group – Protection Platform** **Sep 07- Dec 09**
***Lead Developer***

- Lead Developer responsible for design, development and unit testing of application layer functionalities
- Responsibilities included clarifying requirements, extending custom framework capabilities, and selecting appropriate components for reuse
- Assisted in the design of systems within presentation and business logic tiers
- Solutions built and function around a custom XML framework
- Aggressive project timelines with parallel development across four tiers
- Conceived creative new solutions to complex business requirements within own tier and other tiers
- Participated in code reviews in the role of reviewer using Code Collaborator
- Created member notification application utilizing LINQ to interface with Oracle

**Affinion Group – Password Hashing** **Apr 07- Sep 07**


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***Developer***

- Converted customer creation for a commercial internet store from COM database calls and error handling to a wrapped .NET system
- Selected to assume lead developer responsibilities while being brought in to replace a departing member of the team mid-way through design phase
- Ensured successful completion of project considered to be high-risk due to its age and lack of subject matter experts
- Promptly diagnosed and resolved integration issues with middle tier systems

**State of Ohio Office of Collective Bargaining** **Feb 07- Mar 07**

***Developer***

- Designed and provided ASP.NET user interface enhancements and new functionality consistent with existing look and feel
- Performed Reporting Services report updates and developed new reports
- Reduced runtime of one report from over a minute to under one second
- Effectively managed team to accomplish requested tasks above and beyond expectations in nearly half of the time estimated
- Responsible for live deployments to multiple ASP.NET and SQL servers

**Century Surety** **Nov 06 - Dec 06**

**Developer**

- Contributed to an ASP.NET insurance solution focusing on the conversion of forms as the project neared its completion
- Responsibilities included updating data bindings and transforming static layouts into dynamic layouts
- Created several custom solutions for special-case scenarios
- As a key member of the 5-person team, I personally completed 45 of the 135 conversions that were the scope of the project

**Data Dynamics, Columbus, OH** **June 03 – Oct 06**

***Component Software Developer***

- Developed specifications and C# solutions for new RDL reporting component features as defined by product manager requirements
- Responsible for creation and upkeep of NUnit unit tests for new code as well as code modified in order to fix identified product defects
- Created UI type converters and type editors for custom data types
- Assisted in the creation and maintenance of NAnt build scripts and multiple build machines
- Maintained code synchronization with StarTeam source control
- Coding tasks performed in accordance with test-driven development methodologies



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# LESLIE MANNING

## SUBJECT MATTER EXPERT

**SUMMARY:**

Ms. Manning has 20+ years of experience in Right of Way Acquisition, Appraisal, Property Management. She has been a part of multiple software implementation projects to modernize Right of Way Systems and supported development, training and deployment of Flairdocs with Oregon Department of Transportation. She has served as a review appraiser for Oregon Department of Transportation and has worked on Flairdocs implementation and support for over 4 years. She is an experienced Licensed Certified General Appraiser and Review Appraiser. Key highlights of her background include:

- 6+ years of experience implementing software system to streamline Right of Way and Real Property processes
- Comprehensive knowledge and experience in real property appraisal and appraisal review.
- Comprehensive knowledge of Real Estate Law, Principles and Practices.
- Experience soliciting, executing and managing consultant contracts.
- Works independently and collaborates with the project development team to resolve property issues.
- Proven ability to apply sound problem-solving skills to resolve policy and procedure issues.
- Proven ability to develop, facilitate and present information and training to internal and external stakeholders.

**EDUCATION:**

- Cum Laude Bachelor of Science in Business Administration
- University of Arkansas, Sam Walton School of Business Fayetteville, 1993
- Emphasis in Finance and Real Estate

**TECHNICAL SKILLS:**

**CERTIFICATIONS/LICENSES:**

- Certified General Real Estate Appraiser: Washington License #1102400
  - Certified Appraisal Licenses Previously Held: Texas, Arkansas, and Oklahoma
  - Real Estate Sales Agent Licenses Previously Held: Arkansas and Texas
- Member of International Right of Way Association (IRWA) since 2008
- Notary Public – Washington: License 183166

**PROJECT EXPERIENCE:**

**Flairsoft Ltd.** **July 21 - Present**

***Senior Business Analyst/Product Manager***

- Serves as a Subject Matter Expert for Real Estate/Right of Way domain for government clients
- Plan and Lead requirements and gap analysis sessions and document findings in such a way that the implementation team has all the relevant details available in the requirement document.
- Coaches and trains project team members on how Flairdocs DOT solution works for a variety of our clients using industry's best practices

- Create and update documentation including user and training guides.

**King County Dept. of Local Services** **May 16 – July 21**
**Road Services Division**
***Road Property Program Manager IV***

- Developed and Manage Real Property Acquisition Program for Division Capital Improvement and Maintenance Projects
- Reviews and Analyzes Appraisal Reports and Specialty Valuation Reports for conformance to Standards, Policies, and Procedures
- Completes Appraisals, Defines the Appraisal Problem, Determines the Scope of Work, and Develops and Communicates the Appraisal Problem in conformance with Standards, Policies, and Procedures
- Provide Real Property Acquisition and Appraisal Oversight and Direction to Project teams and Consultants for all Project Phases.
- Serve as Right-of-Way Certifying Authority for King County for Federal FHWA Grant Programs
- Serve as Subject Matter Expert in Real Estate, Land Use and Appraisal Matters, and Provide Technical Advice and Review for Peers and Contracted Professionals
- Determine Project or Program Budget, Schedule, and Scope. Assist in Justification of Project, Program and/or Agency Budget Requests.
- Solicit Contracts, Prepare Scopes of Work, Manage Work Orders, Evaluate Submittals Prepared by External Sources, Review, and Approve Change Orders
- Interpret, Analyze, and Communicate Procedures, Codes, and Ordinances
- Prepare and Review Agreements, Conveyance Documents, Legal Descriptions, and Coordinate with County Surveyors, Attorneys, and other Staff regarding Document Language and Legal Questions
- Perform Monitoring, Training, and Technical Oversight of County Property Agents ensuring Compliance with Real Property Acquisition and Appraisal Policies and Regulations
- Provide Technical Guidance for Negotiations with Property Owners on behalf of King County to Solve Property and Appraisal Related Issues
- Independently Create, Update, and Monitor Various Management-Level Tracking Systems for Processes and Procedures
- Report on Changes to Appraisal Guidelines, Real Property Acquisition and Relocation Policy and Code Regulations for Projects and Programs.
- Perform Field Investigations for the purpose of Determining and Reporting upon the Potential Impact to Private Property by County Projects or Potential Impact to County Property by Others
- Prepare Annual Reports for Regulatory Agencies regarding Real Property Appraisal, Acquisition and Relocation Activities including but not Limited to Title VI and FHWA Reporting Requirements
- Represent King County in Condemnation and Other Legal Proceedings and Public Hearings

**King County Dept. of Executive Services** **Sep 2015 – May 2016**
**Facilities Management Division/Real Estate Services**
***Real Property Agent III***

- Served as Lead Right of Way Acquisition and Appraisal Subject Matter Expert.
- Solicited, Contracted, and Administered Appraisal and Right of Way Consultant Services Contracts.


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- Prepare and Review Agreements, Conveyance Documents, Legal Descriptions, and Coordinate with County Surveyors, Attorneys, and other Staff regarding Document Language and Legal Questions
- Interpreted, Analyzed, and Communicated Procedures, Codes, and Ordinances.
- Collaborated and Corresponded with Project Managers, Project Team Members, Internal and External Stakeholders, Attorneys, and Property Owners to Plan and Manage Projects, Gather, and Verify Information, and Explain Policy and Processes.
- Presented Project Information, Explained Project Plans and Procedures to Property Owners and Other Interested Parties, and Negotiated with Property Owners on behalf of the County.
- Maintained Records of Real Estate Related Transactions, Documents, and Files.

**Oregon Department of Transportation** **Feb 2011 – Sept 2015**
***Review Appraiser & Business Analyst***

- As part of a Special Duty Opportunity, Supported Business Analysis and Process Mapping activities, Developed, Facilitated and Presented Training, and Provided User Support for a new Right-of-Way Information Tracking System (RITS) Software project.
- Reviewed and Analyzed Appraisal Reports and Specialty Valuation Reports for Conformance to Developed Standards, Policy, and Procedures.
- Completed Appraisals, Defined the Appraisal Problem, Determined the Scope of Work, and Developed and Communicated the Appraisal Problem in Conformance with Standards, Policies, and Procedures.
- Performed thorough Property Inspections.
- Communicated Appraisal Review Results to Internal and External Stakeholders.
- Provided Technical Advice, Assistance and Training in Appraisal Methodology, Regulations and Guidelines to Internal and External Stakeholders.

**City of San Marcos** **Oct 2008 – Feb 2011**
***Acquisition Specialist***

- Developed, Planned and Directed the Right of Way Acquisition for the City.
- Provided Appraisal and Appraisal Review services as a State Licensed Certified General Appraiser
- Solicited, Negotiated, Contracted, and Administered Right of Way Services and Appraisal Contracts
- Coordinated and Communicated with Project Managers and Team Members, Internal and External Stakeholders, and the Community as Real Property and Appraisal Subject Matter Expert
- Prepared and Reviewed Real Property Conveyance Documents in Coordination with City Attorneys
- Served as Subject Matter Expert in Real Estate, Land Use and Appraisal Matters, and Provided Technical Advice and Review for Peers and Contracted Professionals.



## CHRIS MABE
**BUSINESS ANALYST**

**SUMMARY:**

Mr. Mabe has 10 years of experience in various roles on a project team such as project manager, scrum master, systems/business analyst, data analytics, product owner, and UAT tester for multiple fortune 100 companies. Chris's passion is working in complex and cross-functional roles.

**EDUCATION:**

- The Ohio State University – Fisher College of Business
- Bachelor's degree in Market Research

**TECHNICAL SKILLS:**

- Technical and business requirements
- Project management
- Scrum master
- Waterfall and agile software development methodologies
- JIRA boards and reporting
- Demos for web-based applications
- SQL/SAS
- HTML & style guides
- SharePoint

**CERTIFICATIONS/LICENSES:**

- Scrum Alliance
- Certified Scrum Master (CSM)
- Certified Scrum Product Owner (CSPO)

**PROJECT EXPERIENCE:**

**Nationwide Brokerage Services** **July 2020 - Sep 2021**

***Project Manager/Business Analyst***

- Project manager for 3 – 5 high priority initiatives at a time. Key functions include project initiation, timeline creation, communication with key stakeholders, managing risks and issues, determining priority of features, controlling budget, along with overseeing UAT and implementation.
- Business / requirements analyst for 2 – 4 projects where he's not performing the role of the Project Manager to get exposure to all projects in flight or in the pipeline for NBS. Responsibilities included capturing and documenting the business requirements, exploring potential solutions, and working with IT to create technical requirements.
- Provided ad-hoc reporting using SQL and Tableau to support the business case or helped solve a gap between the initiation to the implementation phase when a more sustainable and systemic reporting solution was in place.



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- Worked alongside our data analytics team to identify the attributes that needed to be incorporated into the queries for data analytics/reporting purposes pre and post implementation of projects.
- Serve as a Jira expert for the team which has involved creating several dashboards for NBS managers and associates to simplify information gathering as well as helping to streamline a complex intake and project work process.

**AEP (American Electric Power)** **Jan 2019 - May 2020**
**Business Systems Analyst/Scrum Master**

- Captured business requirements and converted them into technical story cards for the build team responsible for a new application for our dispatchers and field associates.
- Responsible for prioritizing features with key stakeholders to make sure we were implementing the most important functionality to users on an iterative basis.
- Responsible for measuring the team's velocity for each sprint to manage the capacity to help define the project roadmap/timeline.
- Facilitated bi-weekly stakeholder reviews to go over what was accomplished in the previous sprint, go through the project timeline, project budget, and next sprint goals.
- Facilitated bi-weekly retrospectives to discuss what went well, what could be better, and what we should keep doing so that our team could continue to increase our productivity.
- Responsible for removing roadblocks that the team encountered so that they could continue developing/testing other functionality instead of taking time away to do so.

**Huntington Bank (3-month contract)** **Aug 2018 - Jan 2019**
***Senior Business Systems Analyst/Project Manager***

- Gathered requirements from key stakeholders and end users for initiatives where we wanted to introduce RPA (robotic process automation) solutions.
- Responsible for managing and prioritizing the backlog for all RPA requests across the organization. This included working with key stakeholders in multiple LOBs to define the scope of each project, determine the business value/ROI, and identify critical dates that must be met for regulatory and compliance reasons.
- Responsible for defining a release plan, providing weekly RAG status to key stakeholders, identifying, and removing roadblocks, and keeping the project on track from initiation through implementation.
- Responsible for creating automation test scripts for critical functionality to add to our regression tests performed daily.

**Chase Bank** **Jan 2011 - April 2014 and April 2015 – June 2018**
***Business Systems Analyst II***

- Created business requirements for all projects/enhancements impacting any of the automation fraud applications.
- Responsible for managing the backlog for all 8 automated fraud applications and working with the third-party vendors to establish a project plan and roadmap on a continuous basis.
- Created a test plan and worked with the business to perform user acceptance testing for all projects impacting the automation fraud applications.
- Ran KPI reports on a weekly basis using SQL & SAS to validate the health of the application, identify areas of opportunities of how we could enhance the applications to increase our


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contact rate and minimizing operating costs, as well as ad-hoc reporting requested by the business as needed (e.g. how many customers responded to a text message within 15 minutes versus 30 minutes because we are trying to analyze whether we should extend the time between the text and automated calls to reduce cost?).

**Nationwide Insurance** **April 2014 - April 2015**

***Business Systems Analyst***

- Responsible for interpreting business requirements and converting them into technical story cards for various projects/enhancements for our build and run teams responsible for the online homeowners and renters' applications on nationwide.com.
- Created mock-ups and demos to go over during 3-amigo sessions to help support the technical requirements outlined in the story cards to make sure everyone understood what was being requested.
- Performed testing in the dev environment before handing off the new functionality/enhancement over to our business partners for UAT. This also included building out our automation testing using ruby and cucumber.
- Presented a demo to our business partners after each sprint to show our business partners what we had accomplished in the past two weeks if the functionality was built but not ready to be published to production.

**Grange Insurance** **Jun 2005 – Jan 2011**

**Rotational Internship**

- AMD Adjuster - Handled approximately 30 auto claims at a given time which included analyzing the accident, determining fault, reviewing estimates, scheduling rental cars, and working with body shops to make sure repairs were completed in a timely manner.
- Inside Property Adjuster – Contacted insureds about the claim that was opened, immediately scheduling a crew to minimize damages until we could get an adjuster to their location, reviewed receipts and itemized loss property for flood claims, and helped the field team review supplemental estimates.
- Personal lines underwriting assistant – Performed administrative tasks such as entering new personal lines auto, property, and renter's policies into the system.



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# PAUL MADDOCK

**GIS ARCHITECT**

## SUMMARY

Mr. Maddock is an accomplished GIS developer and architect with over **eight years of proven industry experience**. He is leading the GIS development team for the Flairdocs GIS Web Viewer and Mobile Applications. He is responsible for modification and improvement of the Flairdocs GIS Viewer using the ArcGIS JS API. He is involved in educating and advising his coworkers and clients on GIS technology and implementation. Prior to joining Flairsoft, he worked as a GIS analyst and GIS technician. He has an extensive knowledge of various GIS applications such as ESRI ArcView, ArcCatalog, etc.

- **8+ years in GIS Development and Data Administration experience in permitting & ROW industries**
- Extensive experience in administrating ArcGIS Enterprise systems including ArcGIS Server, ArcMap, ArcGIS Portal applications, SQL Server, PostgreSQL and Oracle development experience

## EDUCATION:

- B.A. in Economics and Geography (Urban, Regional and Global Studies), The Ohio State University

## TECHNICAL SKILLS:

| | |
|---|---|
| **GIS Application:** | ESRI ArcView, ArcCatalog, ArcScene, ArcPad, FME, Boundless Geo Suite, Map server, PostGIS |
| **Client-side web development:** | jQuery, ExtJS, Open layers, GXP, GeoExt, ESRI, JS API |
| **Server Web Development:** | ASP.NET, Grails, Java, Groovy, Java, Tomcat, and PostgreSQL |
| **Scripting:** | Bash, Batch, and Python |
| **Source Control:** | SVN, Git and GitHub |
| **IDE/Text Editor:** | MS Visual Studio, JetBrains PyCharm, Sublime Text Editor 2, Notepad++, Eclipse, and IntelliJ Idea |
| **YouTrack, Asana & Pivotal Tracker:** | Task, organize, document, and set deadlines for beginning to end application development |

## EXPERIENCE:

***Project:*** **Shoreline Permitting Management Plan**
***Client:*** **Ameren Corporation**

- GIS application development and code review
- GIS development task assignment
- Task management and system administration
- Requirements gathering

***Project:*** Land Document Management System
***Client:*** Antero Midstream

- GIS application development and code review
- GIS development task assignment
- Task management and system administration

- Requirements gathering

***Project:*** Land Acquisition Management System
***Client:*** ATCO Electric

- GIS application development and code review
- GIS development task assignment
- Task management and system administration



## LARISSA M. BORCZ

**TECHNICAL LEAD**

**SUMMARY:**

Larissa Borcz is a very creative and detail oriented Technical Lead with eight years of experience across software engineering, data management, business, consulting, teaching, and graphic design. She is able to establish clear and concise methods to utilize Flairdocs technology to meet customer requirements, as well as to adapt Flairdocs technology in order to deliver increased efficiencies across customer operations. She is experienced in examining and identifying database structural necessities by evaluating client operations, applications, and programming. Her familiarity with working with developers, designers, and marketing is used to clarify product specifications and the methodologies needed to meet them. Larissa is responsible for designing and implementing effective database solutions and models to store and retrieve Caltrans data. Her Right of Way implementation experience includes Atwell, Las Vegas Valley Water District, Oregon DOT and Property ROW. She has a vast skill set and extensive knowledge pool. Key highlights of her background include:

- Over 8 years of experience as Data Architect, architecting and implementing web-based software applications and database design
- 3+ years of experience supporting Right of Way SaaS implementation for Las Vegas Valley Water District and Atwell
- Specializations include Microsoft technologies, agile development

**SKILLS:**

**Programming Languages (ranked by decreasing order of experience):**

C#, ActionScript 3 (AS3), Batch, XML, HTML/HTML5, CSS, JavaScript (JS), Java, jQuery, SQL, PHP, Visual Basic (VB, VB Script), Python, MVVM, WPF, ASP.net Webforms, MVC

**Development Tools (ranked by decreasing order of experience):**

Microsoft Office, Visual Studio, Subversion, Redmine, Microsoft Deployment Kit (MDT), Adobe Creative Suite Master Collection (Acrobat, Photoshop, Illustrator, InDesign, Dreamweaver, Flash Professional, Flash Builder, Premiere Pro, After Effects, Media Encoder), HP Exstream, MySQL/phpMyAdmin, Jenkins, Open Office, Smartsheet

**Frameworks/API/SDKs:**

.NET, WPF, Bootstrap, Win32, Mogreet, Twitch, Twitter.

**Operating Systems:**

Windows, Mac OS X, Linux (Ubuntu, Redhat), Windows Server 2008/2016

**EDUCATIONAL QUALIFICATIONS:**

| | | |
|---|---|---|
| Bachelor of Science, Electrical & Computer Engineering | The Ohio State University, Columbus, OH | 2012 |
| Minor: Business, Computer & Information Science | The Ohio State University, Columbus, OH | 2012 |
| Toastmasters International | | 2012 - 2013 |
| Project Management Institute | | 2015 - Present |

**WORK HISTORY:**

**Senior Software Engineer/Tech Lead** **(2018 - Present)**
Flairsoft Limited

- 4 Flairdocs Real Estate/ Land Management implementations, requirements through the software development lifecycle
- Led application development to ensure timely project completion of Las Vegas Valley Water District (LVVWD) Flairdocs Right of way management project
- Designed and implemented effective database solutions and models to store LVVWD's data
- Developed software applications using ASP.NET webforms and MVC Development for Antero, Williams, and LVVWD in C#, Extensive Markup Language (XML), HTML5, CSS, JavaScript, and jQuery
- Defined system requirements, interfaces, operation, and the technology required for proposed SaaS based implementation for Atwell as well as provided support to all data management methodologies according to required standards
- Working with various Flairdocs customers to define system requirements, interfaces, operation, and the technology required to implement them
- Assisted project managers in the creation of technical documentation, feature effort quotes, and project proposals

**Software Engineer** **(2017)**
Columbus Instruments, OH

- Performed requirements analysis, project management, and development roles for software application redesign using C#, .NET, WPF, Redmine, and Subversion

**Requirements Analyst, Software & Applications Developer** **(2016 - 2017)**
Nationwide Insurance - Brooksource Contract

- Created application user guides and comment driven interactive code documentation using Sandcastle
- Researched, designed, and developed computer software systems using VB6, C#, and .NET for monitoring behavior and physiology in animals

**Software & Applications Developer** **(2013 - 2015)**
Micro Industries, OH

- Spearheaded reduction in total retail kiosk setup time by 600% through automation, including writing Python, VB, & Batch scripts for developer operations

**Student Programmer, Multimedia & Technology Support** **(2007 - 2013)**
The Ohio State University: OIT
Developed and implemented solutions to encountered hardware and software issues



# GARY SCOTT

**QUALITY ASSURANCE ANALYST (OR Colan)**

## SUMMARY:

Mr. Scott has been an employee at O. R. Colan Associates since 1978. He has been active in all phases of acquisition work, specializing in the preparation of right-of-way maps and plans, negotiations, relocations, and property descriptions. For a VDOT-sponsored project in Henrico County, VA, he prepared all legal descriptions, condemnation exhibits, and plan changes.

- In the Malden and South Charleston areas of West Virginia, he negotiated the acquisition of several hundred parcels for public works projects, including both fee and easement types of acquisition.
- Other assignments for ORC included several Tennessee and Virginia highway projects, projects for the Lambert-St. Louis International Airport, the Cleveland Hopkins International Airport, Denver Stapleton International Airport, Ft. Lauderdale-Hollywood International Airport, Toledo Express Airport, Palm Beach International Airport, Harrisburg International Airport, Times Beach Missouri and Niagara, NY where he participated in the Relocation Plan and the acquisition and relocation of parcels for the project.
- Other assignments have included preparation of training materials for various courses offered by the firm, including courses given for the U.S. Department of Transportation, FHWA, and FAA.
- He recently retired from WVDOT, where he handled highway project coordination with all Railroad and Utility companies that operate in WV.

## EDUCATION/ LICENSE:

- Fairmont State University - Engineering Technician

## TECHNICAL SKILLS:

## PROFESSIONAL AFFILIATIONS

- International ROW Association

## PROJECT EXPERIENCE:

- West Virginia Road Initiative Project, Stahl & Sheaffer, Charleston, WV
- VDOT City of Roanoke – 13th Street, Roanoke, VA
- VDOT Roanoke County – 10th Street, Roanoke, VA
- Pocahontas Parkway (Route 895) Connector, Richmond, VA
- Pennington Gap and Jonesville, Pennington & Jonesville, VA
- Reese Bridge and Dunloup Creek Bridge Design Build Projects, SMH Construction Company.
- West Virginia Roadway Improvement Initiative, West Virginia
- WVDOH Diana Deck Bridge Project, Greenbrier County, WV
- WVDOH Junior Bridge Project, Greenbrier County, WV
- WVDOH Reese Bridge Project, Greenbrier County, WV
- WVDOH Dunloup Bridge Project, Greenbrier County, WV
- WVDOH Corridor H, Charleston, WV

## TRAINING

- 103 Ethics and the ROW Profession
- 140 Principals of Wireless Site Development
- 600 Environmental Awareness
- 802 Legal Aspects of Easements



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### 6.4 Staffing Changes

Flairsoft warrants that our proposed team along with any additional resource needs shall be available to ensure successful project completion. We have a contingency plan, which will allow the ability to add more staff, if needed, to ensure meeting the project's due date(s). The team's diverse and flexible skills will allow the project manager to easily augment or backfill key positions, when required. In addition, Flairsoft has a consulting and recruitment division that helps us have a reserve pool of technical and business backup resources which will support the prompt replacement of any team member, if required. All backup resources will be kept up to date on the project by the primary team members and a project binder will be maintained to facilitate project orientation. If back-up resources are employed, 'ramp-up' time will be minimal and at no cost to WVDOT's.

We will also ensure that the primary resource provides a thorough knowledge transfer before departing the project. Flairsoft shall make every attempt not to substitute members of the project team without prior written approval of WVDOT.

If a resource replacement is needed, the Flairsoft Project Manager will work closely with the client manager to identify suitable replacement candidates. Prior to choosing a replacement resource, the candidate's skill sets, level of experience, and availability date will be reviewed by the appropriate client manager. It will be Flairsoft's goal to submit two resumes for the resource being replaced within five (5) business days of the removal. Flairsoft is committed to providing highly qualified personnel to support our client project objectives. Flairsoft will make every effort to find a suitable permanent replacement to keep the project on schedule and to allow overlap to accommodate knowledge transfer and promote a seamless transition.

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# TAB 7 - Vendor's Proposed Plan for Providing Services

## 7.1 Timeline and Implementation Phasing Approach

*4.1.1.1. Timeline and Implementation Phasing Approach*

*The description provided should include the following information for each module:*

- *Implementation timeframes.*
- *Milestones and implementation phasing (if any);*
- *Deliverables with planned approval date and mapped in the work plan; and*
- *Any software upgrades that should occur during the project.*

Flairsoft uses its proven implementation methodology, FlairSAFe (Flairsoft Scaled Agile Framework). FlairSAFe is a flexible, adaptable development methodology (Agile-Waterfall hybrid methodology) and the implementation approach in this provides a straightforward, effective path to success.

Our DevOps approach to application development allows us to build, test, deploy and monitor applications with speed, quality and controlas follows:

- Faster software releases to streamline license issuance, renewals, and transfers
- Production-like environment for your teams to 'test earlier + test smarter', and provide immediate and continuous feedback to our developers
- Automation testing that allows for discrepancies to be found and fixed earlier than ever.

FlairSAFe delivery model is comprised of phases for analysis, design, implementation and deployment as shown in the figure below. Our delivery model has been successfully implemented for deployments of state, commercial and federal government projects.

Flairsoft's proposed implementation period for this project is 21 months as depicted in the high level project plan:

Our experience across similar implementations has shown that the Fit gap process substantially reduces time, cost and errors.

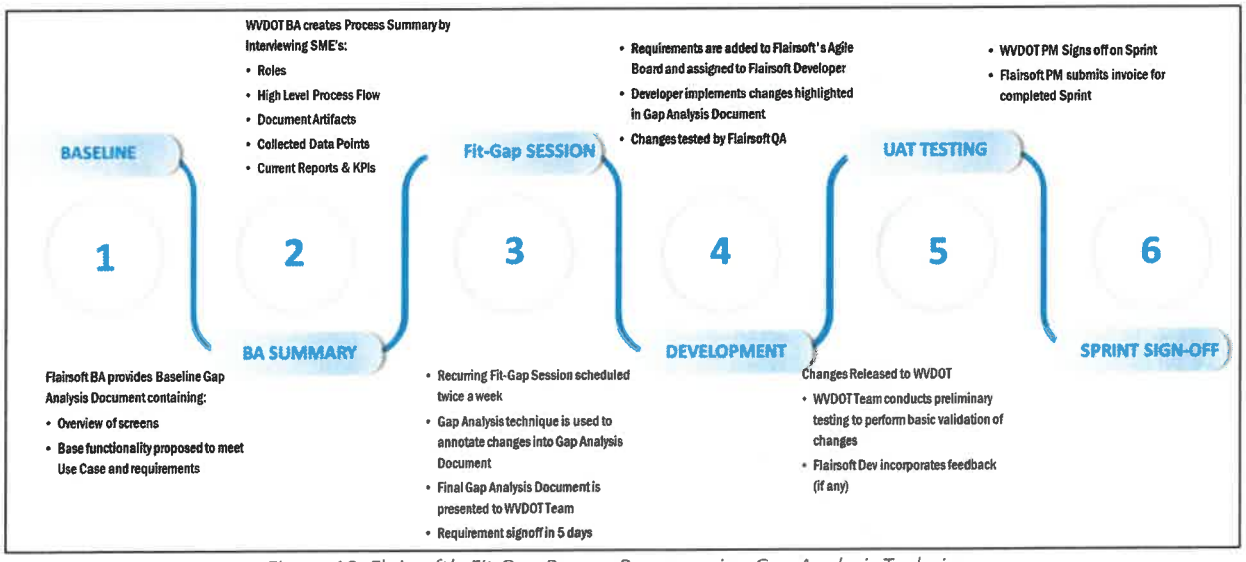



*Figure 10: Flairsoft's Fit Gap ProcessProcess using Gap Analysis Technique*



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The project is anticipated to Go Live 18 months after initiation, with a 1-month warranty. Go Live means the complete development and deployment of the solution to WVDOT. This is a proposed plan based on the information provided in the RFP and accompanying attachments, and is subject to revision through a change request. The incremental schedule will be developed and delivered to the Agency with input from the WVDOT Project Team.

Ultimately when all tasks and deliverables are completed, the project is considered complete and the warranty period begins.

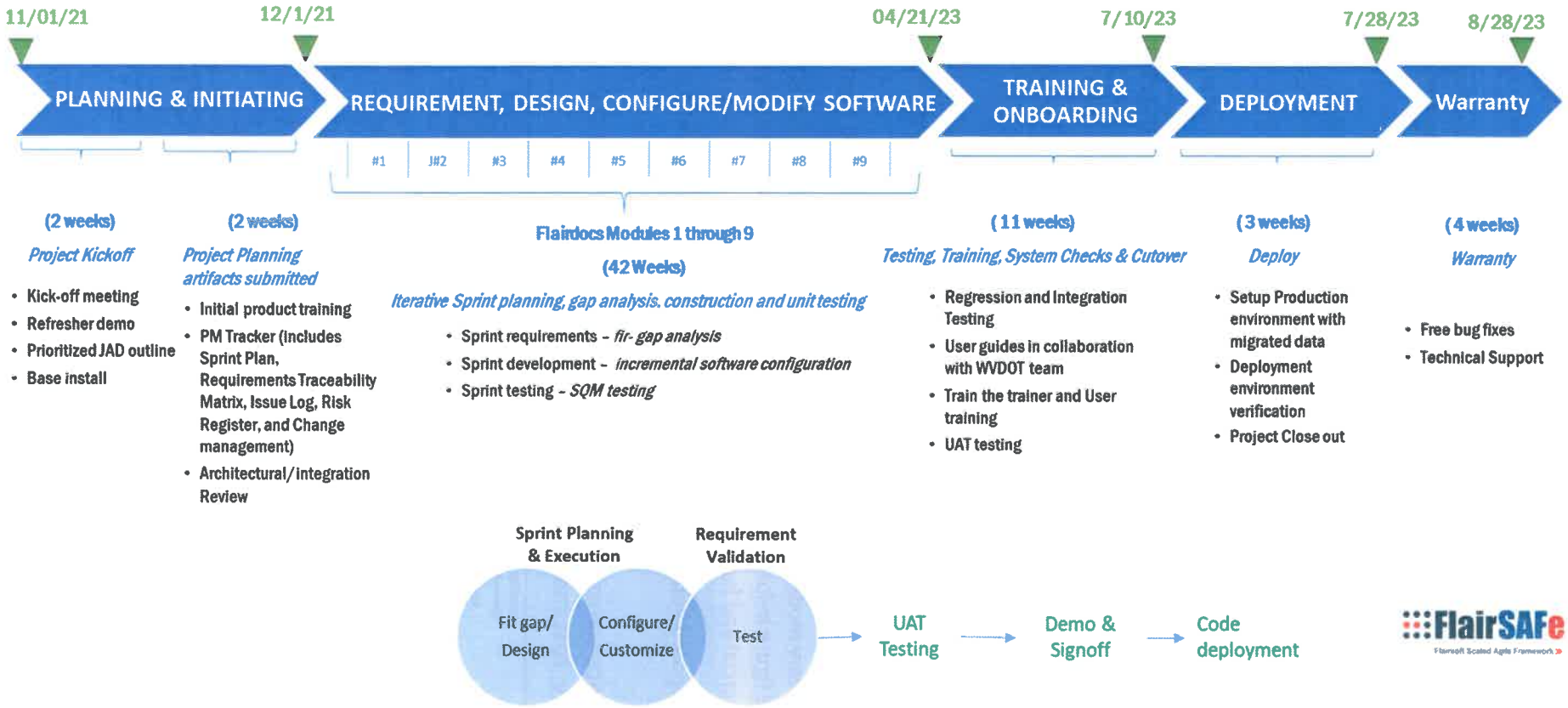



*Figure 11: Flairsoft's proposed implementation timeframe*

## Milestone and Phasing

The Flairsoft Project Manager will perform scope verification along with the WVDOT core team to ensure that all deliverables listed in RFP, for the project were completed. The phases can be expanded upon and further broken down into smaller and smaller components. This has been done to link tangible deliveries to achievable tasks. Phases are made up of tasks and deliverables, and some cannot start until their predecessors are complete. The deliverables are strategically associated with key milestones. Ultimately when all tasks and deliverables are completed

| Deliverables/Milestones | Total Price % |
|---|---|
| **Project Planning Artifacts** | 30% |
| **Iterative Sprint planning, gap analysis, construction and unit testing** | 30% |
| **Data Migration** | 15% |
| **Testing, Training, Deployment & Post-Implementation Support** | 15% |
| **Project Complete** | 10% |
| **Implementation Services Subtotal** | **100%** |

## Deliverables with Planned approval Dates and mapped to work plan

Following is the list of deliverables through the project based on the PMO methodology and the process. The deliverables will correspond to the timelines provided in the draft project plan. Please refer to our project plan (mpp) for details on approval dates for various deliverables as listed here.

| Phase | Duration | Start | Finish | Flairsoft Deliverables |
|---|---|---|---|---|
| **Phase 1: Project kick-off & planning** | 4 Weeks | 11-1-2021 | 12-01-2021 | · Kick-off Meeting<br>· Refresher demo<br>· Prioritized Fit Gap session Outline<br>· Base Install<br>· Initial Product Training<br>· PM Tracker (includes Sprint Plan)<br>· Requirements Traceability Matrix, Issue Log, Risk Register and Change Management<br>· Architectural/Integration Review |
| **Phase 2 - Sprints 1-9** | 36 Weeks | 12-2-2021 | 04-21-2023 | · Sprint Requirements<br>· Sprint Development<br>· Sprint Testing |
| **Phase 3: Training & Onboarding** | 3 Weeks | 4-24-2023 | 7-10-2023 | · Regression and Integration Testing<br>· User guide in collaboration with WVDOT Team<br>· Train the trainer and User training<br>· UAT Testing |
| **Phase 6: Deployment** | 9 Weeks | 7-11-2023 | 7-28-2023 | · Setup Production environment with migrated data<br>· Deployment environment verification<br>· Project Close Out |
| **Phase 6: Warranty** | 4 Weeks | 07-28-2023 | 8-28-2023 | · Bug Fixes<br>· Technical Support |

## Any software updates that should occur during the project

Since we are using an agile implementation methodology, software gets updated every sprint release. We have planned for 9 sprints, 4 weeks each.

Below are the following sprints based on which Flairdocs implementation **(Phase 2 - Configuration)** will be completed.

1. **Sprint 1**
   a. Planning and Management/Project Coordination/Project Information/Project Scheduling
   b. Engineering/Parcel Information; Acquisition Setup
   c. Estimates
2. **Sprint 2**
   a. Utility Coordination
   b. Appraisal
   c. Acquisition
3. **Sprint 3**
   a. Rail Agreements
   b. Utility Relocation
   c. Condemnation/Legal
4. **Sprint 4**
   a. Negotiations/Certifications/Special Projects/Contracts
5. **Sprint 5**
   a. Property Management
6. **Sprint 6**
   a. Reporting/Data Requirements/File Storage/Administrative/Templates
7. **Sprint 7**
   a. Integration with financial systems (wvOASIS, Advantage Fixed Assets, Account Payable, General Ledger)
   b. Integration with external systems (GIS, HUB, BRIM, ProjectWise)
   c. Integration with external system (wvOASIS procurements, Transportation Asset Management, Facilities Management, Human Resources)
8. **Sprint 8**
   a. MobileTrack (iOS and Android)
9. **Sprint 9**
   a. Data Mapping and Analysis

## 7.2 System Development Methodology Overview

*4.1.1.2. System Development Methodology Overview*

*It is the Vendor's responsibility to propose a system development methodology (SDM) that is defined, documented, repeatable, and emphasizes project management best practices.*

*The project scope and cost should include training the WVDOT project team staff on the Vendor's SDM. The proposal should identify certifications the Vendor has received, such as Software Engineering Institute's (SEI) "Capability Maturity Model" (CMM) assessments, the International Organization for Standardization (ISO) 900x certifications, the "Institute of Electrical and Electronics Engineers" (IEEE) Software Engineering Standards, and any other pertinent certifications.*

Flairsoft, as a CMMI Dev Level 2 and ISO 9001 certified firm, has been providing solutions to esteemed clients by replacing their legacy Right of Way systems. Flairsoft has been participating actively in American Association of State Highway and Transportation Officials, International Right of Way Association Pipeline Committee meetings, NAPE, and Southeast Electric Exchange (SEE) conferences for more than 10 years. We have been Platinum sponsors for IRWA and AASHTO Annual conferences for the past several years.

Our mission is to lead in the creation, development and deployment of industry's most advanced, flexible, secured and easy to use software solutions and help our customer become a best-run business. This based on 3 major principles:

- ✓ Deliver technology innovations that address the challenges of today and tomorrow without disrupting our customers' business operations.
- ✓ Process automation: Improve operational efficiency with technology and best practices, self-service and configurability
- ✓ Simplify and standardize: Reduce cost, accelerate information access for timely and superior decisions

**Agile Development Technique:**

Flairsoft follows an Agile delivery model and DevOps toolchain to accelerate and optimize software delivery. This approach aligns with the goals of WVDOT and deliver the application functionality in Agile phases with incremental releases and optimized scheduling. During Sprint planning, the Flairsoft team will determine the user stories and iterative work products to work on during a Sprint and will discuss the initial plan for completing those user stories with the client. The Flairsoft team will establish a Sprint goal and will use that as the basis to determine which user stories to work on during a Sprint.

*FlairSAFe delivery model for WVDOT implementation will be structured into 9 sprints as defined in the detail project schedule. These sprints cover all the 12 functional modules as well as additional project activities such as integrations, data migration and mobile application deployment.*

**Significant benefits of FlairSAFe methodology**

- This methodology creates an iterative process in short sprints for functionality requirements gathering through fit-gap and configuration.
- The sprints covers the work from requirements thru execution and to module testing, thus delivering functionality ready processes to business users.

- This methodology recognizes and incorporates change management as part of execution through out the project instead of having to be done separately. Chane management is a critical success factor for the success.
- This methodology delivers a comprehensive and reliable framework based on the extensive experience from Flairsoft projects. Thus bringing templates and implementation references into the discussion right at the time when needed.

Flairsoft plans to execute the project in multiple streams in parallel, for business functions development for **Project Information/Coordination, Estimating, Engineering, Utility Conflict Management, Property Management/Excess Lands, Airspace/Wireless, Relinquishment and Vacation, Transfer of Jurisdiction, Utility Relocation, Railroad Coordination, Appraisal, Certification, Relocation Assistance Program, Local Programs/Off-Systems and On-Systems, Clearance and Demolition Requirements.**

We understand that from a ROW perspective a **Utility** that owns land rights has additional needs that ROW must address in terms of acquisition and relocation. Likewise, **Railroads** have unique processes and timelines that require special coordination. We would address these unique matters coupled with the Acquisition discovery work.

## 7.3 Project Management Methodology and Approach

*4.1.1.3. Project Management Methodology and Approach.*

Our project management methodology is based on PMI based processes to ensure on-time and on-budget delivery. Our PMO Director, Mr. Scott Cummans and Director of Project Delivery Mr. Shrini Keskar, oversee all the critical projects to assist individual PMs to ensure compliance with contract and client satisfaction.

Flairsoft's out of the box product is highly functional and useful for the clients.




*Figure 12: Flairsoft project management approach*

**Flairsoft PMO Framework**

Flairsoft PMO framework a framework that delivers the core objectives of project control with following objectives

- Standard pre-defined stages with consistent processes and deliverables
- A jointly defined cadence with the client project team at all levels
- Standardized reporting and continuous visibility for project control

## 7.4 Detailed Description of Services/Deliverables to be Provided

*4.1.1.4. Detailed Description of Services/Deliverables to be Provided*

*The Vendor should describe in detail how each of the services listed in Section 4.2.2. shall be provided in accordance with the Vendor's methodology.*

All of the requirements listed in WVDOT requirements within **Right of Way, Utility Relocation and Railroad Agreements, are covered** by the following modules within Flairsoft's Flairdocs application.

1. Planning and Management/Project Coordination/Project Information/Local Programs
2. Engineering/Parcel Information; Acquisition Setup
3. Estimating (*All Functions **Including Utility Conflict)
4. Utility Coordination
5. Appraisal
6. Acquisition
7. Railroad Coordination
8. Relocation Assistance Program
9. Condemnation/Legal
10. Certification/Clearance/Local Programs
11. Property Management(Airspace/Wireless/Surplus)
12. Right of Way and Land Survey Division ( templates, reports, integrations, status trails, misc.)

Following are the integrated functions across modules within the application, as listed by WVDOT

**a) Payments Processing**
   a. Flairdocs solution is designed to integrate with payment processors and payment gateways
   b. Payment processing integration and testing is part of the sample work plan

**b) Contracts Management**
   a. All types of contracts are managed within Flairsoft's integrated application

**c) Workflow, Forms and Document Management**
   a. Work flows can be customized to add or remote specific fields and can be tracked with the desired status trail
   b. Various types of forms are created and covered as desired. Some examples are acquisition templates, resolution templates and other forms

**d) GIS Integration**
   a. GIS integration across the application is a standard feature.
   b. Full integration with the ability to query GIS based search from an external application into Flairdocs or initiated from within Flairdocs linked to an external system

**e) System interfaces with WVOasis**
   a. Flairsoft's application Flairdocs is designed to be an integrated enterprise application.

b. Flairdocs provides and supports open APIs to integrate into and from the system across wvOasis platform for operational and financial integration.
c. Flairdocs provides a mobile application for the users to execute business functions on the go from their mobile devices

**f) Management Reporting**

a. Flairdocs application provides a wide variety of role based management reports
b. Reporting capability is built into the screens at different levels so as to enable users to create ad-hoc reports as needed
c. A global search function is provided within the application that is capable of searching any information and delivering it in the form of a report
d. External third party reporting tools can be deployed to develop additional custom reports. Flairsoft will assist in development of these reports by providing solution design knowledge during the design and implementation

**g) Federal Highway Administration (FHWA) Programs integration**

a. Enable the primary elements to satisfy the FHWA requirements for billing
b. Enable the accounting controls to conform to FHWA requirements as per the scope of the ROW management project.

Mandatory Requirements as per 4.2.2.15 – (Confirmation of full compliance and demonstration of best professional expertise)

**1. Project Management**

Flairsoft follows world class system implementation methodology driven by senior project management resources. Flairsoft drives the process and continues to guide the customer teams across business and IT to smoothly achieve the project success.

We believe that getting to the project success goal is absolutely fundamental. In pursuit of that goal, we make implementation a pleasant and learning experience for the teams so that teams are enabled to operate most effectively in an integrated package solution environment with a collaborative spirit.

**2. Requirements confirmation and development**

Flairsoft believes that getting the right requirement is the fundamental to the successful project. From the extensive experience of the past, Flairsoft is able to gather requirements effectively in a scenario driven process. This process drives a series of solution walk through that would bring WVDOT to the right solution configuration and will deploy all the capabilities close to the out of the box solution.

**3. Concept of operations (ConOps) / Proof of concept (PoC)**

Flairsoft methodology includes driving solution modeling based on business scenarios. Flairsoft implementation team will work closely with WVDOT team to gather business scenarios and model those in Flairdocs application. This would be demonstrated to WVDOT team. Any gaps will be reviewed in the light of business process change management as well as software configuration management with the goal to make minimum modifications.

**4. Technical architecture and infrastructure design**

Flairsoft delivers both enterprise hosted as well as SaaS model for WVDOT. Flairsoft team will work with the WVDOT infrastructure team to develop an infrastructure architecture. At the same time, Flairsoft will deliver technical architecture

**5. System analysis and business process design**

Flairsoft team will conduct full business process and system analysis for the system undergoing change. This analysis will be incorporated into the detail work plan so as to have everyone be part of it.

**6. Software configuration**

Flairsoft will configure the application as needed to align with the business process

**7. Customization as needed**

Flairsoft has experienced that different agencies and their customers, have different names based on time of the day

**8. Security configuration**

Flairsoft has a robust security configuration within the application. These security roles and setup meet all the requirements and expectations of the modern identity and access management needs. In addition, Flairdocs application can also be integrated for a Single Sign On (SSO) experience for users via integrating with the industry standard integration patterns and platforms.

**9. Testing**

Flairdocs has an extensive framework of testing that is deployed for testing across multiple levels.

- Testing guidance to the clients business scenarios for successfully testing and documenting test results
- Integrated testing after any fit-gap updates made to the software. This includes unit testing, regression testing, integration testing and load testing.
- Structured test results documentation is available for reference at the end of each of the testing cycles.

**10. Training**

- Training is provided as part of the implementation. Training will be part of the implementation throughout the implementation using business scenario demonstration and hands on exercises for the users.
- Training is also specifically provided to the Admin users as well as Super Users, who will be supporting the other users in the WVDOT organization during UAT, rollout and after go live.
- A proper training material in digital form as well as printed paper form will be provided by Flairdocs for helping training sessions be most effective.

**11. Documentation**

Full system documentation would be available for the WVDOT for reference at any time.

**12. Knowledge transfer**

Knowledge transfer is conducted via joint exercises and putting users first with their business scenario needs. Knowledge transfer is a continuous process throughout the implementation that implementation teams and key users will experience.

**13. Change management**

This is a subject that Flairsoft specializes in deeply and would help WVDOT migrate from existing legacy processes to the new integrated system processes. Change management requires the extensive experience that Flairdocs has from conducting a wide range of DOT implementations for the required functionality. Flairsoft's seasoned professionals recognize the need to help client organizations work through the change that this business system transformation brings. While the new system processes are efficient and effective for the users, these may also need documentation of the internal processes for the client organization teams.

How Change Management is Supported: Change management is supported via an integrated process that starts from the requirements gathering, process mapping and adoption of new processes throughout the implementations. We will assist WVDOT teams in mapping the business processes to the roles and will help in mapping the new integrated process flow that would be required for compliance and change management documentation.

**14. Deployment planning**

Deployment planning is a joint exercise between WVDOT and Flairsoft team led by Flairsoft project manager, who will assign the necessary resources to walk the WVDOT teams through the deployment planning. Flairsoft project manager and WVDOT project manager assigned will jointly work to define a deployment plan based on Flairsoft's recommendations and using standard deployment practices.

**15. Deployment support**

Deployment support is provided by the project core team from Flairsoft side. At the same time Flairsoft ensures that client key users are also ready for supporting the deployments via enabling them through training sessions and help.

**16. Warranty support / Hypercare**

A standard 1-month warranty is incorporated in the proposed project plan. The warranty support and Hypercare would be very effective in weeding out any new or unexpected issues faced by the new users at WVDOT.

**17. Software upgrade if applicable**

At this time, no software upgrade is anticipated during the implementation. Flairsoft provides software upgrades if needed in the process of the implementations.

Flairsoft has prepared **a high-level work plan based on the tasks, sub-tasks and deliverables** asked and directed by WVDOT. These modules described in milestones and tasks cover the entire breadth of WVDOT requirements, delivering all aspects of the functional requirements and potentially more futuristic capability.

## Proposed project plan

| | Task Mode | Task Name | Duration | Start | Finish |
|---|---|---|---|---|---|
| 1 | | **WVDOT - Flarisoft Implementation Sample plan** | **459 days** | **Mon 11/1/21** | **Fri 9/15/23** |
| 2 | | Project Kick off | 1 day | Mon 11/1/21 | Mon 11/1/21 |
| 3 | | **Planning & Initiating Phase** | **18 days** | **Mon 11/1/21** | **Wed 12/1/21** |
| 4 | | Project Kickoff Deck & Meeting | 5 days | Mon 11/1/21 | Fri 11/5/21 |
| 5 | | Project Work Plan & Project Management Plan | 5 days | Mon 11/8/21 | Fri 11/12/21 |
| 6 | | Communications/Stakeholder Plan | 2 days | Mon 11/15/21 | Tue 11/16/21 |
| 7 | | Organizational Change Management Plan | 2 days | Wed 11/17/21 | Thu 11/18/21 |
| 8 | | Quality Management Plan | 2 days | Fri 11/19/21 | Mon 11/29/21 |
| 9 | | Knowledge Transfer Plan | 2 days | Tue 11/30/21 | Wed 12/1/21 |
| 10 | | **Requirements, Design, Modify and Configure Phase** | **330 days** | **Thu 12/2/21** | **Thu 4/13/23** |
| 11 | | Module Testing Plan & Overview | 5 days | Thu 12/2/21 | Wed 12/8/21 |
| 12 | | **Sprint 1** | **40 days** | **Thu 12/9/21** | **Tue 2/15/22** |
| 13 | | **Planning and Management/Project Coordination/Project Informa** | **20 days** | **Thu 12/9/21** | **Tue 1/18/22** |
| 14 | | Requirements Gathering & Traceability Matrix (Flairsoft and Wv | 10 days | Thu 12/9/21 | Wed 12/22/21 |
| 15 | | Fit Gap Adaptation & Interface Plan (Flairsoft) | 5 days | Tue 1/4/22 | Mon 1/10/22 |
| 16 | | Module testing (WVDOT) | 5 days | Tue 1/11/22 | Tue 1/18/22 |
| 17 | | **Engineering/Parcel Information; Acquisition Setup** | **20 days** | **Wed 1/19/22** | **Tue 2/15/22** |
| 18 | | Requirements Gathering & Traceability Matrix (Flairsoft and Wv | 10 days | Wed 1/19/22 | Tue 2/1/22 |
| 19 | | Fit Gap Adaptation & Interface Plan (Flairsoft) | 5 days | Wed 2/2/22 | Tue 2/8/22 |
| 20 | | Module testing (WVDOT) | 5 days | Wed 2/9/22 | Tue 2/15/22 |
| 21 | | **Estimates** | **20 days** | **Wed 1/19/22** | **Tue 2/15/22** |
| 22 | | Requirements Gathering & Traceability Matrix (Flairsoft and Wv | 10 days | Wed 1/19/22 | Tue 2/1/22 |
| 23 | | Fit Gap Adaptation & Interface Plan (Flairsoft) | 5 days | Wed 2/2/22 | Tue 2/8/22 |
| 24 | | Module testing (WVDOT) | 5 days | Wed 2/9/22 | Tue 2/15/22 |
| 25 | | **Sprint 2** | **50 days** | **Wed 2/9/22** | **Wed 4/20/22** |
| 26 | | **Utility Coordination** | **20 days** | **Wed 2/9/22** | **Wed 3/9/22** |
| 27 | | Requirements Gathering & Traceability Matrix (Flairsoft and Wv | 10 days | Wed 2/9/22 | Wed 2/23/22 |
| 28 | | Fit Gap Adaptation & Interface Plan (Flairsoft) | 5 days | Thu 2/24/22 | Wed 3/2/22 |
| 29 | | Module testing (WVDOT) | 5 days | Thu 3/3/22 | Wed 3/9/22 |
| 30 | | **Appraisal** | **20 days** | **Thu 3/3/22** | **Wed 3/30/22** |

| | | | | |
|---|---|---|---|---|
| 30 | **Appraisal** | **20 days** | **Thu 3/3/22** | **Wed 3/30/22** |
| 31 | Requirements Gathering & Traceability Matrix (Flairsoft and WV | 10 days | Thu 3/3/22 | Wed 3/16/22 |
| 32 | Fit Gap Adaptation & Interface Plan (Flairsoft) | 5 days | Thu 3/17/22 | Wed 3/23/22 |
| 33 | Module testing (WVDOT) | 5 days | Thu 3/24/22 | Wed 3/30/22 |
| 34 | **Acquisition** | **20 days** | **Thu 3/24/22** | **Wed 4/20/22** |
| 35 | Requirements Gathering & Traceability Matrix (Flairsoft and WV | 10 days | Thu 3/24/22 | Wed 4/6/22 |
| 36 | Fit Gap Adaptation & Interface Plan (Flairsoft) | 5 days | Thu 4/7/22 | Wed 4/13/22 |
| 37 | Module testing (WVDOT) | 5 days | Thu 4/14/22 | Wed 4/20/22 |
| 38 | **Sprint 3** | **50 days** | **Thu 4/14/22** | **Thu 6/23/22** |
| 39 | **Rail Agreements** | **20 days** | **Thu 4/14/22** | **Wed 5/11/22** |
| 40 | Requirements Gathering & Traceability Matrix (Flairsoft and WV | 10 days | Thu 4/14/22 | Wed 4/27/22 |
| 41 | Fit Gap Adaptation & Interface Plan (Flairsoft) | 5 days | Thu 4/28/22 | Wed 5/4/22 |
| 42 | Module testing (WVDOT) | 5 days | Thu 5/5/22 | Wed 5/11/22 |
| 43 | **Utility Relocation** | **20 days** | **Thu 5/5/22** | **Thu 6/2/22** |
| 44 | Requirements Gathering & Traceability Matrix (Flairsoft and WV | 10 days | Thu 5/5/22 | Wed 5/18/22 |
| 45 | Fit Gap Adaptation & Interface Plan (Flairsoft) | 5 days | Thu 5/19/22 | Wed 5/25/22 |
| 46 | Module testing (WVDOT) | 5 days | Thu 5/26/22 | Thu 6/2/22 |
| 47 | **Eminent Domain/Condemnation/Legal** | **20 days** | **Thu 5/26/22** | **Thu 6/23/22** |
| 48 | Requirements Gathering & Traceability Matrix (Flairsoft and WV | 10 days | Thu 5/26/22 | Thu 6/9/22 |
| 49 | Fit Gap Adaptation & Interface Plan (Flairsoft) | 5 days | Fri 6/10/22 | Thu 6/16/22 |
| 50 | Module testing (WVDOT) | 5 days | Fri 6/17/22 | Thu 6/23/22 |
| 51 | **Sprint 4** | **20 days** | **Fri 6/24/22** | **Fri 7/22/22** |
| 52 | **Negotiations/Certification/Special Projects/Contracts** | **20 days** | **Fri 6/24/22** | **Fri 7/22/22** |
| 53 | Requirements Gathering & Traceability Matrix (Flairsoft and WV | 10 days | Fri 6/24/22 | Fri 7/8/22 |
| 54 | Fit Gap Adaptation & Interface Plan (Flairsoft) | 5 days | Mon 7/11/22 | Fri 7/15/22 |
| 55 | Module testing (WVDOT) | 5 days | Mon 7/18/22 | Fri 7/22/22 |
| 56 | **Sprint 5** | **20 days** | **Mon 7/25/22** | **Fri 8/19/22** |
| 57 | **Property Management** | **20 days** | **Mon 7/25/22** | **Fri 8/19/22** |
| 58 | Requirements Gathering & Traceability Matrix (Flairsoft and WV | 10 days | Mon 7/25/22 | Fri 8/5/22 |
| 59 | Fit Gap Adaptation & Interface Plan (Flairsoft) | 5 days | Mon 8/8/22 | Fri 8/12/22 |
| 60 | Module testing (WVDOT) | 5 days | Mon 8/15/22 | Fri 8/19/22 |

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|---|---|---|---|---|
| 60 | Module testing (WVDOT) | 5 days | Mon 8/15/22 | Fri 8/19/22 |
| 61 | **Sprint 6** | **20 days** | **Mon 8/22/22** | **Mon 9/19/22** |
| 62 | **Reporting/Data Requirements/File Storage/Administrative/Temp** | **20 days** | **Mon 8/22/22** | **Mon 9/19/22** |
| 63 | Requirements Gathering & Traceability Matrix (Flairsoft and WV | 10 days | Mon 8/22/22 | Fri 9/2/22 |
| 64 | Fit Gap Adaptation & Interface Plan (Flairsoft) | 5 days | Tue 9/6/22 | Mon 9/12/22 |
| 65 | Module testing (WVDOT) | 5 days | Tue 9/13/22 | Mon 9/19/22 |
| 66 | **Sprint 7** | **65 days** | **Tue 9/20/22** | **Thu 1/5/23** |
| 67 | **Integration with financial system (wvOASIS Advantage Fixed Asse** | **25 days** | **Tue 9/20/22** | **Tue 10/25/22** |
| 68 | Requirements Gathering & Traceability Matrix (Flairsoft and WV | 10 days | Tue 9/20/22 | Mon 10/3/22 |
| 69 | Fit Gap Adaptation & Interface Plan (Flairsoft) | 10 days | Tue 10/4/22 | Tue 10/18/22 |
| 70 | Module testing (WVDOT) | 5 days | Wed 10/19/22 | Tue 10/25/22 |
| 71 | **Integration with external system (GIS, HUB, BRIM, Projectwise)** | **25 days** | **Wed 10/19/22** | **Wed 11/30/22** |
| 72 | Requirements Gathering & Traceability Matrix (Flairsoft and WV | 10 days | Wed 10/19/22 | Tue 11/1/22 |
| 73 | Fit Gap Adaptation & Interface Plan (Flairsoft) | 10 days | Wed 11/2/22 | Wed 11/16/22 |
| 74 | Module testing (WVDOT) | 5 days | Thu 11/17/22 | Wed 11/30/22 |
| 75 | **Integration with external system (wvOASIS Procurement,Transpo** | **25 days** | **Thu 11/17/22** | **Thu 1/5/23** |
| 76 | Requirements Gathering & Traceability Matrix (Flairsoft and WV | 10 days | Thu 11/17/22 | Wed 12/7/22 |
| 77 | Fit Gap Adaptation & Interface Plan (Flairsoft) | 10 days | Thu 12/8/22 | Wed 12/21/22 |
| 78 | Module testing (WVDOT) | 5 days | Thu 12/22/22 | Thu 1/5/23 |
| 79 | **Sprint 8** | **45 days** | **Fri 1/6/23** | **Thu 3/9/23** |
| 80 | **Mobile Track - IOS and Android** | **45 days** | **Fri 1/6/23** | **Thu 3/9/23** |
| 81 | Requirements Gathering & Traceability Matrix (Flairsoft and WV | 10 days | Fri 1/6/23 | Thu 1/19/23 |
| 82 | Fit Gap Adaptation & Interface Plan (Flairsoft) | 25 days | Fri 1/20/23 | Thu 2/23/23 |
| 83 | Module testing (WVDOT) | 10 days | Fri 2/24/23 | Thu 3/9/23 |
| 84 | **Sprint 9** | **25 days** | **Fri 3/10/23** | **Thu 4/13/23** |
| 85 | **Data Mapping and Analysis** | **25 days** | **Fri 3/10/23** | **Thu 4/13/23** |
| 86 | Requirements Gathering & Traceability Matrix (Flairsoft and WV | 10 days | Fri 3/10/23 | Thu 3/23/23 |
| 87 | Fit Gap Adaptation & Interface Plan (Flairsoft) | 10 days | Fri 3/24/23 | Thu 4/6/23 |
| 88 | Data Validation testing (WVDOT) | 5 days | Fri 4/7/23 | Thu 4/13/23 |
| 89 | System & Enterprise Readiness (Post Go-Live Plan) | 1 day | Fri 4/14/23 | Fri 4/14/23 |
| 90 | Data Conversion & Security Planning | 5 days | Mon 4/17/23 | Fri 4/21/23 |
| 91 | Training Plan & Materials | 5 days | Mon 4/24/23 | Fri 4/28/23 |
| 92 | Training & Onboarding | 15 days | Mon 5/1/23 | Fri 5/19/23 |
| 93 | Training Sign off | 1 day | Mon 5/22/23 | Mon 5/22/23 |
| 94 | UAT & Deployment | 30 days | Tue 5/23/23 | Mon 7/3/23 |
| 95 | Testing Reports & Acceptance (UAT, System, Integration, Performance) | 5 days | Tue 7/4/23 | Mon 7/10/23 |
| 96 | **Go Live** | **8 days** | **Tue 7/11/23** | **Thu 7/20/23** |
| 97 | Go-Live Deployment Plan | 2 days | Tue 7/11/23 | Wed 7/12/23 |
| 98 | Data migration | 5 days | Thu 7/13/23 | Wed 7/19/23 |
| 99 | Data Validation | 5 days | Thu 7/13/23 | Wed 7/19/23 |
| 100 | Support Readiness Validation | 1 day | Thu 7/20/23 | Thu 7/20/23 |
| 101 | Go live | 1 day | Fri 7/21/23 | Fri 7/21/23 |
| 102 | Support & Cut Over Plan Acceptance | 5 days | Mon 7/24/23 | Fri 7/28/23 |

## 7.5 System Support Services

*4.1.1.5. System Support Services*

*The Vendor should address the following technical elements within this subsection:*

- *Standard methodology for developing a business continuity plan, continuity capabilities and high- availability infrastructure, as well as a detailed explanation of the related approach, activities, procedures, tools, and templates and how the Vendor manages these activities and leverages the tools and templates;*

Flairsoft provides full capability for Business Continuity with service running simultaneously in geographically dispersed data centers.

Flairsoft's primary data center is Amazon Web Service (AWS) EC2 eastern region data center (Ohio). The backups will be stored at another Amazon EC2 server location, the US West (Oregon) Region.

Flairsoft is proposing database transaction-level incremental backup every 2 hours and a full backup twice a day. We have architected a DR site with Application Server Ready and database that is hot standby of the current PROD database. This is hosted in a different AWS region and should the primary site go down, we will fail over to the DR site quickly, as the DR site is already built up.

In the event that both primary and secondary sites go down, Flairsoft is prepared to recover backups of application and database servers (backed up every 2 hours) to rebuild new environment and we expect such transition to take no more than 6 hours. Amazon provides virtual access to all the data and backup recovery interface and therefore we will not need any assistance from third-parties to recover from such a disaster.

Flairsoft will utilize the tools provided by Amazon Web Services data center and the IBackup location data center for data recovery. Having multiple geographic regions and availability zones allows our client's data to remain resilient in the face of most failure modes, including natural disasters or system failures.

- *Disaster recovery guidance and execution (if necessary) for the duration of the project in accordance with the WVDOT's disaster recovery plan;*

Flairsoft databases gracefully handle failovers in a clustered database server configuration by using Microsoft Virtual Server 2012 R2 or higher as a Disaster Recovery (DR) solution. This solution includes clustering and backup support. Using a server cluster configuration, requests will move onto a different server in the instance of failure. Flairsoft follows and relies on Tiers 4-7 of the Business Continuity (BC) and Disaster Recovery (DR) methodology:

- Tier 4: Point-in-time copies
- Tier 5: Transaction integrity
- Tier 6: Zero or near-zero data loss
- Tier 7: Highly automated, business integrated solutions

The software is designed to utilize existing disaster recovery policies of the enterprise, e.g. automated SQL server backups, online and tape backups. Flairdocs hosted models utilize online backup software to ensure data is secure and recoverable in the event of a disaster.

As all Flairdocs data is stored in one database (two databases, if utilizing Flairdocs' GIS), Recovery Time Objective (RTO) and Recovery Point Objective (RPO) would be dependent on the backup policies of the

database administrator. With an RPO of one-hour database backups, the application could easily achieve an RTO of three hours or less, depending on the size of the database. Flairsoft will be committed to have backup for every 2-3 hours to achieve Recovery Point Objective (RPO). While for the Recovery Time Object (RTO), Flairsoft will designate a response team that has predetermined configuration to import data quickly within 12 hours window. We will preserve standard AWS configuration for WVDOT before every install or update.

- *Performance tuning of databases, application servers, web servers, and other software and devices deployed as part of the proposed solution. This includes batch and online software tuning, as well as data conversion software tuning; and*

Flairsoft uses the following automated performance monitoring tools to watch Amazon EC2 for:

Instance Status Checks - monitor the software and network configuration of client's instance. These checks detect problems that require Flairsoft's involvement to repair. When an instance status check fails, typically Flairsoft will need to address the problem (for example by rebooting the instance or by making modifications in your operating system).

Examples of problems that may cause instance status checks to fail include:

  - Failed system status checks
  - Misconfigured networking or startup configuration
  - Exhausted memory
  - Corrupted file system
  - Incompatible kernel
- **Amazon CloudWatch Alarms** - watch a single metric over a time period you specify and perform one or more actions based on the value of the metric relative to a given threshold over several time periods. The action is a notification sent to an Amazon Simple Notification Service (Amazon SNS) topic or Auto Scaling policy. Alarms invoke actions for sustained state changes only. CloudWatch alarms will not invoke actions simply because they are in a particular state. The state must have changed and been maintained for a specified number of periods.
- **Amazon CloudWatch Events** – automate AWS services and respond automatically to system events. Events from AWS services are delivered to CloudWatch Events in near real time, and Flairsoft can specify automated actions to take when an event matches a rule you write.
- **Amazon CloudWatch Logs** - monitor, store, and access your log files from Amazon EC2 instances, AWS CloudTrail, or other sources.
- **Amazon EC2 Monitoring Scripts** - Perl scripts that can monitor memory, disk, and swap file usage in your instances.
- **AWS Management Pack for Microsoft System Centre Operations Manager** - links Amazon EC2 instances and the Windows or Linux operating systems running inside them. The AWS Management Pack is an extension to Microsoft System Centre Operations Manager. It uses a designated computer in your data center (called a watcher node) and the Amazon Web Services APIs to remotely discover and collect information about your AWS resources.

- *Software upgrade methodology, as well as a detailed explanation of the related approach, activities, procedures, tools, and templates, and how the Vendor manages these activities and leverages the tools and templates.*

In a Software as a Service model, Flairsoft takes full ownership of keeping the application up to date and ensuring that regular updates and patches are applied to the application in a timely fashion. All our configuration feature updates are backward compatible, so the WVDOT will not have any issues even if they make configuration changes that are unique to them.

A customer can be up to two years behind to accept the configurations and can refuse to accept any non-critical patches that we provide as a part of our general support. Some updates may be mandatory due to security and OS system level issues and will be applied to all the Flairdocs releases which a customer needs to accept.

Flairsoft is committed to support all product enhancements, practices, and procedures for its respective clients. We organize an annual user summit for our clients to keep them updated about the new work, progress, and improvements made to Flairdocs. Flairsoft also has quarterly meetings with designated client team members to receive the inputs they would like to see in the near future in their delivered product. Flairsoft, with its specifically designated R&D team having SMEs from ROW and governmental agencies, facilitates development of new product features and enhancements to be implemented for our client base.

The following are ways through which product enhancements become a part of the base product offering:

- ✓ Beta program where a customer participates in requirements, product features and testing of beta release. Priorities of such a program will be determined by business needs and available R&D funds. Flairdocs customer(s) can share the cost of development of such features to accelerate delivery of such features.
- ✓ Defects/enhancements found by other customers that are deemed critical and may apply to other customers: Such changes to the baseline product will be discussed first with originating customers and Flairsoft may decide to commit to additional R&D investment and provide an update to all customers under the current maintenance agreement.

**Administrative and Operational Management Expertise**

- Flairsoft aims to establish an ongoing support and maintenance delivery model. Our focus is on operational excellence, customer experience, and reducing cost.




- *Figure 13: Flairsoft approach for operational management*

## 7.6 Lessons Learned

#### *4.1.1.6. Lessons Learned*

*The Vendor should provide a discussion of the significant lessons learned from experience at previous projects of similar size and scope, and how the Vendor plans to apply those lessons to the Right-of-Way, Utility Relocation and Railroad Agreements management system project.*

Flairsoft is a world-class forward-looking software company with extensive experience in DOT client domains. Flairsoft is also an industry leader in this domain and has the most extensive amount of knowledge for successful client experiences.

Some of the fundamental lessons learnt are the following that Flairsoft has adopted in its

**1. Focus on the end goal beyond software alone:**

Flairsoft has focused on making client implementation successful from its end user standpoint and does not look at the project as technology package implementation. This has been a very crucial learning from past projects and has been a cornerstone to client successes. Flairsoft will work with WVDOT business and technical teams to bring all aspects together in an implementation. Flairsoft has also added some of the industry domain leaders with deep DOT process knowledge.

**2. Make "Change Management" a core part of the implementation**

Flairsoft drives the requirements gathering process with a view of how the business will be executed in the Flairdocs application. This approach significantly reduces the amount of time it takes to map the old processes into the new applications processes and gives users a clear path to conduct business in a way that makes sense to them and can be measured and tracked. This change management incorporated into the

implementation process is a critical success factor of the Flairsoft implementations that are **rapid, accurate and forward looking**.

**3. Requirements gathering and business engagement from the beginning**

Flairsoft advises customers to engage the key business uses throughout the project. The requirements must be developed with business customers deeply engaged. The implementation process relies on accurate requirements. Any lapses in requirements end up with project needing extensions and more time.

**4. One team – One Goal – One Plan**

Flairsoft drives the projects with "One Team" approach. By unifying the planning, reporting, execution and dealing with issues together, the teams develop a dynamic that complement each other. Instead of two teams, it becomes a stronger and wider single team. This improves morale, efficiency, speed, coordination, and spreads knowledge more effectively. This also reduces the disconnects in tracking the projects with different yard stick by different teams.

**5. Deployment of resources to run the sprints in parallel**

In order to rapidly and accurately drive the projects and drive effective integrated design, it is crucial that both teams deploy timely resources needed to run the sprints and other activities in parallel. These parallel efforts are absolutely fundamental to achieving desired timelines and bring teams together to develop an integrated approach for adopting new software based cutting edge processes. Any resource shortages directly impact the planned timelines.

The most common lessons learned during implementation that may jeopardize the delivery of the project include:

i. **Poorly defined requirements and change management:** The sound requirements definition is key to the success of this program. We recommend keeping the RFP requirements and proposed vendor scope as the Holy Grail and taking the necessary time and effort to define good requirements. Changes must be managed carefully through the change management process and prioritized accordingly.
ii. **Business user engagement:** It is critical that all regional users must collaborate to define a common set of requirements before the system design and construction phase begins. It will cost exponentially more if such changes are discovered later in the project life cycle.
iii. **Team communication**: Poor communication is one the biggest project management challenges that impedes delivering a project successfully. The reason project managers emphasize effective communication is because successful communication translates into successful projects. Flairsoft has a defined communication plan to keep the team and stakeholders informed of the project tasks.
iv. **Training:** Without effective training for the end users WVDOT is likely to face challenges in smooth transition of the new solution.
v. **Stakeholder commitment:** It is critical that key stakeholders not only provide their vision and necessary continued funding, but also provide endorsement for the organization to move forward with a critical transformational project that is expected to bring an enormous amount of change in the way agency functions.

**Lessons learned during Oregon DOT Right of Way Tracking system implementation**

Flairsoft proposed conducting a training needs analysis to validate and substantiate DOT's stakeholder groups, determine the number of users within each group that will require training and the type of training required, as well as any technical considerations, limitations or pre-requisite system training that may be needed.

We recognized that external users of the application will have varying levels of computer skills. In order to address these different users, we would offer them several different ways to learn how to use the application.

The lessons learned in implementing advanced GIS offered focused on data standardization, education, and leadership. Effective implementation of GIS is often as much an organizational task as it is a technological one. Keeping systems and skills up to date is a critical aspect of sustainable success.
Key best practices for real property management are focused on reengineering processes, technology, team training, and collaboration with other public and private agencies.

- **Optimized processes**
- **Leveraging integrated web-based GIS Software**
- **Institutional processes and training** are still important to best practices. Organizational optimizations, such as assigning clear responsibilities and defining guidelines and workflows, are still cited as some of the most useful best practices, despite not being technology dependent.
- **Collaborating with external and internal entities in a standardized** and integrated fashion leads to improved efficiencies.

**Lessons learned during Sound Transit Right of Way Tracking system implementation**

- There were ambiguities in the RFP requirements and how our proposal addressed them. Those items were discovered much later in the process but were addressed via Change Request method.
- Covid impacts adversely affected our ability to conduct onsite fit gap sessions, but we were able to recover from them by using remote video sessions.
- Project sponsor proactively hired very qualified personnel to assist client team in leading the requirements and testing the application. This went a long way in ensuring the successful implementation.
- Flairdocs solution addressed a number of key challenges as below:
  - **Flairdocs reduced the numerous, disconnected Excel files to track acquisition status into an organized data storage.**
  - **Reporting deadlines to the FTA was tracked.**
  - **Consistency with business processes and reporting.**
  - **Effective data analytics.**
  - **Reduction in review and approval processes.**

**Lessons learned during Williams Real Estate Management system implementation**

The system provided the client administrator the ability to perform and control all configurations using the Flairdocs™ Administration Interface. Flairdocs offering led to -

- **Powerful workflow engine** to optimize process efficiencies.
- **Powerful notifications** to meet Williams's compliance and notification needs.

- **Ease of Use:** Flairsoft implemented a business process automation solution by modeling their "As Is" and "To Be" processes and using simulation techniques to eliminate process bottlenecks.
- **Ad hoc reporting, dashboard, and customized reports** for effective tracking and proactive risk management of project schedules.

Key best practices for real property management are focused on reengineering processes, technology, team training, and collaboration with other public and private agencies.

- **Optimized processes**
- **Institutional processes and training** are still important to best practices. Organizational optimizations, such as assigning clear responsibilities and defining guidelines and workflows, are still cited as some of the most useful best practices, despite not being technology dependent.
- **Collaborating with external and internal entities in a standardized** and integrated fashion leads to improved efficiencies.

**Lessons learned during ATCO Real Estate Management GIS system implementation**

The lessons learned in implementing advanced GIS focused on data standardization, education, and leadership. Like any technology, education in the software enables personnel to fully utilize its capabilities, while leadership ensures the complex adoption process does not get stuck in the mud or in sub-committees. Standardization also eases the use of the technology across multiple platforms, greatly enhancing its flexibility and utility. Effective implementation of GIS is often as much an organizational task as it is a technological one. Keeping systems and skills up to date is a critical aspect of sustainable success. Many felt that taking the time to set up data in a standard format, along with procedures for updating it, would not only save time and money, but also assure the value of the data as it ages and becomes increasingly threatened by obsolescence.

Ninety-seven percent of all states found GIS to be a good investment, with over two thirds finding that it helped provide cost savings and faster delivery of projects. Primarily, it enables records to be searched much more quickly and for parcels to be compared much more intuitively. According to figure eight, 88% of respondents found GIS to provide more analytical abilities, 78% found it to reduce redundancies and provide faster delivery, and 66% found it provided cost savings. Using electronic files as opposed to paper files allowed for greatly increased turn-around time for records requests.

Key best practices for real property management are focused on reengineering processes, technology, team training, and collaboration with other public and private agencies.

a) **Optimized processes:** Centralized leasing functions based on a tightly controlled system encourage competitively solicited proposals, which the state then ranks and scores to optimize their leasing costs and increase related revenues.

- **Leveraging integrated web-based GIS Software:** Keys to successfully managing real property assets are to streamline end-end life cycle processes and use a centralized integrated system to identify and track cost saving opportunities and improve portfolio performance.
  - Digitizing excess parcels into a centralized database reduces the time and cost needed to respond to leasing requests: integrating this data into a GIS system increases efficiency even more by allowing personnel to quickly locate parcels and analyze them in context.

- GIS visualization allows tracking of leased properties, facilities, payments, and renewals in an easy to use and integrated fashion, thus saving time and managing compliance with lease terms. It also allows properties to be placed on the internet and gives an intuitive search format for the public, which helps with marketing.

- **Institutional processes and training** are still important to best practices. Organizational optimizations, such as assigning clear responsibilities and defining guidelines and workflows, are still cited as some of the most useful best practices, despite not being technology dependent.
- **Collaborating with external and internal entities in a standardized** and integrated fashion leads to improved efficiencies.
- **Workflow Analysis** can be enhanced using GIS tools to depict and examine project development. GIS provides a platform that can be utilized to provide intuitive data visualizations during the planning phases of a project, showing parcels interacting with a near-limitless variety of potential variables. During acquisition and management phases, GIS can be used to quickly show the statuses of many parcels at once.

# TAB 8- Responses to State's Goals and Objectives

*The Vendor shall complete the responses to each of the State's goals and the objectives identified in Section 4.2.1. Vendors shall describe how they will comply with each. The completed response should be inserted in the Technical Proposal in TAB 8.*

## 8.1 Architectural Design Based on Capacity and Storage Requirements

*The project goals and objectives are listed below: -*

*4.1.1.1. Vendor's proposal shall provide an architectural design based on the capacity and storage requirements listing in this RFP. The proposal shall include a description of the methodology that will be utilized to size, plan, and execute the implementation of a turnkey solution.*

Flairdocs architecture is built upon Microsoft Framework design principles that allow high application availability and reliability. Flairdocs supports a standard, multi-tiered approach with business logic componentized to support customized installation and functionality separated from the presentation that consists of .aspx web forms and web user controls. It uses a data neutral data access module (data tier) for optimized data access. A detailed explanation of each tier is given below:

• **Web Application Tier** – This tier consists of the application web pages and user interface presentation logic, which are served to the user via a web browser. This tier is built on top of ASP.NET and allows users to navigate through the various application screens, as well as to interact with the various business entities and engines defined in the business application tier below. This tier is typically deployed to a server running Microsoft Internet Information Services (IIS). This tier can also be deployed to multiple servers to provide load balancing for high usage environments. The application architecture is designed to consolidate multiple applications into a single web-based solution with native mobile applications. The application will have a common UI for all users, and will hide/display tabs, panels, menu items, and fields based on the user's role in the project. The application has configurable and customizable permissions, pick list values, notifications, labels, reporting, workflows, lifecycle management, and layouts based on user permissions. If native mobile applications are not desired, a responsive layout for mobile devices will be implemented with offline capabilities to match the native mobile applications.

• **Business application tier** – This tier provides the core runtime engines and business entities for the Flairdocs system. This tier is typically deployed with the web application tier but can also be split out if needed. Typically, scenarios for this are when time sensitive integration components (batch processes or web services) with high resource demands are part of the implementation. In cases such as this, the business tier and these components can be deployed to another server so that they do not interfere with the web application tier's performance.
Business logic will include workflows, project lifecycle changes, property/parcel lifecycle changes, assignments, reports, and customizable notifications and email alerts/notifications from a range of configurable aspects. Application based alerts will be sortable by date and time and can be marked as read/un-read. Users can also opt in or out of email alerts. Communication logging capabilities are included in the business tier. Reporting and search of all communications will be available with filters for dates, communication types, parties involved, etc. Customized reports of communications can be emailed to management at set time intervals for review.

• **Data Tier** – This tier contains the database and .NET database provider components. This tier allows

Flairdocs to be database vendor agnostic. The data tier will store all standard SQL data types, document templates, image and spatial files in a database. All documents will be stored in a structured folder directory with encrypted file names.
Additionally, Flairdocs is a web-based system and can be accessed directly anywhere there is an internet connection.

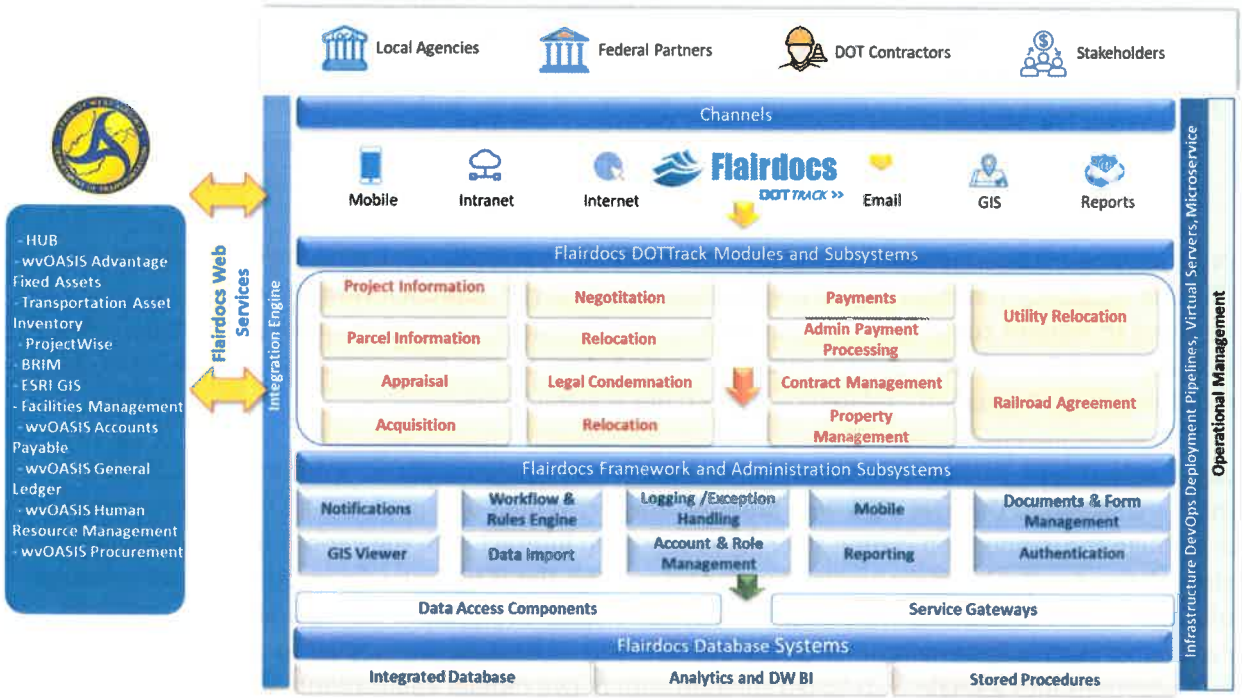



*Figure 14: Flairdocs architecture diagram*

Our recommended storage capacity for Database and Application server is as below -

**Database server –**

- Minimum 16 GB
  - Ram usage is dependent on the number of active users and dataset size.
- 1 TB HDD/SSD Storage
  - This is dependent on the size of the migrated dataset
- The above configuration will support 50-100 active users depending on functions performed

**Application server**

- 60 GB HDD/SSD Space Per Server
- 16 GB RAM
  - This is dependent on the number of active users
- 1 TB NAS Storage for Documents

The above configuration will support 50-100 active users depending on functions performed

## 8.2 Outline all SW & HW Components – Features and Functionality

*4.1.1.2. Vendor's proposal shall outline all software and hardware components required to meet the mandatory requirements. The proposal should identify any features/functionality that exceed the mandatory requirements. The proposal must contain technical documentation on each component in the proposed solution. This documentation will allow for a comprehensive evaluation.*

Flairdocs solution is self-contained, so it is not dependent on hardware, software, or technology. All modules of Flairdocs are fully compatible with all the versions of the Windows operating system and can run on both virtual and physical servers as well as on 32bit and 64bit systems. Flairdocs runs on Windows Server 2008 or newer and is designed to utilize either SQL Server 2008 and above, or Oracle 11g-12c as a back-end database.

Flairsoft is proposing cloud-hosted software as a service model. In this model, the Flairdocs solution is deployed in our Amazon web services private cloud utilizing the EC2 for compute, EBS and S3 for storage and RDS for hosting Microsoft SQL Server. All WVDOT resources will be deployed in a highly available, single tenant configuration on dedicated hardware. Cloud-based hosting is charged on a per user license and the infrastructure is scaled automatically by Flairsoft based on the number of user licenses and the performance SLA.

## 8.3 Process for Deploying the Components—Recommended Migration Approach

*4.1.1.3. Vendor shall describe the process for deploying the components outlined in the proposal and should address a recommended approach for the migration of existing data and services.*

Flairsoft has over 18 years of experience in migrating data from legacy systems and has also successfully architected, designed and deployed several large enterprise data warehouse projects for both government and commercial clients, including Mettler Toledo, US Air Force and the State of Ohio.

The Flairdocs project would integrate and standardize RoW processes and practices across the multiple legacy business units that existed prior to them becoming a corporate department. The project will enable your business to manage all RoW, Property, Utility and Railroad information using one single solution in a consistent and predictable way. This will be achieved by implementing and configuring the Flairdocs™ DOTTrack SaaS application by Flairsoft.

We offer our expertise and data migration tools and accelerators for the data migration to reduce the potential risk and difficulty in this final step of the base implementation process. Services typically include mapping, transforming, and migrating archive and in-flight project data for clients. Below is the proposed data migration plan:

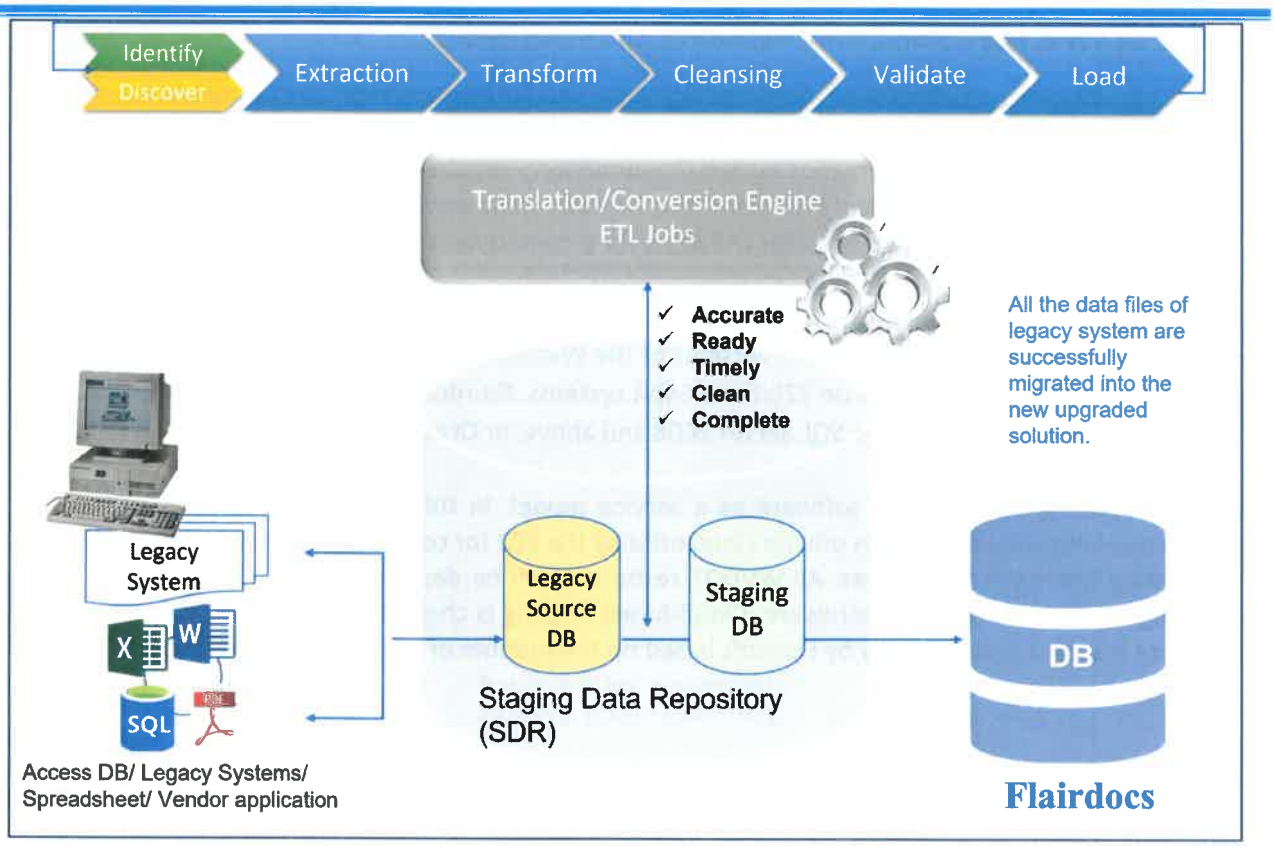



*Figure 15: Data Migration Approach*

We will analyze all the source systems for the WVDOT data and load source databases to a common staging area by creating DDLs and load scripts. A critical part of our process involves comprehensive analysis, ETL, validation and load cycle to ensure migrated data is properly accessible in target system. We have leveraged several data translation tools and our home-grown tools that map the staging area to Flairdocs schema.

There will be a dedicated ETL Engineer as well as a Quality Assurance Engineer. We will work collaboratively with WVDOT staff to ensure data is appearing correctly in Flairdocs.

In addition to accomplishing this, Flairsoft has developed a set of tools and processes to mitigate migration risks for the existing data sources and legacy database to Flairdocs. Flairsoft follows 6 step migration process:

5. Define, Analyze and Capture Source Data
   - Prioritize Systems of record
   - Prioritize data elements
   - Essential data
   - Beneficial data
   - Nonvalue add data
   - Create data quality scorecard
   - Configure automated data analysis scripts
6. Map/Create a relational database model: The source data model, representing files and hierarchical or network databases, is reverse engineered into a conceptual or logical data model. This logical data

model is in turn reengineered into a relational schema, which must then be transformed into a physical database.

7. Migrate the source data: Load all prioritized data to source staging DB modeled to mirror source systems.
8. Analysis
   - Run automated data analysis process
   - Create review scorecard
   - Define transformation strategy to address data issues
9. Transform
   - Configure loads from source staging DB to Pre-Prod DB
10. Load
    - Run final validation on Pre-Prod data
    - Load data to production

**Address Validation**

For address validation, the assumption is that all addresses currently stored in the source system have been validated. This means that no external call will need to be made to validate address information during migration. The main keys to a successful data migration will be as follows:

- Define systems of record, prioritize those systems and the data elements
- Analyze source data for completeness and accuracy
- Define remediation strategy and acceptance criteria
- Iteratively process data, providing a scorecard of the process throughout
- Ensure adoption of migrated data in the new system

In our experience, the satisfaction of each of these ensures a quality data migration. The most important steps in the process are always the first and last, because the key to this engagement is client satisfaction. Working with our clients, we ensure that we clearly define the scope of the migration and then adoption at the end truly signifies success. As for the process of analyzing source data remediation strategies, we rely on a library of standard accelerators that we have developed over the years to quickly and accurately work through this phase. Finally, the goal is to iteratively work through data to quickly provide value and utilize our data scorecard to ensure visibility throughout the entire process.

**Data Migration Constraints:**

We recognize that the source of data will be flat files, spreadsheets, and/or any number of legacy repositories and data formats. We can estimate on a high level based on our 16 years of data migration. However, we must conduct a detailed analysis of the data sources to successfully perform the migration out of various data sources, including the legacy systems, into our system. This is the main reason we are not able to estimate the full scope of the migration effort.

## 8.4 VPS Technical Support and Maintenance Needs

*4.1.1.4. Vendor shall describe the VPS technical support and maintenance needs along with their staff capability to support them and include a detailed plan for hardware/software support and knowledge transfer, installation, ongoing support, and training.*

### Support and Maintenance Approach

With the final release deployment, the project will then move into the maintenance and support period during which any defects in the application will be resolved. Responsibilities of Flairsoft during the maintenance and support period include updates, patches, and repairs. During the support period, the team will address any gaps, omission or errors that may become apparent, resolve any unexpected performance or compatibility issues that arise from migration of legacy data to production, document relevant changes to operational, configuration, training, and installation documentation, and assist with any production issues.
For the implementation of updates, patches, and repairs of Flairdocs, Flairsoft will have WVDOT's approval prior to the release of the updates, patches, and repairs with regularly scheduled maintenance releases. Flairsoft will take corrective action, subject to the WVDOT Project Manager approval, to resolve all issues and problems encountered during maintenance and support to ensure the application performs as required.

Below is the visual representation of our support system – (Flairsoft's Help Desk) comprised of technical support representatives, technical experts, and application architects.

Flairsoft uses a ticket issue tracking system to report and track application issues and provide resolution to our client's satisfaction. Each issue will be documented in the Flairsoft issue tracking system. Access to the issue tracking system will be provided to WVDOT for directly documenting the issues and confirming resolution.

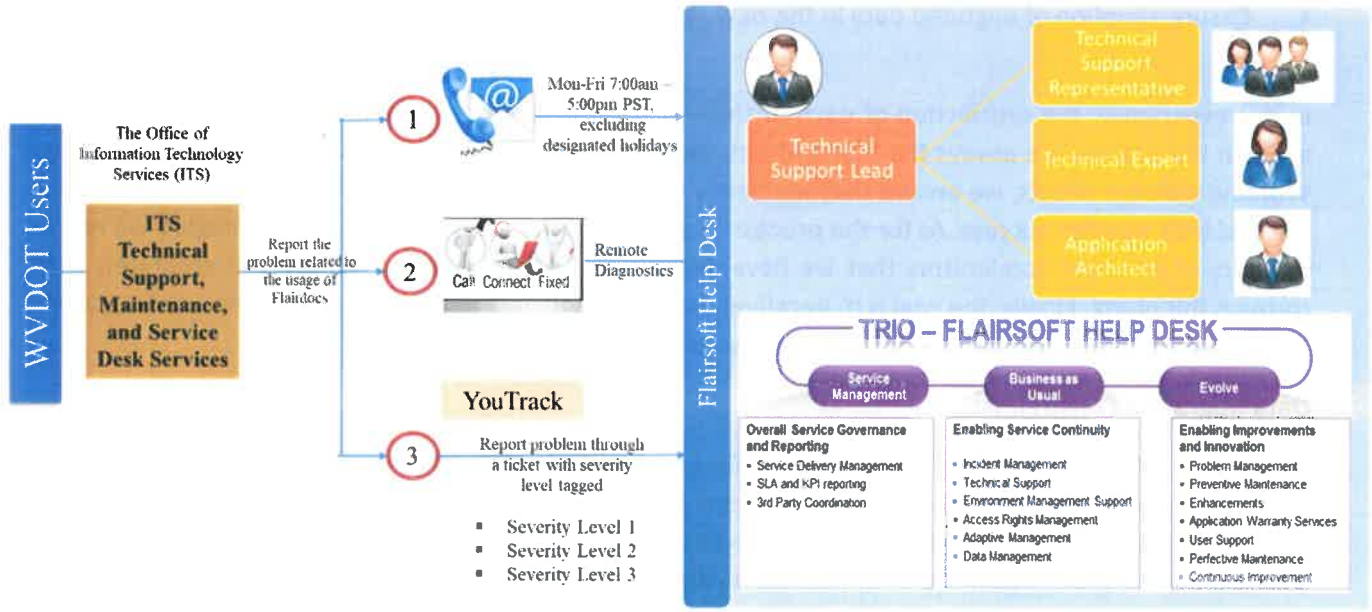



*Figure 16: Flairsoft's Support and Maintenance Plan*

### Training Approach

Flairsoft has devised a comprehensive training plan to ensure a successful knowledge transfer to staff and business users in support of acquisition, property management, utility relocation, railroad agreement and contract management. Training will be facilitated by dedicated Flairsoft staff to ensure a seamless transition

to the Flairdocs COTS based platform utilizing digital efficiencies. The key foundational components of our training strategy and execution include:

- Role Based training: Our training is organized into role-based modules based on digital content that can be recorded and reused.
- Training is part of our implementation process: Training is intrinsic to our implementation methodology and occurs for the entire duration of the project – for each sprint, training is performed for the SME Super Users and core project team. Flairsoft uses an integrated Agile framework for Project Implementation that allows for a phased testing and training approach.
- EPSTrack Intuitive Design: Our intuitive design reduces training needs, especially for consultants and members of the public who will have limited motivation to attend classroom training. Ongoing Resources: Online/repeatable training artifacts are provided as part of the deliverables of the project. This helps the agency reduce ongoing training costs.

Successful training and knowledge transfer is dependent on a strong partnership and commitment from both WVDOT and Flairsoft's dedicated resources. Training is conducted through a combination of Flairsoft led training for database managers and Super Users, and support for Agency led training of general staff.

For external partners and stakeholders, Flairsoft will provide a Training Business Analyst to partner and assist with scheduling, support, and communication of training, in collaboration with the Project Manager. The figure below describes a collaborative approach to developing a training strategy that defines training material, method, frequency and medium and a plan to execute the same successfully.




*Figure 17: Flairsoft's Training Strategy: Digital, Role based, and Baked into the Implementation Process*

Flairsoft uses a structured, phased approach to training based on proven principles of adult learning as follows:

- Plan training according to role – training needs are organized by job function and Agency business process flow for Right of Way Processes.
- Training needs assessment - the end user's present abilities are assessed, and the instructional issues and objectives are developed and clarified.

- Design - curriculum is developed, objectives are communicated, delivery methods are identified and communicated.
- Develop and review - produce training materials, job aids, exercises, and prepare training data. Exercises and data are tested.
- Deliver training - incorporate hands-on exercises and diversity in delivery methods, provide facilitation training (if required), trainer certification, and conduct end user training.
- Review and refinement - end users are given an evaluation to determine their knowledge and proficiency with the software. Re-training opportunities are identified.

In partnership with the Project Team and Project Manager, Flairsoft's Training Analyst will:

- Conduct an evaluation and GAP analysis of the staff's instructional needs and develop training objectives for **each iteration in Phase II** of the proposed solution.
- Develop a virtual training demo for the functionality presented according to the business process and obtain approval from the Project Team.
- Develop training materials that are scenario-based on regular business processes frequently performed by Agency staff.
- Develop visual User Guides that are intuitive and include screenshots for easy reference.
- Develop FAQ's that can be referenced easily by staff based on feedback received from the Project Team.
- Obtain feedback from the Project Team about whether the learning objectives identified have been met through pre-evaluation, and then make changes accordingly.

Below are the details of each type of training that our team will provide for the Agency staff and external users:

a. **DOTTrack Administration** - Flairsoft provides comprehensive training for agency staff responsible for the administration and operation of the configured production solution. This includes a course and several hours of collaboration with Flairsoft's data architects, comprehensive training for individuals responsible for the administration and operation of the Agency's configured production solution including, but not limited to, application configuration/customization, document generation, template definition, document management, case management, reports, user account management, report management, creation and maintenance of system workflows, business rules management and database administration. Typically, the people who take the course are database and system administrators.

b. **Train the Trainer** - Flairsoft's Project Manager, in partnership with the Training Analyst and Project Team, will develop a training course specific to the needs of WVDOT. Agency designated "Super Users" from each division will receive comprehensive training from the Project Manager and Training Analyst. The training schedule **and content** will be modified as feedback is received by Flairsoft's Training Analyst.

c. **District Users - General Staff Training** - Flairsoft's Training Analyst will support the identified Agency "Super Users" in general staff training for the duration of the project. The objective will be to build confidence in the "Super Users" and develop any additional supplemental information so that the agency staff will be well prepared to train any new members of the workforce once the project is

completed. These training courses will be recorded as webinars and available for ongoing use to the Agency.

d. **External Stakeholder Training –** Contractors, Consultant and partner agencies will receive dedicated training on aspects of the solution specific to their interaction with the WVDOT. Training materials for ongoing education to new stakeholders will be provided and will include short video tutorials, workbooks, and checklists.

The table below summarizes other details pertaining to each type of training:

Training will occur as production installation is occurring at the end of each Project Iteration of Phase II. Training will be led by the Project Manager and Training Business Analyst. The Project Team, including identified Subject Matter Experts (SMEs), will contribute feedback as part of the user acceptance and training (UAT) process. Agency should identify at least one person from each division as a "Super user." The identified "Super user" will conduct training for the other agency staff with the assistance of the Training Business Analyst. The Training analyst will provide in-depth training to agency identified 'Super Users' according to the configuration that has been completed. The exact schedule will be agreed upon by the Project Team, but will include at least:

- **SME/Super User Training during solution configuration and customization (Phase 2)** - One session per project iteration of Phase II (4 hours each) led by a Flairsoft Training Analyst and recorded for future use for each Sprint.
- **EPSTrack Business Modules Training** – Two sessions per iteration of Phase II (4 hours each) led by the Flairsoft Training Analyst. This training will cover individual business process areas that WVDOT will support including end user training in how to enter data and ensure compliance.
- **Post UAT Training Roll Out** - The Training Analyst will schedule general staff training to be led by Agency Super Users in tandem with the Training Analyst for the first two training courses of each iteration. This will allow the Super Users to receive any needed support or direction. Once agreed that the knowledge transfer is complete, the Super User will conduct ongoing training with the demos, materials, and videos provided by Flairsoft. The Training Analyst will be available throughout the Project's duration for any needed support.
- **Evaluation** - An evaluation of learning objectives will be done at the end of each training. If there are identified areas of additional training needed, the Training Analyst will conduct booster training.

## 8.5 Compatibility with WV SW Standards and Security Policies

*4.1.1.5. The proposed solution shall be compatible with the State of West Virginia software standards and security policies. The solution shall be compatible with Google Workspace products (the State is currently transitioning from Microsoft Office to Google Workspace) and State of West Virginia's acceptable use policy. These policies are located at: https://technologv.wv.gov/security/Pages/policies-issued-by-the-cto.aspx.*

Yes, Flairsoft assures that Flairdocs fully complies with the West Virginia Software Standards and Security Policies.

Flairsoft has sound security policies in place given its credentials with the Department of Defense. Our company, as well as our solution offerings, conform to the highest levels of corporate security standards spanning across data and IT systems. Flairsoft has served United States Air Force programs since 2005 on many sensitive programs and has been trained to proactively identify and mitigate security vulnerabilities.

**Key Features:**

a. Flairdocs provides a powerful and comprehensive application security solution with the ability to integrate with network user authorization systems such as LDAP and Active Directory. The application supports a pluggable authentication scheme, which allows for the default forms authentication and active directory authentication mechanisms to be augmented to support additional client login requirements. In addition to this pluggable authentication scheme, the application runs on IIS and supports SSL connections between the client and IIS web server, as well as between the web server and the Microsoft SQL server database.

b. All transactions in the application are encrypted client side and decrypted server side using .NET Framework Cryptography Model patterns and best practices. New encryption and decryption keys are generated once a day by default. Flairdocs is secured with SSL encryption. Emails and files containing sensitive information will be encrypted using PGP, if applicable, or a comparable requested encryption method.

c. Flairdocs cloud installation with Amazon Web Services (AWS) uses AWS monitoring tools to detect unusual or unauthorized activities and conditions at ingress and egress communication points. These tools monitor server and network usage, port scanning activities, application usage, and unauthorized intrusion attempts. The tools can set custom performance metrics thresholds for unusual activity.

d. Flairdocs cloud installation with Amazon Web Services (AWS) provides SAS 70 compliant data center hosting facility that conforms to industry's best security policies.

e. Logical security: Flairdocs data is encrypted with 256-bit AES encryption on information transfer and storage. On sign up, Flairsoft can provide a private encryption key or can opt for the default encryption key. All browser-based data transfer operations, including sharing of files and folders, use 128-bit SSL encryption. Additionally, it provides secure communications that are encrypted to provide confidentiality based on Federal Information Processing Standard (FIPS) 140-2 approved encryption Transport Layer Security (TLS) communication protocols.

f. Flairdocs cloud installation with Amazon Web Services (AWS) provides a limited number of access points to allow for a more comprehensive monitoring of inbound and outbound communications and network traffic. These customer access points are called API endpoints, and they allow secure HTTP access (HTTPS), which allows Flairsoft to establish a secure communication session with Flairdocs instances within AWS.

g. Physical security: Our AWS servers, as well as backup servers, are compliant with SAS 70 guidelines. The data centers are designed with raised floors, HVAC temperature control systems with separate cooling zones and seismically braced racks. Security features include smoke detection and fire suppression systems, motion sensors, 24/7 secured access, video camera surveillance and security breach alarms.

h. Network security: We have periodic third-party reviews of network infrastructure to check for known application and service vulnerabilities.

When cloud hosted, the Flairdocs application uses the server security measures provided by Amazon Web Services ("AWS") to its customers. This ensures Flairdocs is designed and managed in alignment with best security practices, and a variety of IT security standards, including:

- SOC 1/SSAE 16/ISAE 3402 (formerly SAS 70 Type II)
- SOC 2
- SOC 3
- FISMA, DIACAP, and FedRAMP
- PCI DSS Level 1
- ISO 27001
- ITAR
- FIPS 140-2

In addition to the flexibility and control that the AWS platform provides, it also allows deployment of solutions that meet several industry-specific standards, including:

- HIPAA
- Cloud Security Alliance (CSA)
- Motion Picture Association of America (MPAA)

## 8.6 Solution to Support WV in Achieving ROW Operational Excellence

*4.1.1.6. Vendor's proposed solution shall support WVDOT in achieving operational excellence in terms of the Right-of-Way acquisition processes as follows:*

- *Provide the ability to support the management and tracking of the full lifecycle of the WVDOT right-of-way acquisition processes including project set-up, parcel identification and set-up, management of acquisition activities, appraisals, negotiation, condemnation, and relocation.*

**Flairdocs™** supports all the property modules which streamline the creation of project/parcel, property acquisition, property management, disposition, appraisal, legal description, marketing, public outreach, contract management, permitting etc. Flairdocs™ is a full-fledged solution, with all the keys for a powerful right of way property management tool including GIS, reporting, document management, mobile and integration points. Flairdocs™ is designed to handle all property related services, inclusive of all configurable modules, and provides authorized users the ability to manage and modify as needed. The processes are driven by a powerful workflow engine that manages the process of capturing right of way data, along with creating and editing of required documents, reviewing, etc.

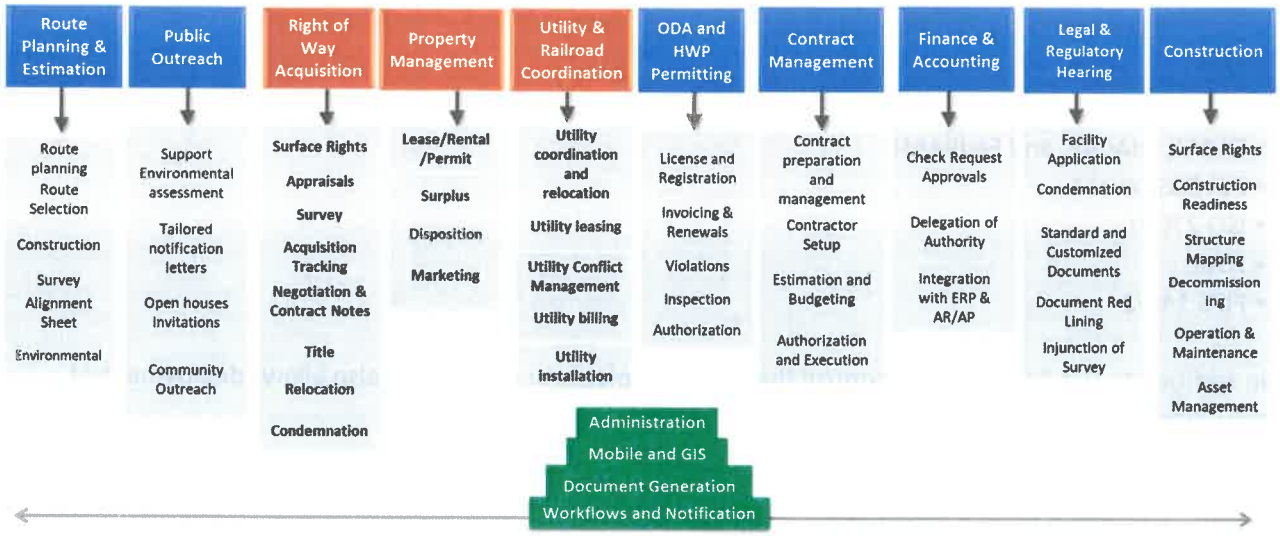



*Figure 18: Cradle to Grave Enterprise Support for DOTs by Flairdocs™*

Flairdocs™ tracks various processes at both the project and property level providing data context within all application functions. Projects are defined under assets with Name and Number, and each asset can have multiple projects (Acquisition or Property Management) that can share information. A new project can be created on the same asset (or highway) and pertinent information such as landowner information and existing agreements can be shared across projects for the same.

### 1. Project Set-up

Flairdocs provides the capability to create and update a Right of Way project. Authorized users (having permissions) through the Project Snapshot screen can easily create a new project or select an existing project to edit.

Flairdocs comes with various modules including 'Project Information', 'Assignments', 'Inspection'/'Liaison

Parcels', 'Estimates', 'Title Search', 'Railroad Coordination', 'Utility Coordination', 'Legal Description', 'Contracting', and 'Authorization Management' to manage and update all the information of a Right of Way project.

Flairdocs provides the capability to track and record RW Planning & Management's process activities.

The "Project Information" module is used to plan and manage the overall right of way process at the project level and monitor all the activities processed during the entire right of way acquisition lifecycle. The Project Key Dates section allows a user to document the completion date of each milestone in the planning & management process. Throughout the system, fields are provided to capture status and comments for each process.

The EA/Authorization management section provides details about expenditure as well as robust Payment Tracking in many places and Detailed contract management helps in financial tracking.

Flairdocs robust reporting can be used to track and review data from all these areas.

## Parcel Identification

Flairdocs provides the capability to create parcels for a specified Project. The ROW properties to be acquired are identified and recorded as a child entity for the project record. The module utilized for this is 'Property Information'.

An authorized WVDOT user through the 'Parcel Snapshot' screen can easily create a new parcel for a project. Flairdocs "Parcel Snapshot" module allows users to quickly create a new parcel for a project with the required information such as Parcel Type, Acquisition Purpose, and Parcel #.

## Appraisal/Valuation

The Appraisal module provides planning, data gathering, classification, analysis, interpretation, and translation into a property offer. Appraisal allows the process of evaluating the fair market value of a property to be acquired. The appraisal module contains workflow for reviewing appraisals which includes fee review, appraiser, manager, etc. The process involved in Appraisal includes **Appraisal and Appraisal Review Assignments, Appraisal Report, etc.**

## Offer Negotiation

The Flairdocs™ Offer Negotiation module is used to create and manage Offer Benefit Packages, Negotiation Details, Obligation and Withholdings, Settlement Offer, Final Report, Closing Adjustments, and Payment Details with workflow approval. Also, users can create a Document Request, add and manage Conveyance Documents, and all Offer Negotiation documents. It offers detailed tracking and recording of information relating to the settlement offer including owner demand, response details and agent notes.

## Condemnation

Flairdocs™ provides extensive coverage on the condemnation process, including storing information related to Appraisal, Offer, Legal Filing, Condemnation Survey and Title, Internal Notification, Management Review and Written Court Decision. The condemnation module is designed to prepare notices for the property

owner, tenants, interest holders, etc. This module is designed to notify all the required property owners about the legal processing and the final court decision. The document package generation functionality is also available to generate all the required approval certificates and the documents related to the condemnation. All the ROW condemnation process documents can be packaged and generated in the condemnation module. If the property is under condemnation it is shown with a red flag throughout the application headers determining a concern on this property. The condemnation module includes **Alternative Dispute Resolution (ADR), Condemnation Recording, Case Management, Condemnation Closing, Condemnation Final Report, Payment, etc.**

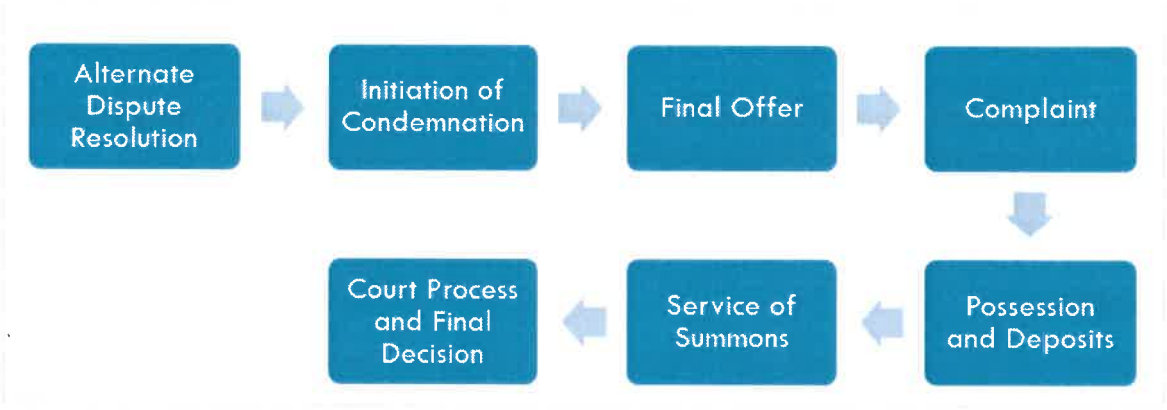



*Figure 19: Flairdocs Designed Condemnation Process Flow*

## Relocation Assistance Program

The Relocation module provides comprehensive support for all aspects of relocation including business, residential, personal property and sign relocation. As soon as the property is created for the project and landowners are recorded, the details of whether relocation is needed are recorded. The system captures key data elements to determine if a property needs relocation assistance and the details thereof. During the early planning process, a notice will be given to the relocation section advising them of the project, which will displace people from their property. The notification engine can be configured to set-up reminders related to specific tasks.

- **Relocation Advisory Assistance Assignment -** The relocation process will only be considered once the assignment for relocation is made via the assignment module. The relocation advisory assistance assignment will determine the displacee along with the task assignment to WVDOT staff or consultant. Once the relocation assignment is made the relocation record will be visible under the relocation module.
- **Relocation Information –** Once the relocation record is created through the Assignment screen, the basic relocation data is recorded for the property and its owner. The initial relocation interview performed with the landowner will be recorded.
- **Move Planning & Estimate –** The Move Planning module details all the agreements/documents to be recorded for relocation move planning. Along with that, the estimate for the relocation will be recorded.
- **Studies –** The relocation studies will be performed for the "Residential" type of relocation.
- **Relocation Offer** – Based on the estimate and the study (performed for the Residential relocation), the offer is made to the displacee.
- **Payment** – Final payment or any settlements are recorded for the relocation of the property owner.

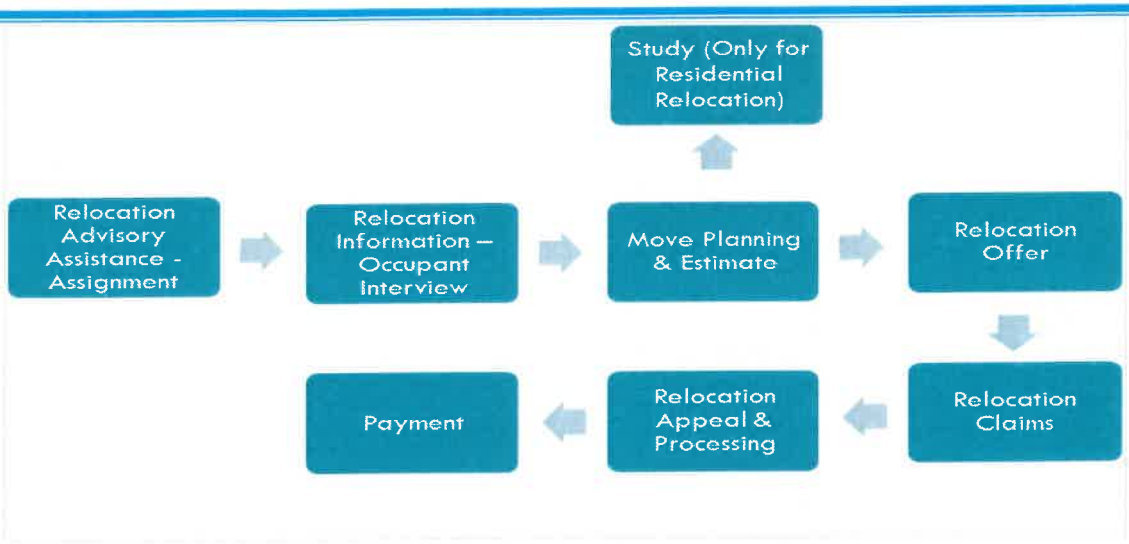



*Figure 20: Flairdocs Designed Relocation Process Flow*

- *Provide the ability to support managing and tracking property management business processes; and*

Flairdocs™ provides comprehensive support for the leftover or any other type of property needs to be managed after the acquisition project closure (either lease/rent/permit or even dispose) from the system is managed under Property Management domain. The high-level process flow for the Property Management domain is detailed in the image below. The process includes two major options. Either the property will be owned by the agency, and it will lease/rent/permit the usage and it will define under "Use & Occupancy", or it will be identified as "Surplus" and then disposed of by selling it. Likewise, Acquisition and Property Management domain also follow the same project and property hierarchy. The Property Contacts are recorded for processing the Use & Occupancy including tenant/lessee/permittee.

**Association of Acquisition Property** – A Property Management (PM) property can be associated with an acquisition property, and similarly the acquisition parcels can be split from the ROW acquisition parcels and merged into the PM parcels under PM Legal Description module.

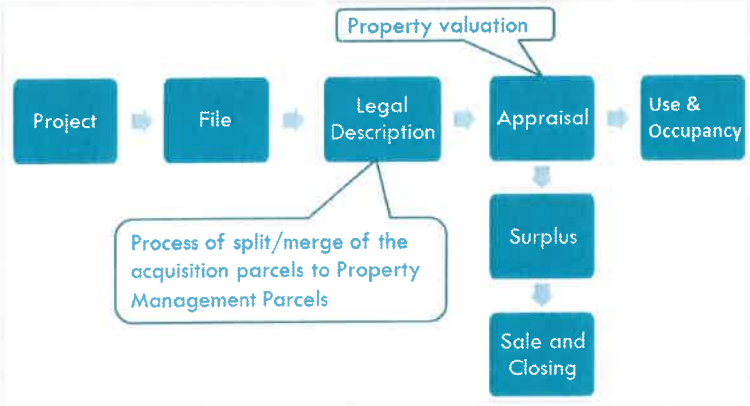



*Figure 21: Flairdocs Designed Property Management Process Flow*

**Use & Occupancy** – To either lease/rent or issue the permit for land usage, the Property Management module seamlessly manages inventory, leases, permits, access grants, rentals and expansion of existing land rights.

WVDOT use of property for Airspace and Wireless companies can easily be granted and managed through Flairdocs Use & Occupancy module.

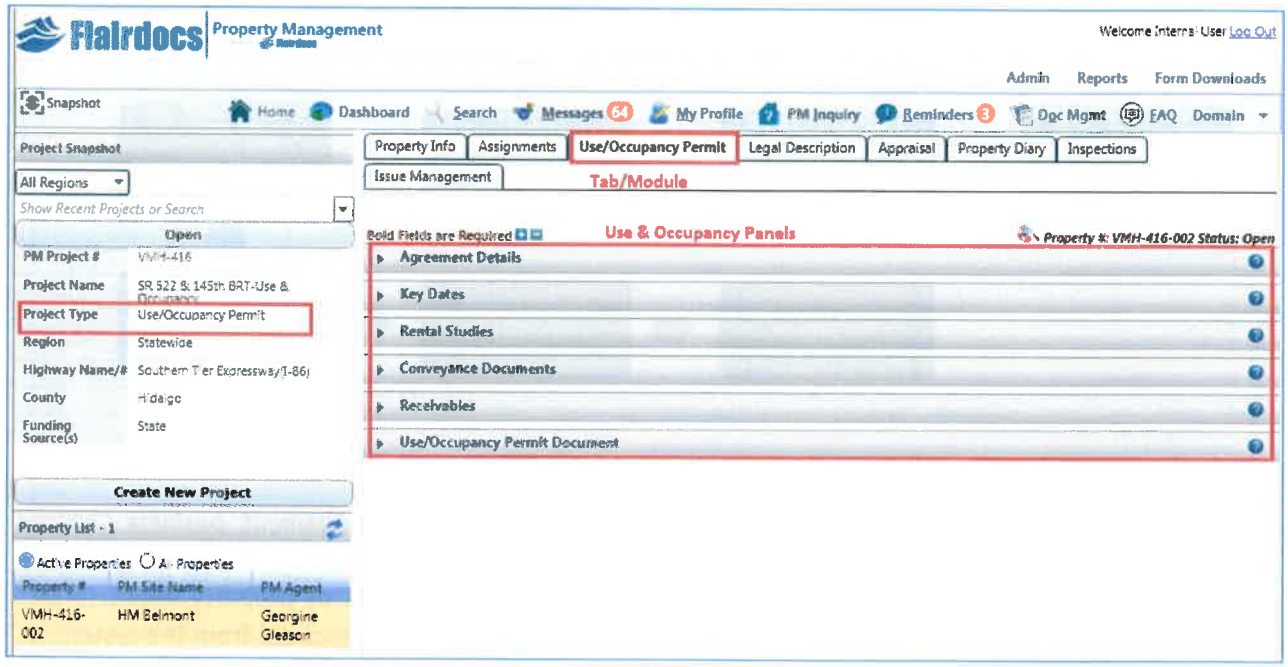



*Figure 22: Property Management – Use & Occupancy Module (overview)*

- *Provide the ability to support the management and tracking of consultant contract agreements and manage review/tracking of consultant invoices in support of right-of-way processes.*

The Flairdocs™ contracting module is used to record all the external agencies or companies (including Reviewer, Appraisal, Environmental, Title, Survey, etc.) used for performing a task on behalf of the agency. Under this, the companies and their contacts are defined along with the daily rate for each of the contacts.

**Price Agreement Work Order** – It will be a fixed price contract for a defined task.

**Service Contract** - An ongoing service agreement involving the contractor's contribution multiple times.

Flairdocs provides the ability for users to link approved Contractor Information to a ROW Project through the Contracting Module. In addition to Price Agreement Work Orders and Service Contracts, authorized users can capture information about the payments and store all Contracting Documents. This step links the Contactor Company to the Project.

## 8.7 Solution to Support WV in Achieving UTIL/RELO Operational Excellence

*4.1.1.7. Vendor's proposed solution shall support WVDOT in achieving operational excellence in terms of the Utility Relocation business processes as follows:*

- *Provide the ability to support the management and tracking of the full lifecycle of the WVDOT utility relocation processes including project setup, identification and documentation of utilities potentially impacted by the project and the nature of the impact, tracking required coordination with impacted utilities, creating relocation agreements with each utility required for the project, tracking the completion of the relocation work, and tracking and supporting payment of invoices for costs to be reimbursed by the WVDOT.*

Flairdocs provides the capability to record and track railroad coordination invoice payments and collections. DOTTrack "Railroad Coordination" module does it all. It tracks all payables/receivables and record multiple

payment records (payable or receivable) and each record is linked with attributes such as Payment Type, Voucher#, Amount, Check/Batch Number, Recipient Details, documents, etc.

Flairdocs "Railroad Coordination" module via "Agreement" panel allows users to record agreements along with details such as Agreement Type, Agreement With, Start/End Date, Data Signed, Association to any previous agreement, Amendments to an agreement, etc.

## 8.8 Solution to Support WV in Achieving Railroad Agreements Operational Excellence

*4.1.1.8. Vendor's proposed solution shall support WVDOT in achieving operational excellence in terms of the Railroad Agreements as follows:*

- *Provide the ability to support the management and tracking of the full lifecycle of required WVDOT railroad agreements requiring railroad coordination, including project set up, identification and documentation of railroad right-of-way impacted by the project, creating railroad agreements when required, and tracking and supporting payment of invoices for costs to be reimbursed by the WVDOT.*

Flairdocs provides the capability to track railroads that are affected by the project and manage the service contract for them under "Railroad Coordination" module, which allows users to capture railroad company details, railroad contracts, location, impact and resolution, contracts, payments receivables, documents, etc.

# TAB 9 - Capabilities of Proposed VPS Solution

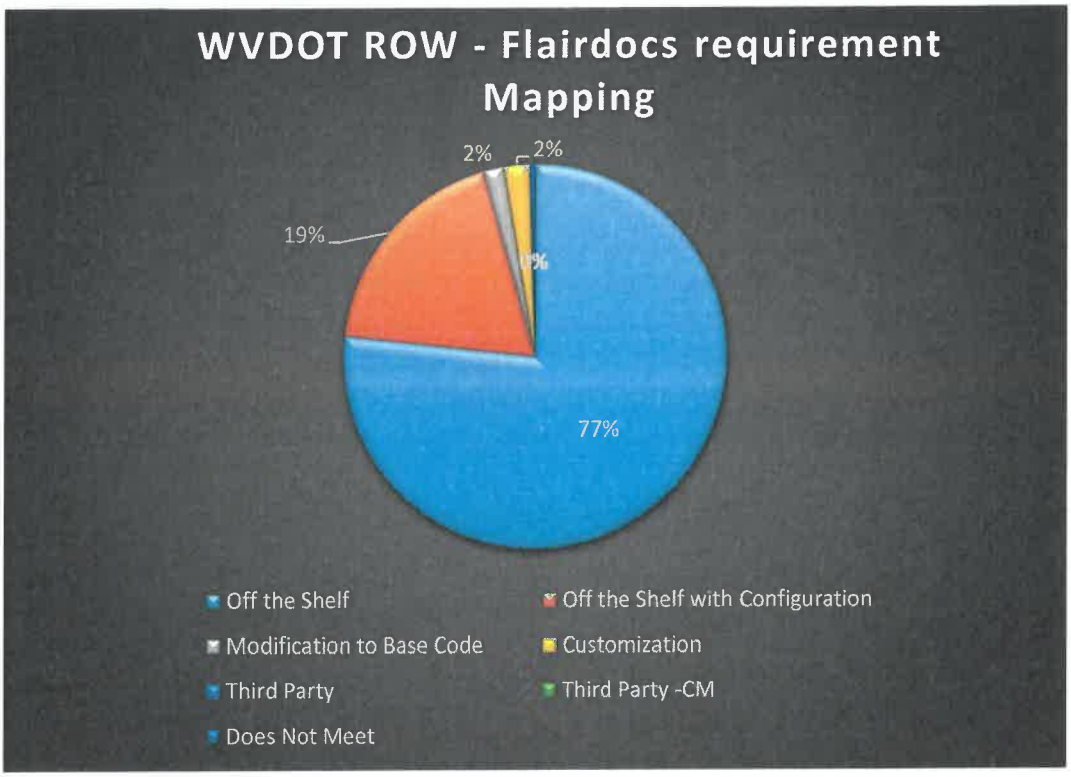
*The Vendor shall in narrative format describe the capabilities of its proposed VPS to meet the requirements outlined in Section 4.2.2.3 to 4.2.2.13 for a Right-of-Way, Utility Relocation and Railroad Agreements management system. Vendors are encouraged to include screen shots and other visuals as appropriate to highlight system capabilities and enhance the readability of this section.*

## 9.1 Capabilities of Vendor Proposed System - Flairdocs

Our proprietary software, Flairdocs DOTTrack is an integrated "off-the-shelf" solution. Upon analysis of the RFP System requirements, we have determined below, the number of requirements mapped with the response code with our Flairdocs™ DOTTrack COTS solution.

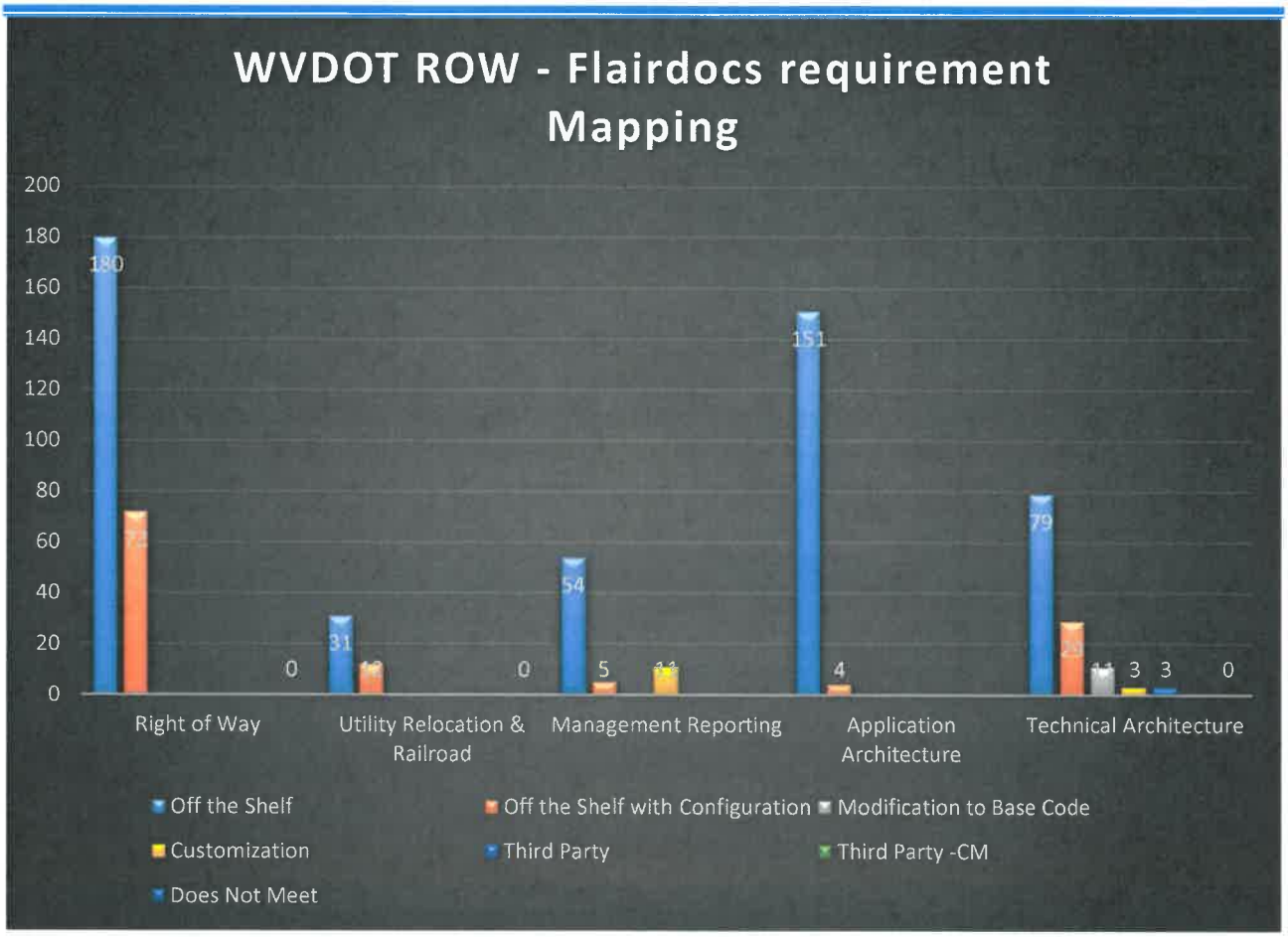
| Flairsoft Response | Flairsoft Responses Count |
|---|---|
| Off the Shelf | 495 |
| Off the Shelf with Configuration | 122 |
| Modification to Base Code | 11 |
| Customization | 14 |
| Third Party | 3 |
| Third Party-CM | 0 |
| Does Not Meet | 0 |

Please refer to Attachment A attached with the response package for the Flairsoft responses.






Flairdocs




This proposal details the unique capabilities of our proposed solution-Flairdocs DOTTrack, coupled with our proven solution delivery methodology that provides the foundation for selecting Flairsoft as the most qualified contractor to provide the required solution for your Right-of-Way System.

***Flairdocs™ solution eliminates paper-based processes, improves overall operating efficiency, and standardizes workflows across disciplines.***

We are proposing our off the shelf, mature, scalable, easy to use, and highly configurable Flairdocs DOTTrack RoW Acquisition and Property Management System, supporting multiple areas of WVDOT's needs tailored to WVDOT's specifications as defined in the Attachment A requirements matrix document. Our offered web-based solution offers the flexibility to fully manage and track property, utility and railroad through a diverse set of disciplines, allowing both internal and external users to do their job more efficiently. DOTTrack fully meets WVDOT's mandatory requirements.

We have detailed the information related to Flairdocs capabilities in the requirement matrix document.

### 4.2.2.3 Right-of-Way, Utility Relocation and Railroad Agreement Functional Requirements

*The Right-of-Way, Utility Relocation and Railroad Agreement module of the VPS shall support short-term and long-term maintenance planning, including scheduling work orders, projecting resource requirements (labor, material, etc.), and highlighting labor, parts, or capacity shortages or excesses. In addition, the system shall be fully integrated with the Materials Management system (whether in wvOASIS or provided by the Vendor). The key Right-of-Way, Utility Relocation and Railroad Agreement capabilities of the planned VPS are described in further detail below.*

### 4.2.2.4 Right-of-Way Acquisition Lifecycle

*The Right-of-Way Acquisition functionality of the VPS shall include the following capabilities:*

| | |
|---|---|
| *ROW-001* | *Provide the ability to support the management and tracking of the full lifecycle of the WVDOT right-of- way acquisition process including project set-up; parcel identification and set-up; management of acquisition activities; appraisals; negotiation; condemnation; relocation; property management; and management of all associated agreements, forms, and correspondence.* |

Yes, Flairdocs DOTTrack provides the ability to support the management and tracking of the full lifecycle of the WVDOT right-of-way acquisition process.

Flairdocs comes off the shelf ready to support different modules, including but not limited to Project, File/Parcel, Appraisals, and Negotiation.

The Project module allows configuration of project level information including assignments and estimates. Likewise, the File/Parcel module allows parcel information, legal description, contacts, negotiations, appraisals, condemnation, and relocation.

Flairdocs comes with the following two domains:
a) Acquisition
b) Property Management

The domains are inter-connected, with all of the property management activities (e.g., surplus, permitting, etc.) addressed via the 'Property Management' domain.

Flairdocs has off the shelf support for templates, workflows, and reporting to address WVDOT right-of-way acquisition processes.

| | |
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| *ROW-002* | *Provide the ability to support the management and tracking of the WVDOT right-of-way acquisition process according to the WVDOT right-of-way acquisition procedures manual and the Federal Uniform Relocation Assistance and Real Property Acquisition Policies Act of 1970.* |

Yes, Flairdocs provides the ability to support the management and tracking of the WVDOT right-of-way acquisition process according to the WVDOT right-of-way acquisition procedures manual and the Federal Uniform Relocation Assistance and Real Property Acquisition Policies Act of 1970.

Flairdocs "Acquisition" module streamlines all aspects of the Right-of-Way processes through information captured in data fields and workflows tailored to your organization's business processes.

Additionally, the Flairdocs status trail allows users to see all the stages the record has come through and where it is currently in the acquisition process including, but not limited to Appraisal, Appraisal Review, Negotiation, Closing, Possession, etc. The stages can either change automatically based on certain events, or manually when the user changes the status. Additionally, projects and parcels can easily be tracked through reports.

| | |
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| *ROW-003* | *Provide the ability to support the various types of right-of-way acquisitions, including but not limited to fee simple, permanent easement, temporary easement, functional replacement, Federal Land transfer and the cost of cure for property damages during construction.* |

Yes, Flairdocs provides the ability to support the various types of right-of-way acquisitions.

The Flairdocs "Legal Description" module provides fields to enter relevant information for parcels based on "Rights to be Acquired" such as Fee-simple, Permanent Easement or Temporary Easement. For a "Standard Acquisition" file type, each parcel can list one or multiple acquisition types listed above.

For functional replacements, the "Project Related PM" tab has a panel specific for "Property Trades" to track which property you own that will be replacing the one you're acquiring.

Flairdocs also allows creation of files with the type 'Federal Land Transfer'. In the off-the-shelf Flairdocs product, the right of way acquisition is processed directly without any need for Appraisal, Offer Negotiation, Condemnation, and Relocation processes. The status trail also reflects the shortened process.

The cost of cure for property damage would be tracked under "Project Related PM" in the "Maintenance" panel with the associated information about the damage and the cost. The payments panel in this tab would be used to track payments made to the property owner specifically related to the damages.

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| *ROW-049* | *Provide the ability to enter, store, and display multiple potential parcels for acquisition on each project including capturing a number of user-defined attributes for each parcel.* |

Yes, Flairdocs provides the ability to enter, store, and display multiple potential parcels for acquisition on each project.

Flairdocs does not limit the number of parcels associated with a project and allows adding parcels as needed.

Flairdocs has a tab called "Inspection/Liaison Parcels" to enter potential parcels prior to a decision being made of which parcels the project needs. All of the early information can be entered here and then copied to the corresponding File Parcel to prevent redundant entering the same data twice.

| | |
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| *ROW-067* | *Provide the ability to integrate with the WVDOT CAD environment when a parcel is initially set-up to import the ownership index, right-of-way plan sheets, right-of-way map data, and construction plan sheets and store and link this data to the appropriate parcel.* |

Yes, Flairdocs provides the ability to integrate with the WVDOT CAD environment when a parcel is initially set-up to import the ownership index, right-of-way plan sheets, right-of-way map data, and construction plan sheets and store and link this data to the appropriate parcel.

Flairdocs integrations support several methods of integration with external systems such as direct database integration, SOAP and/or REST API Web Services, spreadsheet/batch file imports/exports, integration via

custom coding or middleware. These integrations can be implemented as single-directional or bi-directional as well as inbound/outbound as determined by WVDOT needs.

Based on the integration points and the information received from WVDOT team, the required integration will be configured as part of implementation.

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| *ROW-079* | *Provide the ability to enter, store, and display system appraisal information. This includes all information tied to an appraisal, including parcel, appraisal date, appraiser, valuation, basis for valuation, review appraisers report, etc.* |

Yes, Flairdocs DOTTrack through the Appraisal module provides the ability to enter, store, and display system appraisal information.

Through the 'Appraisal' module, the assigned appraiser can perform the necessary tasks and can store important information such as Appraisal Date, Appraisal Firm, Appraiser Name, Reviewer Firm, Reviewer Name, Fair Market Value Conclusion, Appraisal Task Order, Appraisal Exchange Date, Inspection Date, Submitted Date, and Appraisal Report Date. The assigned review appraiser can break down the valuation in specific fields for Land, Improvements, Net Damages and Other. They can also enter their report in a rich text Review Narrative field. The report is able to be generated based on populated data fields or uploaded, if it's prepared as an outside document and attached to the specific appraisal review record.

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| *ROW-101* | *Provide the ability to generate a 90-day notification letter to property owner based on request by an authorized user and retain document (including issue date) in the system. This letter will typically be issued/sent by a WVDOT district right-of-way agent.* |

Yes, Flairdocs DOTTrack has the ability to generate a 90-day notification letter to property owner based on request by an authorized user and retain document (including issue date) in the system.

The Document Management tool provides the ease of generating any document such as the 90-day notification letter in the system based on all the offer information entered in the system. The date the document is generated is automatically retained in the document metadata stored in the system. The generated letter will be stored in the Document grid and will be available for review by any users authorized to view the Offer Negotiation module.

| | |
|---|---|
| *ROW-102* | *Provide the ability to generate a 30-day notification letter documenting requirement for property owner to vacate the property based on a request by an authorized user and retain document (including the issue date) in the system. This letter will typically be issued /sent by a district right-of-way agent.* |

Yes, Flairdocs DOTTrack has the ability to generate a 30-day notification letter documenting requirement for property owner to vacate the property based on a request by an authorized user and retain the document (including the issue date) in the system.

The Document Management tool provides the ease of generating any document such as the 30-day notification letter in the system, based on all the offer information entered in the system. The date the document is generated is automatically retained in the document metadata stored in the system. The generated letter will be stored in the Document grid and will be available for review by any users authorized to view the Offer Negotiation module.

| | |
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| *ROW-104* | *Provide the ability to enter, store, and display a document acquisition and negotiation activities/log in order of type of activity or timeline with links to associated forms, letters, or other correspondence. This includes the ability for a parcel negotiator to enter all acquisition and negotiation information in the right- of-way solution, including times of contact with owner, offers/promises made, acceptance/rejection or counteroffer by owner, location of the conversation, in-person, mail, phone, etc.* |

Yes, Flairdocs DOTTrack through the 'Diary of Contact' module, provides the ability to enter, store, and display and document acquisition and negotiation activities/ log.

Through the 'Diary of Contact' module, all details related to an offer and negotiation of an acquisition on a parcel can be documented, managed and stored, including but not limited to times of contact with owner, offers/promises made, acceptance/rejection or counteroffer by owner, location of the conversation, in-person, mail, phone, etc.

Additionally, the 'Diary of Contact' will be used by multiple individuals performing the duties assigned to them. Thus, an 'Activity Type' is provided for users to be able to filter the Contact records by subject matter, such as Appraisal, Negotiation, Inspection, Relocation, etc. A Negotiation Diary report can be generated from the Contact Diary screen, based on the filter set, and downloaded as a Word, Excel or Pdf document. Users can associate other files/parcels with a contact diary record and in doing so the exact contact diary record will also appear on the associated file.

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| *ROW-123* | *Provide the ability to generate a negotiator's certification based on property owners' acceptance of an offer and a request by assigned right-of-way agent.* |

Yes, Flairdocs DOTTrack through the Document Management tool, provides the ability to generate a negotiator's certification based on property owners' acceptance of an offer and a request by assigned right-of-way agent.

The Document Management tool provides the ease to generate a Negotiator's Certification in the system, based on property owners' acceptance of an offer. It also has the ability to capture specific metadata associated with the document, such as Document Delivered Date, Document Author, Document Date, Delivered From, Description, and Document Status. The Negotiator's Certification document will be managed in the Template feature of the Adin menu and made available for generation in the selected panel in the system.

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| *ROW-124* | *Provide the ability to record the amount of a proposed administrative settlement (amount of offer agreed to in excess of documented just compensation) and the basis for the recommendation for the administrative settlement.* |

Yes, Flairdocs DOTTrack through its 'Offer Negotiation' module, provides the ability to record the amount of a proposed administrative settlement (amount of offer agreed to in excess of documented just compensation) and the basis for the recommendation for the administrative settlement.

All information requested to track and document the administrative settlement process can be provided in the 'Final Report' panel of the 'Offer Negotiation' module. The 'Justification of Settlement' field in the 'Final Report' panel allows users to capture the justification of the administrative settlement. The amount of the administrative settlement is added to the 'Basis of Settlement' section which includes amounts auto-populated from the 'Offer-Benefit Package' panel. When the Final Report is complete and the justification for

settlement is captured, it is submitted for approval through an approval workflow. All associated data and documents are provided to each individual role in the approval workflow.

| | |
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| ROW-125 | *Provide the ability to route administrative settlement for approval via workflow that can be configured to include up to four (4) levels of approvals based on user-defined business rules. Provide reviewers /approvers with the option to drill down and see specific details concerning the parcel acquisition (appraisal, negotiations record, etc.) as part of their review process.* |

Yes, Flairdocs DOTTrack through its 'Offer Negotiation' module, provides the ability to route administrative settlement for approval via workflow based on user-defined business rules. This module provides reviewers/approvers with the option to drill down and see specific details concerning the parcel acquisition (appraisal, negotiations record, etc.) as part of their review process.

All information requested to track and document the offer negotiations, settlement offers (if any), and administrative settlement process is provided in the 'Offer Negotiation' module. The 'Basis of Settlement' section in the 'Final Report' panel allows users to capture the administrative settlement. When the Final Report is complete and the basis for settlement is captured, it is submitted for approval through an approval workflow. The workflow reviewers at every step can review all of the information in the module, provide comments, attach documents and indicate approval or rejection with any notes about revisions required.

| | |
|---|---|
| ROW-126 | *Provide the ability to support electronic review, approval, and management for memorandums of justification for settlement and administrative settlements. Administrative settlements are encouraged by FHWA Guidelines. In these cases, in addition to documents required above, a memorandum from the District Right-of-Way Manager detailing justification for settlement must be included in the invoice package. Administrative Settlements must be reviewed and approved by the Right-of-Way Director.* |

Yes, Flairdocs DOTTrack 'Offer Negotiation' module provides the ability to store and link to documentation as required by WVDOT business rules as part of the electronic review for administrative settlements.

The administrative settlement required documents can be uploaded in the 'Final Report' panel and reviewed by all users included in the workflow. Any role, including the Right-of-Way Director, can be added to a workflow within the system.

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| ROW-132 | *Provide the ability to generate negotiator's progress report for a specific month, or other user-defined period. This report will document assigned parcels by project and parcel number, whether it is a central office or district project, and the status of each parcel including date of deed/option; amount of deed/option; targeted or actual closing date; date of request for condemnation; amount deposited in court; and date of right of entry.* |

Yes, Flairdocs DOTTrack has the ability to generate negotiator's progress report for a specific month, or other user-defined period. This report will document assigned parcels by project and parcel number, whether it is a central office or district project, and the status of each parcel including date of deed/option; amount of deed/option; targeted or actual closing date; date of request for condemnation; amount deposited in court; and date of right of entry.

Flairdocs DOTTrack has a well-organized reporting engine which allows the authorized users to customize the reports according to the business requirements. The MS SQL Server SSRS platform allows standard report creation, and the query or logic behind the report constitutes data from multiple sources that further includes

the calculation or the derived data to be represented. Likewise, the ad-hoc reporting tool provides users with the interface to write their custom calculations & formulas and generate the desired report.

*Support managing and tracking of residential and business relocation processes including:*

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|---|---|
| *ROW-161* | *Provide the ability to create and maintain a list of displacees associated with each parcel being acquired. The list of displacees provides information about each individual who is eligible for assistance through the relocation process, and* |

Yes, Flairdocs DOTTrack Parcel Info module provides the ability to create and maintain a list of all displacees associated with each parcel being acquired.

The File Contacts panel in the Parcel Info module allows all contacts to be tracked with information specific to each contact recorded. A user can easily look at the list of contacts and see which are eligible for assistance through the relocation process.

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| *ROW-150* | *Provide the ability to enter and maintain multiple replacement options, including basic property information, building descriptions, utilities, rental adjustments, floor plans, and safe and sanitary standards for residential relocates;* |

Yes, Flairdocs DOTTrack Relocation module provides the ability to enter and maintain multiple replacement options, including basic property information, building descriptions, utilities, rental adjustments, floor plans, and safe and sanitary standards for residential relocatees.

The Studies panel found within the Relocation module allows the assigned relocation agent to track all of the related information for the property at a very granular level and compare it to comparable properties by adding the information for each one as a separate record within a single study. All of the study records have a checkbox for whether it is decent, safe and sanitary to track that information as well.

| | |
|---|---|
| *ROW-151* | *Provide the ability to enter and maintain online questionnaire information for displacees, including Interview Date, Interviewee Name, Supplemental Determination Date and Amount, Offer of FMV Date, Relocation Offer Date, Vesting Date, Ninety Day Notice Date, Thirty Day Notice Date, Date Relocated /Vacated, and Remarks regarding the Relocation.* |

Yes, Flairdocs DOTTrack Relocation module provides the ability to enter and maintain online questionnaire information, including Interview Date, Supplemental Determination Date and Amount, Offer of FMV Date, Relocation Offer Date, Vesting Date, Ninety Day Notice Date, Thirty Day Notice Date, Date Relocated/Vacated, and Remarks regarding the Relocation under the Relocation Summary Information panel and the Occupant Interview panel.

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| *ROW-152* | *Provide the ability to enter, store, and monitor/display payments made to tenants and vendors during the relocation process, such as closing payments or any payments that may happen, so they can complete the relocation process.* |

Yes, Flairdocs DOTTrack Relocation module provides the ability to enter, store, and monitor/display payments made to tenants and vendors during the relocation process, such as closing payments or any payments that may happen, so they can complete the relocation process.

There is a Payment panel within the Relocation module that allows for tracking of all payments made to tenants and vendors, by relocation record.

| | |
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| ROW-184 | *Provide the ability to generate a request to institute condemnation proceedings based on initiation by an authorized user. This letter will document last offer to the property owner; amount asked for by property owner if the property owner has disclosed a price; number of negotiations attempt with the property owner or their authorized representative; and reasons for recommending condemnation; and* |

Yes, Flairdocs DOTTrack provides the ability to generate a request to institute condemnation proceedings based on initiation by an authorized user through the Assignment module. To start the Condemnation process, if all the negotiations fail then to proceed with Condemnation, the authorized user has to mark the file/parcel as recommended for condemnation along with a definite reason. Then through Assignment screen need to create an Assignment for Condemnation Specialist, then the file is considered for Condemnation.

| | |
|---|---|
| ROW-185 | *Provide the ability to document in a condemnation request the last offer to the property owner; date of offer; method and person presenting the request; amount asked by property owner if the property owner has disclosed a price; number of negotiations attempt with the property owner or their authorized representative; and reasons for recommending condemnation.* |

Yes, Flairdocs DOTTrack, Offer Negotiation module has the ability to document and track condemnation request based on the last offer proposed to property owner, record all the failed negotiations, the amount offered the amount as well requested by property owner. To send the file/parcel under Condemnation, user has to provide a narrative response detailing the reason for recommending condemnation.

#### *4.2.2.5 Property Management*

*The Right-of-Way, Utility Relocation and Railroad Agreements system shall support property management functions. Capabilities shall include:*

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|---|---|
| ROW-245 | *Provide the ability to maintain all right-of-way assets (Land, Buildings, Leases) and integrate with wvOASIS Asset Inventory so all right-of-way assets are being entered/stored into the right-of-way solution and then interface with wvOASIS to avoid data entry into two separate databases. The right- of-way system should maintain our asset inventory and should integrate with wvOASIS to meet the requirements. Inventory shall include parcel location including full geospatial location, property description, information on any structures and other attributes. The inventory record will be linked back to acquisition information/history.* |

Yes, the Flairdocs DOTTrack has the ability to maintain all right-of-way assets (Land, Buildings, Leases) and integrate with wvOASIS Asset Inventory, so all right-of-way assets are being entered/stored into the right-of-way solution, Flairdocs DOTTrack, and then interface with wvOASIS so data is not being entered into two separate databases.

The Flairdocs Property Management domain provides the ability to associate a property with an Acquisition Project or to build the information about a property that was not acquired in an Acquisition Project. Adding a new property in inventory is very seamless with only a few required fields.

Property inventory records include parcel location including full geospatial location, property description, information on any structures and other attributes. A property record provides the capability to be linked back to the acquisition parcel. All leases and granting agreements in the property inventory can be tracked in the Agreements module.

Based on the integration points and the information received from WVDOT team, the required integration will be configured as part of implementation.

| | |
|---|---|
| *ROW-246* | *Provide the ability to request and track the progress on all Property Management appraisal report requests.* |

Yes, the Flairdocs DOTTrack provides the ability to request and track the progress on all Property Management appraisal report requests.

Flairdocs 'Appraisals' module in the Property Management domain provides support for complete tracking on any kind of appraisal report requests.

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| *ROW-247* | *Provide the ability to track lease term dates. For example, the system should generate a notification 90 days before the termination of the lease so the Property Management section can take the appropriate steps on renewing or canceling the lease. The notification date or days before termination of the lease should be configurable to allow more or less notice based on the property type and state use of the property; and* |

Yes, Flairdocs DOTTrack has the ability to track lease term dates.

Flairdocs is capable of sending an alert and notifying users when a process has reached a pre-set threshold or on a specific time schedule. The alert criteria can be set any time before the threshold is met. The Notification Engine allows user to set a threshold to send a notification to listed users like 90 days or 45 days before termination of lease.

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| *ROW-248* | *Provide the ability to track and manage when property is sold. This includes removing it from the overall asset inventory and integrating with the various systems so that it is removed from all systems. This includes integration with wvOASIS fixed assets, the WVDOT transportation asset inventory in the TAMS application and the West Virginia Board of Risk Management (BRIM).* |

Yes, the Flairdocs DOTTrack has the ability to track and manage when property is sold.

Flairdocs 'Property Management' module with Surplus or Disposition type parcels provides the full process cycle of tracking & selling from request, appraisal, clearance, recordings, payments, etc.

Based on the integration points and the information received from WVDOT team, the required integration will be configured as part of implementation.

#### *4.2.2.6 Utility Relocation and Railroad Agreements*

*The VPS shall support identification, documentation and tracking of all utility relocation agreements and railroad agreements in support of WVDOT transportation projects. Required capabilities shall include:*

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|---|---|
| *UTRR-01* | *Provide the ability to support management and tracking of utility relocation activities required for transportation projects according to the WVDOT utility relocation manual.* |

Yes, Flairdocs DOTTrack provides the ability to support management and tracking of utility relocation activities required for transportation projects according to the WVDOT utility relocation manual.

Flairdocs "Utility/Railroad Coordination" module provide full support and fulfill this requirement. The "Utilities Coordination" module allows to create multiple utilities under a project and capture details including, but not limited to utility type, owner, size information, location, crossing information, station details, responsible party, recommendations, etc. It also allows to capture contacts, alternatives, estimates, move planning, agreements, payments, workflow, etc.

| | |
|---|---|
| *UTRR-05* | *Store information about each utility relocation allowing for the capture of various user-defined fields related to the utility relocation; and* |

Yes, Flairdocs DOTTrack provides the ability to enter, store, and display minimally the information as mentioned in the requirement.

Flairdocs "Utility/Railroad Coordination" module capture information underneath relevant panels such as:

- Utility Details
- Contacts
- Diary
- Alternatives
- Estimates
- Move Planning
- Agreements
- Payments
- Workflow
- Documents

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|---|---|
| *UTRR-02* | *Provide the ability to support management and tracking of railroad agreements required for transportation projects, allowing for the capture of various user-defined fields related to the railroad agreement.* |

Yes, Flairdocs DOTTrack provides the ability to support management and tracking of railroad agreements required for transportation projects.

Flairdocs "Utility/Railroad Coordination" module comes with the 'Agreement' panel to capture the railroad agreement along with details such as Agreement #, Agreement Entity, Agreement Type, Amount, Start Date/End Date, Executed Date, Comments, associated documents, etc.

#### *4.2.2.7 Payment Processing*

*The VPS shall provide support for processing payments associated with acquisition, relocation and other right-of-way business processes, reimbursements for utility relocations and reimbursements associated with railroad agreements. The VPS shall also support review and tracking of payments to right-of-way consultants, appraisers and other contractors supporting Right-of-Way Division activities. Capabilities shall include:*

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| *ROW-198* | *Integrate with the wvOASIS accounts payable function to support payment processing requirements of the right-of way, utilities, and railroad agreement processes.* |

Yes, Flairdocs DOTTrack is fully capable of integrating with external system using some configurations code in our product. We have similar implementation for other DOT clients and feel confident we will achieve this along with WVDOT DOT once all information provided.

Each of the functional areas, right-of way, utilities, and railroad agreement processes have their own 'Payments" panel for convenience.

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|---|---|
| *ROW-199* | *Provide the ability to support payment of property acquisition and relocation payments to property owners and displacees (who may or may not already be in the State's* |

| | |
|---|---|
| | *vendor master). Integrate with wvOASIS and set-up the property owner or displacee in wvOASIS in order to pay property owners and displacees;* |

Yes, Flairdocs DOTTrack integrated Payment Processing panel within each module including but not limited to Offer Negotiation, Condemnation, Relocation, Title payments for property owners and/or displacees. Based on the process the payment is triggered, contact is pulled from the file/parcel and payment record is sent for approval through workflow. Once the payment gets approved it can trigger the wvOASIS system to pay the property owner or displacee using the APIs for integration.

Depending on the desired business process, the integration can request that the accounting team set up the vendor record in the State's vendor master and a notification can be used to accommodate the request for adding the vendor and when the vendor set up is complete. If the business process allows members of the R/W organization to perform the task of adding a vendor to the State's vendor master, Flairdocs can accommodate that process as well.

| | |
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| *ROW-206* | *Provide the ability to support review and approval of acquisition and relocation payment requests by authorized users based on project number and payment amount through a workflow-driven approval process.* |

Yes, Flairdocs DOTTrack provides the ability to support review and approval of acquisition and relocation payment requests through respective Offer Negotiation Payment workflow and Relocation Payment workflow.

The configurable workflow editor tool allows an administrator or an authorized user to modify a workflow in terms of adding a new workflow actor, delegate to some other user, remove a workflow actor, etc. Authorized users having configuration permissions can create triggers (prerequisites and post-conditions) e.g., checking for the existence of a specific condition or logic, field value, etc., for each workflow step to meet agency defined conditions.

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| *ROW-207* | *Provide the ability to support review and approval of payments by WVDOT Business Manager for payments over a user-defined threshold.* |

Yes, Flairdocs DOTTrack provides the ability to support review and approval of payments by WVDOT Business Manager for payments over a user-defined threshold through Payment.

The configurable workflow editor tool is very simple and does not require any technical knowledge. It allows users to create a parallel or sequential workflow with drag and drop functionality and to set permission to accept/reject/recommend/approve on each workflow step. All changes including rejection of any request for attribute information change is recorded and tracked through workflow status.

| | |
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| *ROW-210* | *Provide the ability to record expenditures against project, project phase, and funding source and adjust encumbrance as appropriate via integration with HUB and/or wvOASIS;* |

Yes, Flairdocs DOTTrack is fully capable of integrating with external system using some configurations code in our product. We have a similar implementation for other DOT clients and feel confident we will achieve this along with WVDOT DOT once all information provided.

The 'EA Management' panel to the 'Authorization Management' module is where all the expenditures against the project / project phase and the funding source is managed.

| | |
|---|---|
| ROW-211 | *Provide ability to generate payment for property acquisition by warrant via integration with wvOASIS accounts payable.* |

Yes, Flairdocs DOTTrack provides the ability to generate payment for property acquisition by warrant via integration with wvOASIS accounts payable. Once the payment workflow gets approved it can trigger the wvOASIS system to issue payment to the appropriated party(s) using the APIs for integration.

| | |
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| ROW-236 | *Provide the ability to record and review a consultant or contractor invoice and then integrate with the wvOASIS accounts payable function to initiate the accounts payable voucher and initiate processing of the consultant payment within wvOASIS. Store the invoice submission in ProjectWise and link to ProjectWise for future retrieval. This requirement should apply to contractor payments for individuals and firms performing contracted services in support of the right-of-way acquisition process and for utilities or railroads performing work under utility relocation agreements.* |

Yes, the Flairdocs DOTTrack has the ability to upload a contractor invoice for review for a consultant or contractor invoice and then integrate with the wvOASIS accounts payable function to initiate the accounts payable voucher and initiate processing of the consultant payment within wvOASIS. Flairdocs also provides the ability to store the invoice submission in ProjectWise and link to ProjectWise for future retrieval.

The Contracting module allows users to store information and track contractor payments.

Based on the integration points and the information received from WVDOT team, the required integration will be configured as part of implementation.

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|---|---|
| ROW-238 | *Provide the ability to support electronic review and approval of a consultant, contractor, utility company or railroad invoice by authorized users based on project number through a workflow-driven approval process.* |

Yes, the Flairdocs DOTTrack has the ability to support electronic review and approval of a consultant, contractor, utility company or railroad invoice through a workflow approval process.

Flairdocs workflows can be auto triggered upon uploading an invoice by consultant, contractor, utility company or railroad. This is followed by Flairdocs Notification Engine which will then send out a notification to designated recipient to start the review process.

| | |
|---|---|
| ROW-239 | *Provide the ability to display the fund balances on a project/project phase when a payment request is generated in the system.* |

Yes, the Flairdocs DOTTrack has the ability to display the fund balances on a project/project phase when a payment request is generated in the system in the Contracting module.

Payments made against a contract will automatically deduct from the Original + Amended/Change Order total to show how much money has been spent against the contract and determine the remaining balance.

| | |
|---|---|
| ROW-241 | *Provide the ability to initiate payment requests based on approvals of invoices by authorized users; and* |

Yes, the Flairdocs DOTTrack provides the ability to initiate payment request based on approvals of invoice by authorized users through our configurable workflow engine.

Once the workflow is approved, an automated payment request is sent to initiate the payment based on the approved invoices

The notification, in Flairdocs powerful notifications engine, will be configured based on requirements from WVDOT.

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| *ROW-242* | *Provide the ability to record expenditure against project, project phase and funding source and adjust encumbrance as appropriate.* |

Yes, the Flairdocs DOTTrack has the ability to record expenditures against project, project phase and funding source and adjust encumbrance as appropriate through the Authorization Management module.

All funds encumbered against a project, funds utilized, and details about funding resources are managed at project level under the Authorization Management module.

### 4.2.2.8. Contract Management

*The VPS shall provide contract management functionality to manage and track consultant contracts for acquisition consultants, appraisers and other contractors supporting Right-of-Way Division activities. This includes project specific contracts, master contracts or indefinite delivery indefinite quantity (IDIQ) type contracts which may have multiple task orders across one or more projects. Capabilities of the VPS system shall include:*

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| *ROW-239* | *Provide the ability to display the fund balances on a project/project phase when a payment request is generated in the system.* |

Yes, the Flairdocs DOTTrack has the ability to display the fund balances on a project/project phase when a payment request is generated in the system in the Contracting module.

Payments made against a contract will automatically deduct from the Original + Amended/Change Order total to show how much money has been spent against the contract and determine the remaining balance.

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| *ROW-220* | *Integrate with the wvOASIS procurement function to access and maintain a list of contract appraisers, attorneys, right-of-way services firms, and firms performing disinterment and reinternment services.* |

Yes, the Flairdocs DOTTrack has the ability to Integrate with the wvOASIS procurement function to access and maintain a list of contract appraisers, attorneys, right-of-way services firms, and firms performing disinterment and reinternment services.

Based on the integration points and the information received from WVDOT team, the required integration will be configured as part of implementation.

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| *ROW-221* | *Provide the ability to maintain a list of approved service providers such as approved appraisers, attorneys, right-of-way consultants.* |

Yes, the Flairdocs DOTTrack has the ability to maintain a list of approved service providers such as approved appraisers, attorneys, right-of-way consultants through the Contractor Details module.

The Contractor Company Details module under the admin control tracks and manages all the recorded consultants/service providers along with their approval date and expiry date.

If a user wishes to deactivate any of these approved/active service providers, they are able to do so in this screen as well.

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| *ROW-222* | *Provide the ability to search a list of real estate specific capabilities and specifications which a consultant is authorized to perform.* |

Yes, the Flairdocs DOTTrack provides a user with the ability to search a list of real estate specific capabilities and specifications which a consultant is authorized to perform.

When a contractor is setup, the capabilities and specifications are listed through "Service Type," "Social Information," and other "Interest" fields. The list for "Service Type" and "Social Information" is admin configurable and users can associate multiple service types and social statuses to a single contracting company.

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| *ROW-228* | *Provide the ability to document WVDOT selection of consultant including selection team scoring and comments.* |

Yes, the Flairdocs DOTTrack provides the capability to document WVDOT selection of consultant including selection team scoring and comments through our in-house developed "Contracting" domain. This is a separate domain used to track and manage the whole contract lifecycle management process.

Flairdocs has a fully functional Contracting domain, which contains all the required modules to capture and track information about the procurement for consultant services, including bid, bid recipients, bid response reviews, approvals, selected consultant information and contract setup.

The documents required for bid process and the scope of services can easily be uploaded within the Contracting module and can be made public for use.

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| *ROW-229* | *Integrate with wvOASIS purchasing function to create purchase orders for selected consultants and encumber funds against the appropriate project, project phase, and funding sources.* |

Yes, Flairdocs DOTTrack has the ability to integrate with wvOASIS purchasing function to create purchase orders for selected consultant and encumber funds against the appropriate project, project phase, and funding sources.

Flairdocs has proven capability to integrate with various systems using web-based calls or interfaces.

Work Orders that are established against a Price Agreement are stored in the Work Orders for the Price Agreement section of the 'Contracting Price Agreements' module under the admin menu.

Based on the integration points and the information received from WVDOT team, the required integration will be configured as part of implementation.

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| *ROW-230* | *Integrate with the wvOASIS procurement/contracts management function to support the creation, maintenance and tracking of contracts for any contracted services such as appraisals, etc.; and* |

Yes, the Flairdocs DOTTrack has the ability to Integrate with the wvOASIS procurement/contracts management function to support the creation, maintenance and tracking of contracts for any contracted services such as appraisals, etc.

Flairdocs has proven capability to integrate with various systems using web-based calls or interfaces.

Based on the integration points and the information received from WVDOT team, the required integration will be configured as part of implementation.

| | |
|---|---|
| *ROW-234* | *Provide the ability to support creation, review, approval, and execution of contract change orders.* |

Yes, the Flairdocs DOTTrack has the ability to support creation, review, approval and execution of contract change orders through the "Service Contracts" panel under the Contracting module.

The Service Contracts panel is used to record contracts and any amendments or change orders made to the contract. The change orders are then pushed through a workflow for approval.

### 4.2.2.9. Workflows. Forms Management and Document Management

*The Right-of-Way, Utility Relocation and Railroad Agreements system shall provide robust workflow and forms generation and management capabilities and provide the capability to integrate with the WVDOT Bentley ProjectWise environment. Capabilities in this regard shall include:*

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| *ROW-007* | *Provide the ability to support the definition of workflows to manage electronic review and approval of title information, appraisals, acquisitions, negotiations, relocation of displacees, utility relocation, railroad agreements, etc. These workflows will define and electronically route users through the steps for completing the defined work activities and obtain the necessary approvals for the various right-of- way acquisition, utility relocation and railroad agreement business processes.* |

Yes, Flairdocs comes with an intuitive and dynamic, configurable workflow designer with an integrated rules engine which allows the authorized user to create and modify workflows such as those related to title information, appraisals, acquisitions, negotiations, relocation of displacees, utility relocation, and railroad agreements.

The "Workflow Designer" screen is very intuitive and does not require any technical knowledge. The "Workflow Designer" allows users to create a parallel or sequential workflow by drag and drop functionality, assign/revoke roles, and set permissions to accept/ reject/ recommend/ approve on each workflow step. The user can create prerequisites and post-conditions (e.g., checking for the existence of a specific document, field value, etc.) for each workflow step to meet WVDOT-defined conditions.

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| *ROW-032* | *Provide the ability to define, store and auto-populate templates for various forms and letter templates which are used in the various right-of-way/utilities/railroads processes. The system should have the ability to auto-populate, but also have the ability for manual entry based on user-specified parameters (e.g., project name, parcel, property owner, utility company, utility company contact, and so on); and* |

Yes, Flairdocs provides the ability to define, store and auto-populate templates for various forms and letter templates which are used in the various right-of-way/utilities/railroads processes.

Flairdocs Templates and Clause Maintenance feature under the Administration module is used to upload, manage and/or delete the standard forms templates in the solution. Only authorized users can create, upload a new version, modify an existing version, or even remove a version of a template document. All template content is editable using MS Word and Flairsoft has created our own MS Word plugin for inserting tags which are replaced by database content during document generation. These steps are performed by an administrative user using SQL, however any admin user with the Word plugin can copy and paste previously written tags any paste them into a template as needed. Thus, no technical skill is needed.

Through our "Template Launch Points" panel, the location within the system from which the template can be generated can be specified. Also, the output formation of Word or Pdf is managed in the Template settings. Thus, if needed the template can be generated in Word, allowing an authorized user to edit after generating.

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| *ROW-084*<br>*UTRR-07* | *Integrate with Bentley ProjectWise to support storing records related to the right-of-way acquisition, utility relocation or railroad agreements process so as to allow these records to be linked to and accessed within ProjectWise via the Right-of-Way, Utility Relocation and Railroad Agreements system* |

Yes, Flairdocs DOTTrack provides the ability to integrate with ProjectWise to support storing, linking and displaying all documents associated with an appraisal.

Flairdocs DOTTrack has an out of the box integration with ProjectWise based on 10+ years of successful implementations of similar interfaces with DOTs and other customers. Flairdocs DOTTrack supports the CMIS standard (Content Management Interoperability Services) and can be integrated with any in-house document management system that WVDOT has, such as ProjectWise. Flairdocs DOTTrack has a smart document management engine that allows you to attach/upload many types of documents.

#### 4.2.2.10. GIS Integration

*The Right-of-Way, Utility Relocation and Railroad Agreements system shall provide a built-in GIS viewer integrated with the WVDOT GIS environment to allow for systems users to spatially view information using the VPS. The Right-of-Way, Utility Relocation and Railroad Agreements system shall also be integrated with the WVDOT GIS environment to allow for viewing of right-of-way, utility relocation and railroad agreement information via the WVDOT GIS environment. Capabilities shall include:*

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| *ROW-023* | *Provide a full-featured GIS viewer within the VPS which integrates with WVDOT's existing ESRI ArcGIS environment.* |

Yes, Flairdocs provides a full-featured GIS viewer within the right-of-way and utilities function which integrates with WVDOT's existing ESRI ArcGIS environment.

Flairdocs' GIS viewer, GeoTrack, provides the ability to view and capture the information about maps and parcels involved in the land acquisition projects and surplus property by using ArcGIS REST services. The user can draw and save shapes on roadways and right-of-way parcels with the help of the built-in editor widget, which utilizes ArcGIS feature services. The user can review the parcel details of the captured spatial coordinates from the popup or information window in the Map Viewer. Parcels between Flairdocs and ESRI geospatial databases are mapped by a unique ID, whereby all the attribute information is exported to ESRI databases and displayed via color coding of the parcel to represent status of the acquisition process as well as a pop-up of parcel information.

Flairdocs has a robust integration to ESRI Online as well. Flairsoft has implemented ESRI ArcGIS integrations for over a decade now, and we are very confident in our ability to do the same for WVDOT.

Some of the other features of the Flairdocs GIS viewer include:

- Map Viewer: Displays geospatial data from ESRI ArcGIS server (10.x). The Flairdocs GIS viewer allows the user to view and identify Flairdocs linked features on the map.
- GIS Tools: Advanced search, interactive selection, buffer analysis.
- Searches and Geospatial Query: Users can run Buffer Searches on various layers of the map by drawing a line on the map and specifying a buffer width parameter.
- Real time interface: Any change in Flairdocs web application is available instantly in the GIS interface.
- Google Street view: Users can view google street view to identify the location's surroundings.

- Mobile Interface: Flairdocs Mobile app comes with a geolocation feature that allows users to pinpoint their current location and associate a GPS location at the time of uploading documents or searching nearby projects/parcels.

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| *ROW-024* | *Provide the ability for users to utilize a GIS viewer within VPS to view all project information such as the proposed project alignment, right-of-way boundary, parcels, ownership, etc., including the ability to select a parcel and drill down into attribute information available.* |

Yes, Flairdocs provides the ability for users to utilize a GIS viewer within the right-of-way solution to view all project information.

The GIS viewer provides concise and important details of data related to ROW parcels. Clicking on a parcel opens a popup which shows parcel details such as, ROW boundary, parcels, ownership, etc. and related hyperlinks which navigates users to the Flairdocs page with detailed information and associated documents for a parcel.

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| *ROW-025* | *Provide the ability to display one or more parcels or required utility relocations on a project meeting specific user-defined criteria on a map from within the GIS viewer in the VPS.* |

Yes, Flairdocs provides the ability to display one or more parcels or required utility relocations on a project meeting specific user-defined criteria on a map.

The GIS viewer comes with a built-in "Flairdocs Search" tool that allows users to search for project/parcels by selecting various filters such as including project, parcel, landowner, area, etc.

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|---|---|
| *ROW-027* | *Provide the ability to enter a set of selection criteria for any pre-defined report and request that the results be displayed spatially by a GIS viewer within the VPS.* |

Yes, Flairdocs provides the ability to enter a set of selection criteria for any pre-defined report and request that the results be displayed spatially by a GIS viewer within the right-of-way solution.

The "File Information" report available within the solution provides the capability to pull all the right of way data for a project. The report has links to GIS with each individual parcel/file to navigate to GeoTrack. Also, at the top for project a GIS link is available in the report which displays all the parcel results spatially through GIS viewer.

Additionally, GeoTrack has an advanced search feature that allows a user to draw a shape on the map and indicate what layers to be reflected in a report for all parcels that intersect with the drawn shape, such as a line. Currently, the report reflects the Project Name, Parcel #, Parcel Type (ex: Fee Simple Purchase with Relocation, etc.), Parcel Status (Appropriation, Closed, Authorization, Appraisal, etc.), Grantor, Highway Name/#, County Name and Region.

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| *ROW-028* | *Provide the ability to enter a set of selection criteria for an ad-hoc query of parcel or utility relocation/railroad agreement information and request that the results be displayed spatially by the GIS viewer within the VPS.* |

Yes, Flairdocs will provide the ability to enter a set of selection criteria for an ad-hoc query of parcel or utility relocation/railroad agreement information and request that the results be displayed spatially by the GIS viewer within the right-of-way and utilities function through a configurable ad-hoc report.

The ad-hoc report viewer within the solution provides the capability to pull right of way parcel data or utility relocation or railroad agreement data based on the entered parameters or filters for the report. The generated report will have a link to GIS to navigate to GeoTrack and display all the results spatially through GIS viewer.

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|---|---|
| *ROW-029* | *Provide the ability to select a parcel or utility relocation/railroad agreement from a map in a GIS viewer within the VPS and drill down to see detailed information about the parcel or utility relocation within the right-of-way solution.* |

Yes, Flairdocs provides the ability to select a parcel or utility relocation/railroad agreement from a map in a GIS viewer within the right-of-way and utilities functions in the right-of-way solution and view its detailed information.

The GIS viewer provides concise and important details of data related to ROW parcels. Clicking on a parcel or utility relocation/railroad agreement opens a popup which shows its important details and related hyperlinks which navigates users to the Flairdocs page with detailed information and associated documents for a parcel or relocation/railroad agreement.

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|---|---|
| *ROW-030* | *Provide the ability for the user to select an area of interest from within WVDOT's GIS application and request that all parcels, utility relocations or railroad agreements in that area meeting certain user- defined criteria stored in the VPS be spatially displayed on a map within WVDOT's GIS solution; and* |

Flairdocs GIS viewer solution is equipped with an "Advanced Search" tool that allows users to build spatial queries and run interactive searches on the map by drawing several geometrical shapes e.g., line, polygon, circle, rectangle etc. Using these features, the user can easily select an area and can add various filters to filter the parcels, utility relocations or railroad agreements in that area.

The search results are presented as a table in tabular format on the lower portion of the screen, overlaying the map. The results can be exported to Excel, KMS, KMZ or a Shapefile. Upon selecting any single feature from the results table, the feature is highlighted, and the viewer pans to the feature's location.

| | |
|---|---|
| *ROW-031* | *Provide the ability to select one or more parcels, utility relocations or railroad agreements from a map within an area displayed in the WVDOT GIS application and drill down (assuming the user has the appropriate security authorizations) to see the detailed information about the specific parcel or parcels within the VPS.* |

Flairdocs GIS viewer, GeoTrack is equipped with an "Advanced Search" tool that allows users to build spatial queries and run interactive searches on the map by drawing several geometrical shapes e.g., line, polygon, circle, rectangle etc. Using these features, the user can easily select an area and can add various filters to filter down the parcels, utility relocations or railroad agreements in that area.

After the search is complete, the user can then click on a specific parcel or utility relocation/railroad agreement to open a popup to view its information and link, which navigates users to the Flairdocs page with detailed information and associated documents for a parcel or relocation/railroad agreement.

### 4.2.2.11. System Integrations/Interfaces

*A number of interfaces will have to be designed and developed to support WVDOT's Right-of-Way, Utility Relocation and Railroad Agreements system functionality. These interfaces include but are not limited to:*

Flairsoft can provide data import for project, parcel, estimate and financial (expenditure account, vendor, and payment) data via spreadsheet import or via systems interface using our automation engine from administrative menu.

By utilizing our proven Flairdocs systems integration approach, our solution shall seamlessly integrate with the following WVDOT's internal and external systems:

***Flairsoft has 18 years of proven experience in integrating various enterprise IT systems with Flairdocs for DOT and other government agencies.***

Flairdocs integrations support several methods of integration with external systems such as direct database integration, SOAP and/or REST API Web Services, spreadsheet/batch file imports/exports, integration via custom coding or middleware. These integrations can be implemented as single-directional and bi-directional as determined by WVDOT's needs.

The diagram below shows how interfaces are established to incorporate data from other WVDOT applications into the Flairdocs and to distribute Flairdocs information to other WVDOT applications while being aligned with WV ITS technical requirements.

a. **HUB**
b. **wvOASIS Advantage Fixed Assets**
c. **Transportation Asset Inventory**
d. **ProjectWise**
e. **BRIM**
f. **ESRI GIS**
g. **Facilities Management**
h. **wvOASIS Accounts Payable**
i. **wvOASIS General Ledger**
j. **wvOASIS Human Resource Management**
k. **wvOASIS Procurement**

Flairdocs, through an integration layer, can push the payment request and schedule information by providing a target date from Flairdocs and can pull information from the financial system such as Vendor Number, Check Number and Check Delivery Method, etc. These data exchanges can be configured to happen over a flat file-based mechanism or message-based mechanism such as Amazon Simple Queue Service. In either case transactions can be imported and then verified without the need to open the wvOASIS Advantage system to the DMZ.

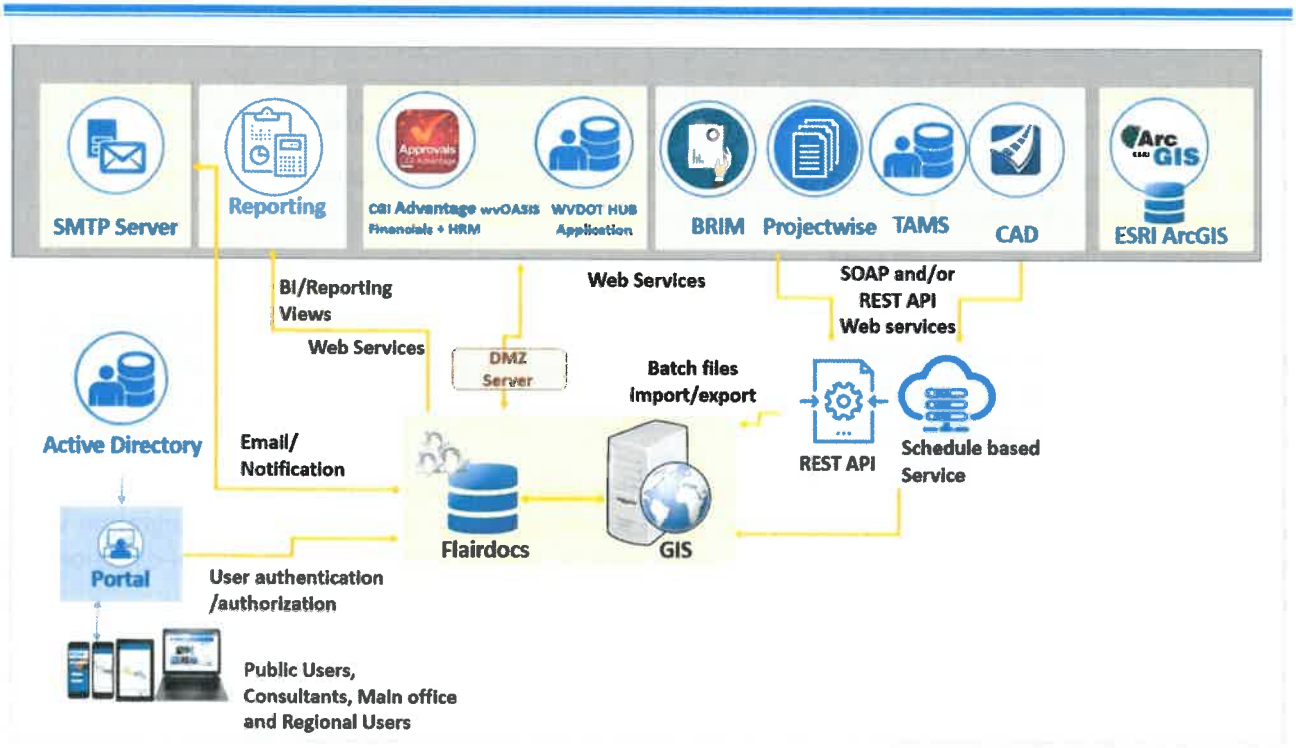



*Figure 23: Flairdocs Integration with WVDOT Systems*

Flairdocs comes out-of-the-box with a powerful automation and scheduling engine, which allows custom integration components or jobs to be added as part of the customization of the system. Jobs can be scheduled or event-based, allowing integration to happen as a batch process or as a real-time response to system events. Each job is implemented as a .NET class (C# or VB.NET), implementing a Flairdocs specific job interface. As such, the integration points can utilize the full power of the .NET platform including, but not limited to, REST/XML web services, Flat File processing, Amazon S3, Amazon SQS, or direct connection to ODBC and ADO.NET relational data sources. Jobs can be triggered on a recurring schedule, or via system events, such as the creation of a specific type of record or the update of a field. Additionally, jobs can also be triggered by events generated from Flairdocs integrated workflow engine. Flairsoft will create integration jobs which will sync data with the external systems and services. Flairsoft has a decade of strategic partnership with CGI including implementation partnership on its Advantage platform.

Flairdocs supports several methods of integration with internal and external systems such as direct database integration, SOAP and/or REST API Web Services, spreadsheet/batch file imports/exports, integration via custom coding or middleware. These integrations can be implemented as single-directional or bi-directional as well as inbound/outbound as determined by Caltrans needs.

Flairdocs has successfully done a similar integration with client's financials systems such as Oracle ERP Suite in both real-time and batch mode for Williams Energy, Chesapeake Energy, New York State DOT, Oregon DOT.

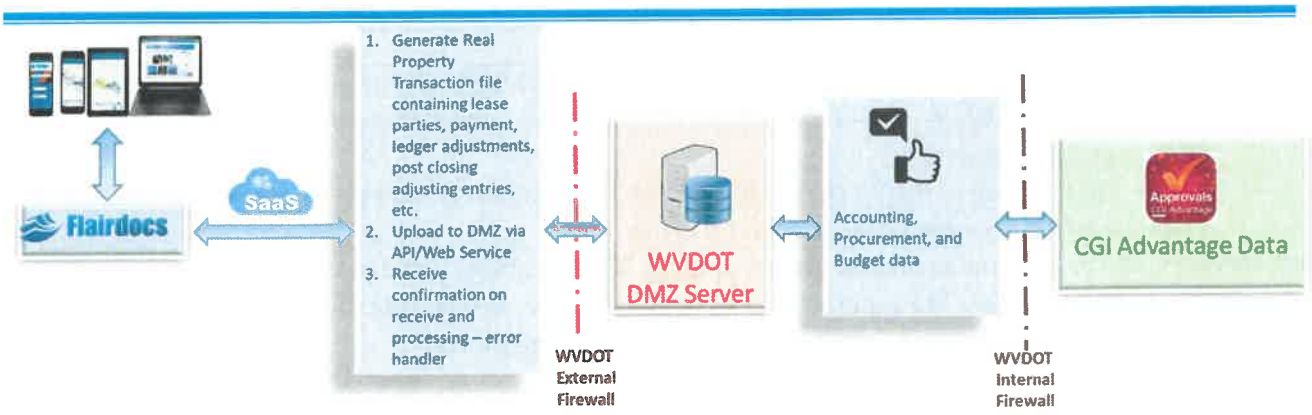



*Figure 24: Flairdocs Integrations with wvOASIS CGI Advantage*

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| *ROW-047* | *An interface from wvOASIS Advantage Human Resource Management to maintain a list of active employees and obtain required employee information.* |

Yes, Flairdocs provides the ability to integrate with the wvOASIS HRM system to support/validate the creation and maintenance of a project specific distribution list.

Flairdocs integrations support several methods of integration with external systems such as direct database integration, SOAP and/or REST API Web Services, spreadsheet/batch file imports/exports, integration via custom coding or middleware. These integrations can be implemented as single-directional or bi-directional as well as inbound/outbound as determined by WVDOT needs.

Based on the integration points and the information received from WVDOT team, the required integration will be configured as part of implementation.

| | |
|---|---|
| | • *An interface from wvOASIS Advantage Financials to obtain valid chart of accounts elements.*<br>• *An interface to the WVDOT HUB application to request budget for the Right-of-Way phase upon phase initiation and to request budget adjustments if required during execution of the Right-of-Way phase.* |

Yes, the Flairdocs DOTTrack has the ability to integrate with HUB & Advantage Financial for all information as it pertains to payable & receivable leases to support invoicing for lease amounts due and obtaining information back on receipt of payments.

Flairdocs provides the EAI layer, which will perform the necessary activities related to batch interfaces, e.g.
- Invoking the necessary batch job
- Creating the output file
- Transferring the file to the predefined server and location
- Validating the file format and data quality
- Loading the data into the target system

Based on the integration points and the information received from WVDOT team, the required integration will be configured as part of implementation.

| | |
|---|---|
| *ROW-039* | • *An interface from the WVDOT HUB application to obtain project information when the Right-of- Way phase is initiated and to obtain any updates to this information during the project lifecycle.*<br>• *An interface to the WVDOT HUB application with updates (schedule dates, estimated cost, etc.) on right-of-way acquisition activities.* |

Yes, Flairdocs, via the automation engine and integration APIs can obtain updates to project information from WVDOT HUB application. The automation engine is an off the shelf feature, but the specific job requirements require configuration as this is a WVDOT specific data source.

Flairdocs comes out-of-the-box with a powerful automation and scheduling engine, which allows custom integration components or jobs to be added as part of the customization of the system. Jobs can be scheduled or event-based, allowing integration to happen as a batch process or as a real-time response to system events. Each job is implemented as a .NET class (C# or VB.NET), implementing a Flairdocs specific job interface. As such, the integration points can utilize the full power of the .NET platform including, but not limited to, REST/XML web services, Flat File processing, Amazon S3, Amazon SQS, or direct connection to ODBC and ADO.NET relational data sources. Jobs can be triggered on a recurring schedule, or via system events, such as the creation of a specific type of record or the update of a field. Additionally, jobs can also be triggered by events generated from Flairdocs integrated workflow engine. Flairsoft will create integration jobs which will sync data with the external systems and services.

Based on the integration points and the information received from WVDOT team, the required integration will be configured as part of implementation.

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|---|---|
| *ROW-067* | *An interface from the WVDOT CAD environment to obtain right-of-way plans to utilize in the initial set-up of parcels.* |

Yes, Flairdocs provides the ability to integrate with the WVDOT CAD environment when a parcel is initially set-up to import the ownership index, right-of-way plan sheets, right-of-way map data, and construction plan sheets and store and link this data to the appropriate parcel.

Flairdocs integrations support several methods of integration with external systems such as direct database integration, SOAP and/or REST API Web Services, spreadsheet/batch file imports/exports, integration via custom coding or middleware. These integrations can be implemented as single-directional or bi-directional as well as inbound/outbound as determined by WVDOT needs.

Based on the integration points and the information received from WVDOT team, the required integration will be configured as part of implementation.

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|---|---|
| *ROW-068* | *An interface from the WVDOT CAD environment to obtain any changes to right-of-way plans after acquisition activities have been initiated.* |

Yes, Flairdocs provides the ability to integrate with the WVDOT CAD environment to support automatic update of parcel data based on any changes to the right-of-way map, right-of-way map data and construction plans after the parcel has been defined in the right-of-way and utilities function.

Flairdocs integrations support several methods of integration with external systems such as direct database integration, SOAP and/or REST API Web Services, spreadsheet/batch file imports/exports, integration via custom coding or middleware. These integrations can be implemented as single-directional or bi-directional as well as inbound/outbound as determined by WVDOT needs.

Based on the integration points and the information received from WVDOT team, the required integration will be configured as part of implementation.

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| *UTRR-10* | *A two-way interface with the WVDOT Bentley ProjectWise environment to support storing, linking to, and retrieving documentation associated with a parcel, utility relocation or railroad agreement.* |

Yes, Flairdocs DOTTrack provides the ability to attach and maintain associated external documents or attachments.

Flairdocs "Document Management" allows to either upload or generate or add a link to documents stored in external systems such as ProjectWise.

Flairdocs has an out-of-the-box integration with ProjectWise based on 10+ years of successful implementations of similar interfaces with DOTs and other customers.

Flairdocs supports the CMIS standard (Content Management Interoperability Services) and can be integrated with any in-house system that WVDOT has, such as ProjectWise.

| | |
|---|---|
| | • *An interface to the new WVDOT TAMS environment to record completed utility relocations or railroad agreements.*<br>• *An interface to the new WVDOT TAMS environment to record property acquired that is not for a transportation facility or not for immediate use on a transportation facility and will be managed for a period of time by WVDOH.* |

Yes, the Flairdocs DOTTrack has the ability to maintain all right-of-way assets (Land, Buildings, Leases) and integrate with wvOASIS TAMS - Asset Inventory so all right-of-way assets are being entered/stored into the right-of-way solution, Flairdocs DOTTrack, and then interface with wvOASIS so data is not being entered into two separate databases.

The Flairdocs Property Management domain provides the ability to associate a property with an Acquisition Project or to build the information about a property that was not acquired in an Acquisition Project. Adding a new property in inventory is very seamless with only a few required fields.

Based on the integration points and the information received from WVDOT team, the required integration will be configured as part of implementation.

| | |
|---|---|
| | *A two-way interface with the Railroad Crossing Inventory to obtain railroad crossings within the project limits as part of project planning and to provide updated information back to the Railroad Crossing Inventory upon the completion of any railroad relocation activity.* |

Yes, Flairdocs DOTTrack provides the ability to integrate with the WVDOT CAD environment to allow linking to and displaying source data files associated with a utility or railroad relocation within the WVDOT CAD environment.

Integration with WVDOT CAD environment can be done via direct database integration using the automation engine and model sharing as well as by Web Services.

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| *ROW-141* | *An interface to wvOASIS fixed asset registers to record property acquired that is not for a transportation facility or not for immediate use on a transportation facility and will be managed for a period of time by WVDOH.* |

Yes, Flairdocs DOTTrack has the ability integrate with the wvOASIS fixed asset function to add assets as required to the fixed asset register.

Flairdocs DOTTrack has proven capability to integrate with various commercial and proprietary enterprise systems. Flairdocs DOTTrack comes with a powerful out-of-the-box automation and scheduling engine which allows integration components or jobs to be added to the system. Jobs can be schedule based or system event based, allowing integration to happen as a batch process or as a real time response to system events. Through slight configuration, Flairdocs DOTTrack can easily be integrated with wvOASIS fixed asset function to add assets as required to the fixed asset register.

| | |
|---|---|
| *ROW-248* | *An interface to BRIM to record property acquired that is not for a transportation facility or not for immediate use on a transportation facility and will be managed for a period of time by WVDOH.* |

Yes, the Flairdocs DOTTrack has the ability to track and manage when property is sold.

Flairdocs 'Property Management' module with Surplus or Disposition type parcels provides the full process cycle of tracking & selling from request, appraisal, clearance, recordings, payments, etc.

Based on the integration points and the information received from WVDOT team, the required integration will be configured as part of implementation.

| | |
|---|---|
| *UTRR-14* | • *An interface to wvOASIS Advantage Financials Accounts Payable module to create an accounts payable voucher in a draft stage for various types of payments that may be made as part of the right- of-way acquisition process or to reimburse utilities or railroads for any reimbursable costs.*<br>• *An interface to wvOASIS Advantage Financials Accounts Payable module to create an accounts payable voucher in a draft stage for contractor and consultant payments based upon initial invoice approval in the VPS.* |

Yes, Flairdocs DOTTrack provides the ability to integrate with the WV OASIS accounts payable function to initiate payment request for any utility or railroad relocation cost to be reimbursed by the State.

Flairdocs has the proven capability to integrate with various financial systems using various available web service calls or interfaces to request payment for approved transactions and expenditures from the client's payment preparation services.

Flairdocs works with a customized provider approach that can connect to external systems through a combination of different services such as database links, cross schema database views, XML, scheduled

jobs, web services and batch updates. Additionally, Flairdocs currently exposes web services via the Flairdocs API to receive data from other systems. The electronic transactional flow that Flairsoft integrates starts when a user initiates a payment request within Flairdocs. The payment request is routed through a workflow within Flairdocs until it reaches the "Approved" status. After reaching the approved status, Flairdocs automatically sends the payment details to the OASIS system for processing. After the payment request has been processed and the check has been printed, the OASIS system automatically communicates the new status to Flairdocs.

Flairdocs provides the EAI layer, which will perform the necessary activities related to batch interfaces, e.g.

- Invoking the necessary batch job
- Creating the output file
- Transferring the file to the predefined server and location
- Validating the file format and data quality
- Loading the data into the target system

| | |
|---|---|
| *ROW-234* | *An interface to wvOASIS Advantage Procurement to set up contract documents for right-of-way consultants and other contractors and to modify these contract documents in the event of approved change orders; and* |

Yes, the Flairdocs DOTTrack has the ability to support creation and modification of consultant contract templates in the system as required.

The Flairdocs Document Generation feature allows the user to generate multiple documents, including, but not limited to consultant contract documents.

Templates are setup and managed by an application administrator and are used for document generation.

Furthermore, for the template designing mentioned above, the Flairdocs team will work collaboratively with the WVDOT team to meet the template requirements and configure the templates in the application.

#### 4.2.2.12. Management Reporting

*The VPS shall provide a range of standard pre-defined reports that are available using role-based access, support integration with leading third-party reporting tools and incorporate an ad-hoc query capability within the proposed software solution.*

Yes, Flairdocs DOTTrack provides a wide range of pre-defined reports that support day-to-day right of way and utilities and railroad relocation management functions. Reports should be able to be scheduled and automatically generated and distributed (pushed to the user) by the operational system at a user defined time for publication.

Flairdocs is equipped with a comprehensive "Reporting Engine" integrated within both canned (standard or pre-defined) and ad-hoc reports. The engine allows generated reports to be exported in various formats including PDF, excel, word, csv, etc. The reports can be printed, emailed, shared, or scheduled to run at a specific time. When scheduled to automatically run at a specific or recurring time, these reports can be delivered to the target recipient via email as a link or as an attachment in the desired format.

## 9.2 Technical Architecture

*The Vendor shall also include within TAB 9 a description of the technical architecture of its proposed solution and the basis for the Vendor's recommendation of this technical architecture. Depending on the technical architecture being recommended, the Vendor shall include the additional information below:*

- *On-Premises Model - Technical specifications for the development, testing, training, production and disaster recovery/reporting landscapes required to implement the VPS, with sufficient detail to allow WVDOT and WVOT to estimate the cost of implementation and operation of the environment.*

  *Vendor should be prepared to support initial software configuration, development and testing in a Vendor hosted environment to allow sufficient time for the required environment to be established by WVDOT and WVOT. All project activities beginning not later than user acceptance testing shall occur in the State managed on-premises environment.*

- *SaaS or Cloud Model - Detailed discussion of the technical environment in which the VPS will operate including information on the data centers which will host the development/testing/training, production, and disaster recovery environments. The production and disaster recovery environments shall be hosted in data centers which are geographically distant from each other.*

The Flairdocs application can be deployed on premise or in a cloud-based environment. The application is delivered via web browser, and it supports IE 11+ and all mainstream supported versions of IE Edge, Chrome and Firefox.
Our solution can be deployed using a licensed model hosted at the WVDOT data centers or using a service model hosted at Flairsoft's data centers. However, to suit WVDOT's needs we propose Cloud based Software as a Service (SaaS) model.

## Cloud-based Software-as-a-Service (SaaS) Model

Under this model the proposed solution will be hosted and supported by Flairsoft. The developed solution will be delivered online via a browser and will be hosted by Flairsoft or another third party on the cloud. WVDOT would not be required to build up an expensive IT infrastructure such as servers, data center or admin staff. Flairsoft charges subscription fees i.e., the right to use the service for a given period of time (usually a year).

Annual Licensing Fee for cloud hosted SaaS (Software-as-a-Service) model includes:

- Annual licensing fee for developed solution for stipulated number of users with full access along with any third-party software if required
- Storage: 1 TB Storage space (split between database and document storage)
- Hosting: Amazon EC2 webserver
- Data backup 7 days/week performed on a weekly basis (sent to WVDOT FTP)

Below is the representative diagram of various components in this cloud hosted model.

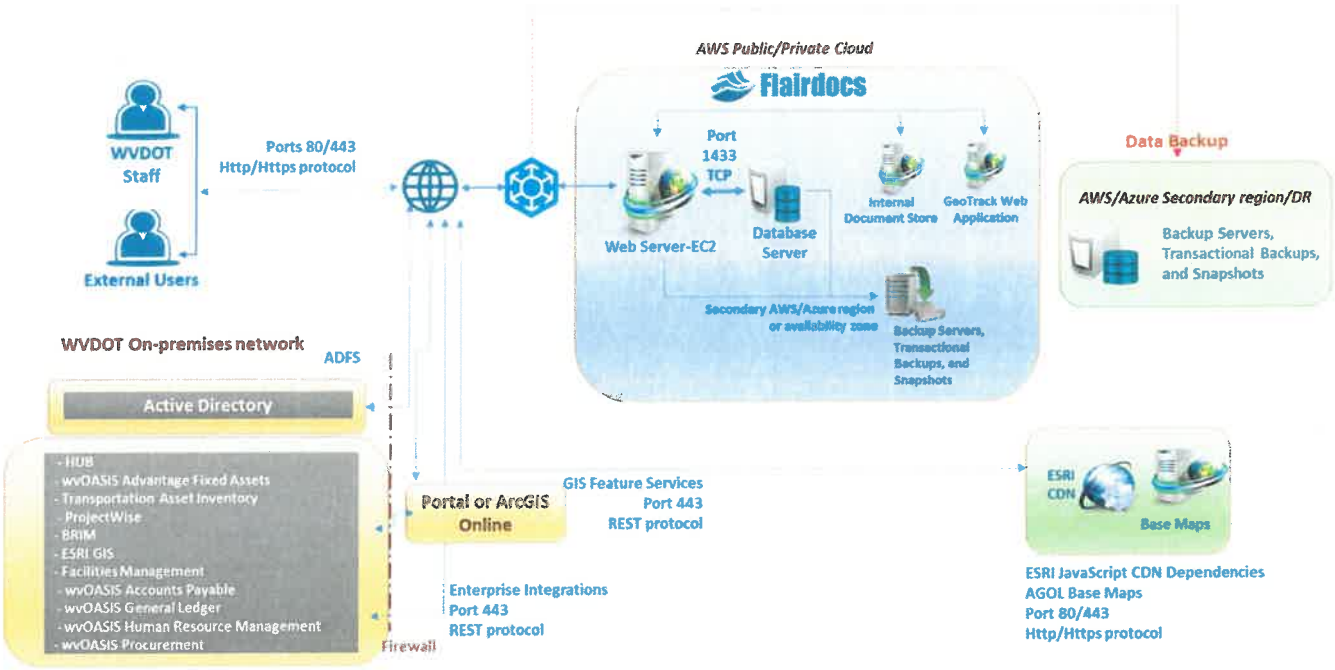



**Figure 25: Cloud Hosting SaaS Model using AWS Hosting**

Flairdocs

# TAB 10- Draft Statement of Work

*The Vendor should submit a Sample Statement of Work in TAB 10. This Sample Statement of Work will provide a starting point for drafting the final Statement of Work that will be included in the Contract with the Awarded Vendor as part of contract execution. The Sample Statement of Work should include a description of the roles and responsibilities for each of the services requested in this RFP in accordance with the Vendor's proposed project plan and methodology, and descriptions of all deliverables to be provided.*

*4.1.1.9. Services to be Provided Mandatory Requirements*

*The WVDOT requires that the Vendor provide a complete and comprehensive set of services that are expected to ensure project success.*

*Following is a high-level list of the implementation services that are expected; however, additional services may be required to ensure implementation success in accordance with the Vendor's proposed methodology:*

- *Project management supported by a detailed project work plan;*
- *Requirements confirmation and development;*
- *Development of a Concept of Operations (ConOps) for managing the Right-of-Way, Utility Relocation and Railroad Agreements business processes using the VPS and the interaction of these processes and the VPS with other systems. This ConOps will confirm and show data movement between the VPS and other State of West Virginia applications and databases;*
  - *Technical architecture and infrastructure design;*
  - *System analysis and business process design;*
  - *Software configuration management and tracking;*
  - *Customizations (including forms, custom reports, automated interfaces, software enhancements and modifications, and custom workflows);*
  - *Security configuration;*
- *Data conversion;*
  - *Testing;*
  - *Training;*
  - *Documentation;*
  - *Knowledge transfer;*
  - *Communications and change management;*
  - *Deployment I Cutover plan and checklist(s);*
- *Deployment (roll-out) support;*
  - *Infrastructure and implementation support; and*
  - *Production software and infrastructure maintenance and support, including one major software upgrade.*
- *The remainder of this Section of the RFP provides a detailed description of the services to be included in the proposal. These services are expected to be addressed in the Statement of Work between the WVDOT and the Vendor. The Vendor is expected to submit a proposed Statement of Work in the Technical Proposal in TAB 10 - Sample Statement of work.*



Flairdocs

# PHASE I - PLANNING AND INITIATING

Description: The first step Flairsoft will take after the contract award is project planning. For effective project governance, our team will work closely with the assigned WVDOT project manager to prepare the project schedule/plan, communication and reporting plan, quality assurance/issue management, change management and risk management plan, acceptance management plan, as well as the training and transition plan in agreement with WVDOT. The Flairsoft project manager will follow WVDOT's defined processes for creating and gaining approval of these plans. Each phase and sub-phase of the Flairdocs implementation methodology will have a sign off from WVDOT to ensure that all the work is going in the right direction.

WVDOT Acceptance Criteria Guidelines

*Upon receipt of a Deliverable, Agency shall have a reasonable amount of time to review the Deliverable to verify that such Deliverable conforms to the applicable Acceptance Criteria ("Acceptance Period"), or fails to conform, ("Nonconformity"), and to accept or reject the Deliverable accordingly. WVDOT will provide approval for each Deliverable within 3 business days for first revision and 2 days for the final second revision (if necessary). Any Deliverable with defects classified as Priority 1, or Priority 2 shall automatically register said Deliverable as failing to conform.*

*If such Deliverable conforms to the applicable Acceptance Criteria, Agency shall give written notice to Supplier of acceptance of such Deliverable ("Acceptance"). If Agency rejects any Deliverable, Agency shall specify in writing its grounds for such rejection specifying as to each Nonconformity how the Deliverable fails to conform to the Acceptance Criteria and Supplier shall correct such Nonconformity as specified by Agency.*

| Flairsoft Deliverables | Responsibility | Acceptance Criteria |
|---|---|---|
| High Level Schedule / Sprint Plan | Flairsoft | WVDOT review and written acceptance of High-Level Schedule and Project Sprint plans documents |
| Communication and Reporting Plan | Flairsoft | WVDOT review and written acceptance of Communication and Reporting plan documents |
| Quality Assurance/Issue Management Plan | Flairsoft | WVDOT review and written acceptance of Quality Assurance/Issue management plan documents |
| Change and Risk Management Plan | Flairsoft | WVDOT review and written acceptance of Change and Risk management plan documents |
| Acceptance Management Plan | Flairsoft | WVDOT review and written acceptance of Acceptance Management plan documents |
| Training and Transition Plan | Flairsoft | WVDOT review and written acceptance of Training and Transition plan documents |
| Base Install | Flairsoft | WVDOT verifies that Flairdocs has successfully installed and is accessible |

| Flairsoft Responsibility | WVDOT Responsibility |
|---|---|
| • Conduct Kick-off Meeting<br>• Prepare Project Templates<br>• Prepare base install<br>• Functional Designs<br>• Test Plan<br>• Initiate data conversion and migration | • Attend kick-off meetings<br>• |

| | |
|---|---|
| • Extract, Transform and Load (ETL) development, Data migration scripts | |
| **Flairsoft Resource:** Project Manager, Business Analyst, Subject Matter Expert, Quality Assurance Lead, Technical Lead, GIS Architect, Integration Architect, Application Architect. | **WVDOT Resource:** WVDOT Project Manager, WVDOT Business Team Lead, WVDOT Subject Matter Expert, WVDOT Technical Lead |

## PHASE II - REQUIREMENT, DESIGN, CONFIGURE/MODIFY SOFTWARE

Description:

During this phase, WVDOT will have access to the base install of our product early in the project before the Fit-Gap sessions begin. Prior to Fit-gap sessions, Flairsoft will share the documented functionality covering each sprint. Below are the following sprints based on which Flairdocs implementation will be completed.

1. **Sprint 1**
    a. Planning and Management/Project Coordination/Project Information/Project Scheduling
    b. Engineering/Parcel Information; Acquisition Setup
    c. Estimates
2. **Sprint 2**
    a. Utility Coordination
    b. Appraisal
    c. Acquisition
3. **Sprint 3**
    a. Rail Agreements
    b. Utility Relocation
    c. Condemnation/Legal
4. **Sprint 4**
    a. Negotiations/Certifications/Special Projects/Contracts
5. **Sprint 5**
    a. Property Management
6. **Sprint 6**
    a. Reporting/Data Requirements/File Storage/Administrative/Templates
7. **Sprint 7**
    a. Integration with financial systems (wvOASIS, Advantage Fixed Assets, Account Payable, General Ledger)
    b. Integration with external systems (GIS, HUB, BRIM, ProjectWise)
    c. Integration with external system (wvOASIS procurements, Transportation Asset Management, Facilities Management, Human Resources)
8. **Sprint 8**
    a. MobileTrack (iOS and Android)

9. **Sprint 9**
    a. Data Mapping and Analysis

During Fit-gap sessions, we will jointly walk-through the base application screens and workflows with WVDOT to identify and document configurations needed and WVDOT's specific requirements that are not satisfied with the base configuration. The Flairsoft Team will review the database currently being used to store WVDOT's data. As part of this process, we will work with an appointed WVDOT Technical Lead familiar with WVDOT's current system to document technical architecture, application architecture and data architecture.

Flairsoft will use the base install documentation to walk WVDOT SME's through existing Flairdocs functionality. During these walkthrough WVDOT staff can identify changes which will make the system better fit their business processes. Acceptable changes include

- Label Changes
- Adding / Removing Fields
- Addition or removal of a business rule
- Addition or removal of a workflow
- Addition or removal of a document launch point or document generation template
- Additional or removal of report
- Addition / Removal of a notification or automated job.
- Adding / Removing Roles and associated role permissions

Identified changes will be annotated on the base install document and converted to a story to be implemented by the dev team during the sprint.

During sprint development nightly builds will be deployed to a dev instance and a stable build will be updated at the beginning of each sprint. Business users will be encouraged to evaluated nightly builds incrementally throughout the sprint.

The default sprint duration will be 3-4 weeks and the total number of sprints is fixed based on the outline below. Functionality from previous sprints can be revisited in subsequent sprints but will be done so at the possible expense of functionality slated for the current sprint.

| Flairsoft Deliverables | Responsibility | Acceptance Criteria |
|---|---|---|
| Base Install Documentation | Flairsoft | WVDOT review and written acceptance of Functional and non-functional requirements and design documents |
| Fit gap Session Walkthroughs | Flairsoft and WVDOT | Both parties will scheduled and participate in sprint walkthroughs to identify configure and changes to the base install. |
| Configured and Customized System [In various iterations and releases] | Flairsoft | WVDOT validates and tests functionality |
| Completion of QA plan | WVDOT | Test Plan reviewed by Flairsoft |

| | | |
|---|---|---|
| User Acceptance Testing | WVDOT and Flairsoft | Critical Issues resolved |

| Flairsoft Responsibility | WVDOT Responsibility |
|---|---|
| • Fit gap Session Walkthrough<br>• Build Configurations<br>• Develop Detailed Technical Designs for integrations<br>• Build and test components<br>• Design and develop training material | • WVDOT PM will ensure timely availability of resources and review of documents.<br>• SME and stakeholder participation in scheduled Fit gap Sessions<br>• SME and stakeholder participation in scheduled fit gap Sessions<br>• Review DRAFT versions of requirements document and provide feedback<br>• Provide clarifications as requested<br>• Sample files and documentation for each data source<br>• Provide clarifications as requested<br>• Approval of deliverables within 5 business days for first round and 2 days for final second round (if necessary)<br>• Participate and make data available for test runs |
| **Flairsoft Resource:** Business Analyst, SME, Quality Assurance Lead, Technical Lead, Software Engineer, GIS Architect, Integration Architect, Application Architect | **WVDOT Resource:** WVDOT Project Manager, WVDOT Business Team Lead, WVDOT Subject Matter Expert, WVDOT Technical Lead |

## PHASE II A – INTEGRATION

Integration with WVDOT systems will be performed as separate sprint plan. And will have the ability to be executed and billed independently of the other phases. The integration will be split into the following sprints of 4 weeks each. Each phase will consist of initial fit gap sessions with SME's and technical experts to identify the specific integration requirements regarding data, endpoints/connectivity, triggers.

| Flairsoft Deliverables | Responsibility | Acceptance Criteria |
|---|---|---|
| Configured Integration Use Cases | Flairsoft and WVDOT | Both parties will be scheduled and participate in sprint walkthroughs to identify data integration functionality and end points. Flairsoft will configure/build identified integrations based on these integration fit gap sessions. |
| Completion of QA plan | WVDOT | Test Plan reviewed by Flairsoft |
| User Acceptance Testing | WVDOT and Flairsoft | Critical Issues resolved |

| Flairsoft Responsibility | WVDOT Responsibility |
|---|---|
| | • Provide clarifications as requested |

| | |
|---|---|
| • Provide guidance Flairdocs data model and integration mechanism.<br>• Configure/Build integrations | • Provide wvOASIS SME's and technical experts to identify desired data to be synced.<br>• Provide connectivity to integration endpoints |
| **Flairsoft Resource:** Business Analyst, SME, Quality Assurance Lead, Technical Lead, Software Engineer, Integration Architect, Application Architect | **WVDOT Resource:** WVDOT Project Manager, WVDOT Business Team Lead, WVDOT Subject Matter Expert, WVDOT Technical Lead |

## PHASE II B – DATA MIGRATION

Description: Flairsoft and WVDOT will collaboratively detail out the schema mappings, the data dictionary used in business rules, and specific business logic or calculations. Flairsoft will then run a trial migration and will validate the process WVDOT will use to provide sample data. This validation is best accomplished by Flairsoft and WVDOT data experts working closely together. After that a pre-migration validation will be performed to make sure data can be migrated without causing data integrity issues, duplication, or data loss due to data truncation. The next step will be data cleansing which will be implemented by using the migration utility to identify records with missing or non-conforming critical data values. A report will be generated with validation errors and actions to be taken. The following are some of the data unification rules that are applied to perform data cleansing:

- ***Make identifiers unique;***
- ***Convert null values into standardized Not Available/Not Provided values;***
- ***Convert phone numbers and ZIP codes to a standardized form;***
- ***Validate fields against fields in Flairdocs;***

Flairsoft will then load the data from WVDOT's legacy system, transform it, and then write the data to the Flairdocs format and schema. Only upon resolution of the errors is the migration performed. Upon successful migration of the data, Flairdocs will display the data that has been transferred over. From that point forward, migrated data will be handled no differently than new data entered into the system. Different tests including acceptance, performance, security and vulnerability will be performed to validate the migrated data.

| Flairsoft Deliverables | Responsibility | Acceptance Criteria |
|---|---|---|
| Completion of data migration into the system | Flairsoft | WVDOT Business Users validate successful transfer of data into the system |

| Flairsoft Responsibility | WVDOT Responsibility |
|---|---|
| • Translate WVDOT Source Mapping to Flairdocs Schema<br>• Generate Data Migration Scripts and Execute data migration. | • Translate WVDOT Source Mapping to Flairdocs Schema<br>• Sample files and documentation for each data source<br>• Provide access to a DBA resource knowledgeable about the existing database structure.<br>• Provide clarifications as requested<br>• Work with Flairdocs team to provide mapping of source data to Flairdocs Screens |

| | |
|---|---|
| **Flairsoft Resource:** Business Analyst, Software Engineer, Technical Lead, Quality Assurance Lead | **WVDOT Resource:** WVDOT Business Team Lead, WVDOT Technical Lead |

## PHASE III - TRAINING AND ONBOARDING

Description: Flairsoft will provide comprehensive training to WVDOT staff responsible for the administration and operation of WVDOT's configured production solution. They will be trained on application configuration/customization, template definition, document management, reports, user account management, and database administration. Only those who work with the configuration and maintenance of the application itself need this training. Typically, the people who take the course are database and system administrators. On-site training for end users or super users can also be provided per WVDOT's needs.

| Flairsoft Deliverables | Responsibility | Acceptance Criteria |
|---|---|---|
| Complete all training materials<br>User manuals | Flairsoft | WVDOT review and written acceptance of the completed training documents |

| | |
|---|---|
| **Flairsoft Responsibility**<br>• Train the Trainer | **WVDOT Responsibility**<br>• Provide clarifications as requested<br>• Identify participants for training sessions |
| **Flairsoft Resources:** Project Manager, Business Analyst, SME, Trainer | **WVDOT Resources:** WVDOT Project Manager, WVDOT Business Team Lead |

## PHASE IV - UAT & DEPLOYMENT

Description: Flairsoft develops detailed test plans for performance, operational readiness and user acceptance testing. Flairdocs uses a staging server (staging environment) to perform the ETL job before loading the data to the Flairdocs server (production environment). The information from data sources is loaded and stored in the form of tables and then various data correction rules are applied to the staging data.

For each phase release, Flairsoft testers conduct system testing. After the development of the release has been completed, Flairsoft QC analysts conduct internal functional testing and document any defects. Flairsoft will work with the WVDOT staff to perform User Acceptance Testing (UAT), which includes WVDOT's testing, issue resolution, and final testing and acceptance.

Flairsoft will provide a detailed deployment plan to WVDOT that lists all the activities related to the product installation. Our deployment management team ensures that a smooth handover to service operations takes place, and that suitable training and documentation exists to ensure any required support.

| Flairsoft Deliverables | Responsibility | Acceptance Criteria |
|---|---|---|
| UAT completion | WVDOT | Execute test plans and consolidate feedback |
| Deployment plan | Flairsoft | WVDOT review and written acceptance of Deployment plan documents |

| | | |
|---|---|---|
| Disaster Recovery Plan | Flairsoft | WVDOT review and written acceptance of Disaster Recovery plan documents |
| Application deployment to Production environment | Flairsoft | Technical, functional and business verification of production environment, along with acceptance of migrated data |
| Close out meeting | Flairsoft | Project Acceptance |

| **Flairsoft Responsibility** | **WVDOT Responsibility** |
|---|---|
| • Aid in test plan development.<br>• Prepare cutover/deployment plans including rollback plans, dry runs and simulations | • Develop detailed functional test plans to validate workflows and business rules.<br>• Provide clarifications as requested |
| **Flairsoft Resources:** Project Manager, Business Analyst, SME, Quality Assurance Lead, Technical Lead, Software Engineer | **WVDOT Resources:** WVDOT Project Manager, WVDOT Business Team Lead |

## PHASE V – WARRANTY

Description: With the final release deployment, the project will then move into the warranty period during which any defects in the application will be resolved. Flairsoft will provide a 30 day warranty that the product substantially performs in accordance with the marketed functions and features described in the Proposer's proposal and includes other applicable warranties. If discrepancies are identified, Flairsoft will provide corrective action under the product warranty agreement at no charge to WVDOT. The completion of the warranty period would mark the completion of the project and transition into maintenance and support.

| Flairsoft Deliverables | Responsibility | Acceptance Criteria |
|---|---|---|
| Warranty for 30 days | Flairsoft | Resolution of issues reported during the warranty period |
| Post-implementation support (Service, support, and maintenance) | Flairsoft | Issue resolution |

| **Flairsoft Responsibility** | **WVDOT Responsibility** |
|---|---|
| • Stabilize and support<br>• Production deployment; Cutover<br>• Warranty - Post deployment support | • Coordinate with users for production cutover from the legacy system to Flairdocs |
| **Flairsoft Resources:** Project Manager, Business Analyst, Technical Lead. | **WVDOT Resources:** WVDOT Project Manager, WVDOT Business Team Lead |

# MAINTENANCE AND SUPPORT

## Flairdocs™ On-Premise SUPPORT PLAN DESCRIPTIONS

Flairsoft shall make the Services Available during the Term and any additional periods during which Flairsoft does or is required to perform any Services ("Service Period"), excluding only the time the Services are not Available solely a result of one or more Exceptions.

### 1. Summary of Support plans

| Plan Features and Support Models | Standard | Premier | Premier Plus |
|---|---|---|---|
| 1. Issue Tracking - Ticketing access | û | ü | ü |
| 2. How-to videos and self help | û | û | ü |
| 3. Support Levels | 9 hours Support | 12 hours Support | 16 hours Support |
| 4. Escalation Matrix and Point of Contacts | û | ü | ü |
| 5. Time to Respond | ü | ü | ü |
| Severity 1 | 1 hour | 1 hour | 1 hour |
| Severity 2 | 1 hour | 1 hour | 1 hour |
| Severity 3 | 2 hours | 2 hours | 2 hours |
| Severity 4 | 1 Business Day | 1 Business Day | 1 Business Day |
| 6. Work around/Resolution Time | ü | ü | ü |
| Severity 1 | 1 Business Day | 8 hours | 6 hours |
| Severity 2 | 2 Business Days | 2 Business Days | 1 Business Days |
| Severity 3 | 5 Business Days | 3 Business Days | 2 Business Days |
| Severity 4 | 30 Business Days | 20 Business Days | 15 Business Days |

1.1 Exceptions. No period of Service degradation or inoperability will be included in calculating Availability to the extent that such downtime or degradation is due to any of the following ("Exceptions"):

a) the Client's or any of its Authorized Users' misuse of the Services.

b) failures of the Client's or its Authorized Users' internet connectivity.

c) internet or other network traffic problems other than problems arising in or from networks actually or required to be provided or controlled by Flairsoft or its Subcontractor; or

d) the Client's or any of its Authorized Users' failure to meet any minimum hardware or software requirements set forth in the Specifications; or Scheduled Downtime as set forth below:

Scheduled Downtime. Flairsoft shall notify the Client at least 24 hours in advance of all scheduled outages of the Services in whole or in part ("Scheduled Downtime"). All such scheduled outages shall: (a) last no longer than one hour; (b) be scheduled between the hours of 1:00 a.m. and 7:00 a.m., Eastern Time, ; and (c) occur no more frequently than once per week; *provided that* Flairsoft may request the Client's approval for extensions of Scheduled Downtime above one hour, which approval may not be unreasonably withheld or delayed.

### 2. Service Level Components

#### *2.1. Support and Maintenance Services.*

Service Maintenance. Flairsoft shall continuously maintain the Services to optimize Availability that meets or exceeds the Availability Requirement. Such maintenance services shall include providing to

the Client and its Authorized Users:

a) all updates, bug fixes, enhancements, new releases, new versions and other improvements to the Services, including the Service Software, that Flairsoft provides at no additional charge to its other similarly situated customers; and

b) all such services and repairs as are required to maintain the Services or are ancillary, necessary, or otherwise related to the Client's or its Authorized Users' access to or use of the Services, so that the Services operate properly in accordance with this Agreement and the Specifications.

2.3 Support Service Level Requirements. Flairsoft shall correct all Service Errors and respond to and Resolve all Support Requests in accordance with the required times and other terms and conditions set forth below in section ("Service Level Agreements"), this Agreement and the applicable Service Order.

c) (a) Support Requests. Client shall classify its requests for Service Error corrections in accordance with the descriptions set forth in the chart below (each a "Support Request"). The Client Service Manager shall notify Flairsoft of Support Requests by email, telephone or such other means as the parties may hereafter agree to in writing.

d) (b) Response and Resolution Time Service Levels. Response and Resolution times will be measured from the time Flairsoft receives a Support Request until the respective times Flairsoft has (i) responded to, in the case of response time, and (ii) Resolved such Support Request, in the case of Resolution time.

### *2.2. Severity Levels.*

Issues will be categorized and handled according to an assigned severity level. The severity level is selected by the user at time of case submission and will be updated by Flairsoft as follows:

| Severity Level | Description |
|---|---|
| Level 1 – Urgent | A Critical problem has occurred. The software is non-functional / accessible. There is no circumvention for the problem. |
| Level 2 – High | Major functionality is impacted, or significant performance degradation is experienced. Issue is persistent and affects many users and/or major functionality. No reasonable workaround available. |
| Level 3 – Medium | System performance issue or bug affecting some but not all users. Work around is available. |
| Level 4 – Low | Inquiry regarding a routine technical issue; information requested on application capabilities; bug affecting a small number of users or cosmetic issue. Reasonable workaround available. |

### *2.3. Severity Level Determinations and Process for Revising Timeframes*

Licensee reserves the right to make all Severity Level determinations subject to Licensor's approval. If Licensor determines that an incident will not be completed in a satisfactory manner within the specified resolution time, Licensor may approach Licensee for an extension with a revised completion time. It will

be within Licensee's reasonable discretion as to whether such request is granted.

### 2.4. Notification and Service Credits

| Severity[1] | Severity Description | Standard Support | | Premier & Premier Plus Support[3] | | Premier Plus Service Credits[4] | |
|---|---|---|---|---|---|---|---|
| | | Notification Updates[2] | Estimated Resolution Time | Notification Updates[2] | Estimated Resolution Time | Service Credit for Notifications[5] | Service Credit for Resolutions |
| 1 | URGENT | Every 2 Hours until Resolution | 1 Day | Every 2 Hours until Resolution | 1 Day | 0.5x Daily Maintenance Fee Rate | 2x Daily Maintenance Fee Rate |
| 2 | HIGH | Every 4 Hours until Resolution | 2 Days | Every 4 Hours until Resolution | 2 Day | 0.5x Daily Maintenance Fee Rate | 1.5x Daily Maintenance Fee Rate |
| 3 | MEDIUM | Every Day until Resolution | 5 Days | Every Day until Resolution | 3 Days | 0.25x Daily Maintenance Fee Rate | 1x Daily Maintenance Fee Rate |
| 4 | LOW | Every 30 Days until Resolution | 30 Days | Every 30Days until Resolution | 20 Days | 0.25x Daily Maintenance Fee Rate | 0.5x Daily Maintenance Fee Rate |

[1] Severity Levels are defined in Section 2.2.

[2] Initial acknowledgment response within 1 hour for all Support Requests. These Notification requests are calculated from the time of Flairsoft's previous acknowledgement or notification update.

[3] Premier & Premier Plus Support plans have the same notification and resolution timeframes.

[4] Premier Plus Support includes automatic service credits for failure to meet notification or resolution criteria. The "Daily Maintenance Fee Rate" is calculated as the annual maintenance fee divided by total business days (252).

[5] The first failure to meet notification requirements during each 30-day period will not incur a service credit. All notifications thereafter will incur the service credit shown.

### 2.5. Issue tracking and resolution reporting documentation

Flairsoft uses its own issue tracking system (Azure DEVOPS) for recording and tracking issues. The issues reported are documented in the issue tracking system and will be shared with Customer for reference.

Flairsoft's Technical Support Representative/Lead (TSR) will be responsible for issue reporting to resolution including knowledge base documentation. He will record issues in the issue tracking ticketing system and document the activities/progress related to it.

The Technical Support Representative/Lead will provide issue resolution to customers by performing a question diagnosis while guiding users through step-by-step solutions. The representative will prompt responses to questions regarding troubleshooting, diagnosing, and resolving problems for Flairdocs.

The Technical Support Representative will have a thorough knowledge of escalation and follow-up processes to ensure timely resolution of reported issues. Flairdocs Technical Support Representative will document problems, maintain knowledge and provide troubleshooting techniques.

Access to the Flairsoft ticketing System will be provided to Customer to examine the issues. Flairsoft's Ticketing system will allow customer to analyze, track and manage all the hardware, software, and environmental changes that need to be implemented to ensure continuity of the business flow processes.

### 2.6. Designated Contacts

"Designated Contacts" are Users Customer identifies as primary liaisons between Customer and Flairsoft for technical support. Customer shall identify between one (1) and four (4) Designated Contacts. Customer may be charged an additional fee for Designated Contacts in excess of four (4) at any given time. Customer shall notify Flairsoft whenever Designated Contact responsibilities are transferred to another individual.

Customers' Designated Contacts shall be responsible for:

1. overseeing Customer's support case activity,
2. developing and deploying troubleshooting processes within Customer's organization, and
3. resolving password reset, username and lockout issues for Customer.

Customer shall ensure that Designated Contacts:

A. have completed, at a minimum, the basic Services administration course currently titled "Administration Essentials," which is included at no additional charge as part of online training,
B. have completed any supplemental training appropriate for the Designated Contact's specific role or Customer's usage of the Services,
C. are knowledgeable about the applicable Services in order to help resolve, and to assist Flairsoft in analyzing and resolving, technical issues,
D. have a basic understanding of any problem that is the subject of a case, and the ability to reproduce the problem in order to assist Flairsoft in diagnosing and triaging it.
E. co-ordinate Success Program activities with Flairsoft Success Program representatives, as applicable

### 2.7. Telephone Support

Telephone support is available regular support hours per plan selected by the client. Calls will normally be answered by a Technical Support Representative, who will document the case and route it to the appropriate support team for response to Customer.

For example, the Customer Support telephone number for ODOT is as follows.
Designated Customer Service Manager (CSM) contact Information: 614-888-0700 Ext 206
(Or a named CSM as designated by Flairsoft).
<Email Address>@flairsoft.net

### 2.8. Submitting a Case

Users may submit a case in any of the following ways:

1. Users may log a case as follows: For Severity Levels 2 through 5, use the Help in the Flairdocs application. For Severity Level 1 issues, Users must call customer support.

   For example, ODOT team can enter defects via email sent to customer support at
   <Email Address>@flairsoft.net

2. By phone call to Customer Support as described above. For Severity Level 1 issues, users must call Customer Support. Users will be asked to provide their company name and contact information, and each case will be assigned a unique case number. For assistance with password reset, users should use the "Forgot your password?" link on the login page or contact a Designated Contact or Customer system administrator. For assistance with Flairdocs usernames and lockouts, Users should contact a Designated Contact.

### 2.9. Escalation Matrix

The table below outlines the escalation contacts available to customer, as necessary.

| Escalation Matrix | |
|---|---|
| **Level** | **Title** |
| **1** | Technical Support Representative (TSR) |
| **2** | Customer Service Manager (CSM) |
| **3** | Director, Product Delivery |
| **4** | VP, Product Delivery |
| **5** | Flairsoft President |

### 2.10. Termination of Support and Maintenance.

Licensee may terminate this Maintenance and Support Agreement at any renewal term by providing Licensor with prior written notice of sixty (60) days in advance of its intent not to renew the services.

### 2.11. Fees and Payment.

For Support and Maintenance, Licensor will be paid the fee set forth in the Contract. Only under special circumstances shall Flairsoft support a version that has been retired. Additional fees may apply for support of such retired versions.

### 2.12. Exclusions.

Licensor shall have no obligation to provide maintenance and support services if Licensee fails to make any required support services payment or otherwise elects to discontinue support services. In order to reinstate or renew support services, Licensee must first pay Licensor the then current annual support services fee and all past unpaid support services fees. Licensor shall have no obligation to support:

i. Software Programs modified by anyone other than Licensor;
ii. Use of the Software Programs other than in accordance with this Agreement;
iii. Software Programs installed on any computer hardware or in combination with other software, except as specified in the SOW, the Master License, or both.
iv. Software Programs that are not the then-current or previous retired Release
v. Software Programs problem caused by Licensee's negligence, hardware malfunction or other causes beyond the control of Licensor;
vi. Any professional engineering services, including, but not limited to, programming, customizing, improving, modifying and enhancing the Software Programs and derivative works thereof and/ or Licensee's existing software, as applicable, and providing middleware tool language so that the Software Programs operates with existing third-party software.



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## Project Assumptions

The assumptions are used to develop the approach and methodology, work estimate, and the delivery schedule. Flairsoft encourages WVDOT to examine these assumptions closely to ensure their validity and to confirm our mutual understanding of the project. Should these assumptions prove to be invalid or WVDOT require changes to our approach once it has been agreed upon, Flairsoft will follow standard change management procedures, including assessment of potential impacts to the project schedule and cost.

Based on our experience in implementing similar projects, we request WVDOT to allocate a product owner (PO) and/or business analyst (BA) who is a dedicated resource for this project implementation. Our implementation plan is based upon the assumption that this WVDOT resource will have 30-40 hours dedicated to this project (Fit-gap requirement sessions, requirement review and approval, preliminary testing, engaging the right SMEs for specific discussion, etc.). We may need additional qualified backup resources in case the current Product Owner or Business Analyst is unable to meet the demands of this project for ensuring timely decision making.
Flairsoft assumes that the assigned PO / BA and the assigned SMEs are knowledgeable about the processes and are willing and able to assist with the requirement sessions. Whenever applicable, the PO / BA will prepare and share an "as-is" process flow of the existing business process.

WVDOT shall allocate at least 1 dedicated BA (Business Analyst) that will assist in requirement gathering, review, updates, and sign-off for each project including envisioning of "to-be" process model and architecture. WVDOT BA will work together with Flairsoft BA and PMs on both sides. Any delay in WVDOT BA assignment and scheduling BA's availability for this implementation would delay project delivery and go-live date. WVDOT shall also identify qualified backup resources in case the assigned Business Analyst is unable to meet demands of ROWMIS upgrade project.

WVDOT will assign a consistent set of resources as the project "core team". The active participation of the WVDOT "core team" members will be crucial for the success of the project. The "core team" members will have the following responsibilities:

a. Attend user training during each iteration cycle to attain the required knowledge to perform assessments.
b. Assist in the development of user acceptance test plans.
c. Perform functional validation according to test plans and provide assessment feedback in a timely manner.

WVDOT resources will be responsible for the following:

- Timely completion and approval of Requirement documents
- Timely review and approval of all project deliverables
- Address questions from Scrum Team
- Attend Sprint demo and testing
- Provide sign-off on stories in current Sprint
- Manage project delivery, utilizing Flairsoft resources and committed project deliverables
- Prioritize resources and tasks (WVDOT and Flairsoft) if required
- Execute UAT tests
- Report and closure of defects

- Test in Production environment
- WVDOT BA is responsible for stakeholder engagement

**Project Assumptions**

If any change request has a material effect on work effort or resource cost, that will be documented and the schedule re-baselined, approved by WVDOT and will be provided on T&M basis at the hourly rate specified in the pricing section.

1. All requirement and functionality deliverables outlined are based on Right of Way requirements matrix spreadsheet of RFP and Flairsoft's response to the RFP.
2. Cost overruns - Flairsoft will be allowed to submit an additional T&M invoice if: (a) Flairsoft Team's actual effort is more than 20% of the planned effort, and (b) Additional effort is necessitated by unclear requirements, scope change, delay in approval of deliverables (software, requirement documents).
3. Once a requirement has been signed off on by WVDOT, it will be considered complete. The requirement will not be addressed for any additional rework unless a defect is found. If a requirement needs to be signed off in more than one function, it will be documented in each function and signed off when the last function has been completed.
4. Phase 2: "Requirements, Design, Configure and Modify Software" (requirements validation) would require extensive discussions between Flairsoft and WVDOT. Flairsoft would request thorough review of the first drafts of deliverables from WVDOT. After this Flairsoft would do the second revision and submit it to WVDOT stakeholders for the final configuration sign-off. Incorporation of any new change may require third and subsequent rewrites which all would be considered as out of scope and trigger a change request and board approval.
5. Any requirements identified after the requirements phase (phase 2) is complete are subject to change control to determine any potential impact to schedule and budget.
6. In order to meet proposed delivery schedules, Flairsoft assumes 1-day response on critical items, 3-day response on document deliverables and 5-day response on software deliverables, per our proposal.
7. Provide signed acceptance of deliverables within 3 business days. Deliverables will be deemed accepted after 3 business days unless otherwise notified with an itemized list of deficiencies that require discussion. Such deficiencies shall be resolved within 2 business days. Process documentation deliverables will be considered acceptable within 3 business days.
8. Schedule delays - Flairsoft will be allowed to submit a change request for negative schedule variance exceeding 15% of any delivery milestone, if the delay is caused due to unavailability of WVDOT resources.
9. All milestone dates are estimated dates based on the current understanding of the configuration and implementation work. These dates are subject to change based on actual events and actual work efforts. All date changes will be reviewed by Flairsoft and WVDOT Project Manager.
10. Flairsoft shall train WVDOT staff in effectively managing notifications, templates, workflows and other configurable elements of the system so that they can manage the solution post implementation. The following guidance for scope has been assumed in calculation of revised effort level:
    a. Flairsoft shall configure up to 10 document templates for ROW system.

b. For Flairdocs integration with WVDOT enterprise system, Flairsoft shall provide the APIs based on requirements provided by the WVDOT team. Additionally, WVDOT will make necessary modifications as needed on their side of the applications.
c. Flairsoft assumes that other relevant and/or impacted systems will be ready for integration via API. If the interfaces are not identified and/or ready in time, WVDOT and FS PM will create a plan to roll them out at a later date. This delay will not impact FS's payment milestone.

11. Flairsoft may change development and technical resources to optimize project costing. Such changes shall be done in close coordination with the WVDOT PM and will not impact the scope or quality of the delivered solution.
12. Mode of communication - In the near-term, Team and Client meetings will be conducted virtually. This is to address the project risk associated with spread of the Coronavirus. As the situation improves, Flairsoft will roll out our revised communication plan to include in-person meetings and discussions.
13. WVDOT will provide access to their internal systems as well as access to any third-party tools, as needed for this project.
14. Due to the spread of COVID-19, in the near-term, all meetings will be conducted virtually. The delivery schedule may need to be extended to accommodate the impact of any delay. Flairsoft requests that the WVDOT team will schedule video meetings and conference calls in regular intervals, especially for key review and approval meetings.
15. Given current budget and scope constraints, we will utilize out-of-the-box functionality with minimal customization to Flairdocs DOTTrack standard solution as much as possible.
16. In the cases where Flairdocs supports compliance with desired end results with possibly a modified process that may not be exact replica of current WVDOT process, two teams will work to implement most expeditious solution which may require changes to WVDOT processes without needing a Change Request.

**Development Assumptions**

1. WVDOT will make all required documentation available for review as required. Such documentation can include, but not limited to the following:
   a. Security policy documents
   b. Application provisioning processes
   c. Access control process inventories
   d. Business data flows
2. All required configuration data, such as workflows, dropdowns, document generation templates and layouts, will be completed within the requirements sessions on the relevant topic prior to the associated development iteration.

# TAB 11 - Requirements Matrix Responses (Attachment A)

*The Vendor shall include within TAB 11 a printed copy of its completed Right-of-Way, Utility Relocation and Railroad Agreements System Requirements Matrix which is included as Attachment A to the RFP. It shall also submit a soft copy of the completed Requirements Matrix in Microsoft Excel format as part of its online submission or on a flash (USB) drive with its original technical proposal if not submitting via wvOASIS.*

*4.1.1.10. Requirements Matrix Guidance*

*The Right-of-Way, Utility Relocation and Railroad Agreements System Requirements Matrix defines the functionality and capabilities expected in the new system. The requirements matrix is a Microsoft Excel workbook organized into five (5) tabs (worksheets) by business function, as well as cross-functional capabilities such as management reporting, application architecture and technical architecture.*

*Each requirement has been prioritized based on its business criticality to WVDOT as follows:*

1. *Essential; (it is essential that the new Right-of-Way, Utility Relocation and Railroad Agreement system provide this capability; in most cases this functionality is available in the current system).*
2. *Critical (the lack of this capability would represent a significant gap).*
3. *Important (the capability is highly desired and would likely be implemented by WVDOT if available off-the-shelf or off-the-shelf with configuration in the Vendor's solution); and*
4. *Desirable (the capability is desired and would be evaluated for implementation if available off-the- shelf or off-the-shelf with limited configuration in the Vendor's solution).*

*The Proposer shall respond to each requirement in the Requirements Matrix using the response key below.*



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| Response | Definition |
|---|---|
| Customization | Requirement can be met but it will require development ofa custom extension or bolt-on that would be a WVDOT- specific custom extension to the proposed software solution. This custom extension will not be part of the base code and will not be maintained as part of the product going forward.<br><br>In this scenario, the Vendor shall enter an indication ofthe complexity of the customization within the Customization column of the response spreadsheet asfollows:<br><br>Small: Small customization(s) requiring up to a total of 80hours for specification, development, and unit testing.<br><br>Medium: Medium customization(s) requiring a total of 80to 160 hours for specification, development, and unit testing; and<br><br>Large: Large customization(s) requiring greater than 160hours for specification, development, and unit testing.<br><br>The Vendor shall then itemize the associated cost of each customization cross referenced by requirement number in the appropriate tab of the Cost Proposal spreadsheet. |
| Does Not Meet | The Vendor's proposed solution does not support thisrequirement. |
| Modification to Base Code | Requirement can be met through alteration or modification to the base code of the proposed Right-of- Way, Utility Relocation and Railroad Agreement softwaresolution or through development of new code which will be added to the base software solution and supported inthe future as part of the base software. The software licensor will support the migration of this functionality to future releases of the software as part of its supported upgrade path.<br>In this scenario, the Vendor must indicate the complexityof the customization and a schedule for development andtesting of the customization and incorporating it into the off-the-shelf product. |

| Response | Definition |
|---|---|
| Off-the-Shelf | Requirement met with out-of-the-box delivered functionality with no additional configuration required bythe Vendor's implementationteam. |



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| Off-the-Shelf with Configuration | Requirement met with out-of-the-box delivered functionality; may require configuration of system parameters by the Vendor's systems implementation team during implementation but no scripting, programming or customization effort is required. |
| Third-Party | Third-party software is required to fully meet the requirement. In this scenario, the requirement is met through the implementation of the out-of-the box functionality of the third-party software included within theVendor's proposed software solution, but no customization is required. Please note, for purposes of this proposal, a software module owned by the licensor ofthe core VPS solution is considered to be a third-party software solution if it is separate from or not tightly integrated with the proposed core VPS. |
| Third Party-CM | Third-party software solution (the third-party software shall have been proposed by the Vendor), along with some level of additional customization that is required to fully meet the requirement. This customization would be aWVDOT-specific custom extension to the third-party software. This custom extension will not be part of the base code of the third-party software and will not be maintained as part of the product going forward. In this scenario, the Vendor shall enter an indication of the complexity of the customization within the Customization column of the response spreadsheet as follows:<br><br>Small: Small customization requiring up to 80 hours for specification, development, and unit testing.<br><br>Medium: Medium customization requiring 80 to 160 hours for specification, development, and unit testing; and<br><br>Large: Large customization requiring greater than 160 hours for specification, development, and unit testing.<br><br>The Vendor shall then itemize the associated cost of each customization cross referenced by requirement number inthe appropriate tab of the Cost Proposal spreadsheet. |



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# WVDOT RIGHT OF WAY MANAGEMENT-SYSTEM - 62210C002

**Centralized Response to Request for Proposal (CRFP #): DOT2200000002**

## TAB 11- Requirements Matrix Responses (Attachment A)

**Sept 30, 2021**

**Submitted to:**

Department of Administration, Purchasing Division
2019 Washington Street East
Charleston, WV 25305

**Flairsoft Limited**

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A Leader in Right of Way Software Since 2001



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## Right of Way

| Req. # | Priority | Category | Sub-Category | Business (Functional) Requirement | Vendor Response | Customization Estimate, if Applicable | Capability Planned for Future Release | Core Module(s) | Third Party Solution(s) | Comments/Notes |
|---|---|---|---|---|---|---|---|---|---|---|
| ROW-001 | 1 | Right-of-Way | General | Provide the ability to support the management and tracking of the full lifecycle of the WVDOT right-of-way acquisition process including:<br>- project set-up;<br>- parcel identification and set-up;<br>- management of acquisition activities;<br>- appraisals;<br>- negotiation;<br>- condemnation;<br>- relocation; and<br>- property management. | Off the Shelf | | | Acquisition:<br>-Project<br>-File/Parcel<br>-Appraisal<br>-Relocation<br>-Offer Negotiation<br>-Condemnation<br>-Estimation<br><br>Property Management:<br>-Surplus | | Yes, Flairdocs DOTTrack provides the ability to support the management and tracking of the full lifecycle of the WVDOT right-of-way acquisition process.<br><br>Flairdocs comes off the shelf ready to support different modules, including but not limited to Project, File/Parcel, Appraisals, and Negotiation.<br><br>The Project module allows configuration of project level information including assignments and estimates. Likewise, the File/Parcel module allows parcel information, legal description, contacts, negotiations, appraisals, condemnation, and relocation.<br><br>Flairdocs comes with the following two domains:<br>a) Acquisition<br>b) Property Management<br><br>The domains are inter-connected, with all of the property management activities (e.g., surplus, permitting, etc.) addressed via the 'Property Management' domain. |

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| | | | | | | | | | | Flairdocs has off the shelf support for templates, workflows, and reporting to address WVDOT right-of-way acquisition processes. |
| ROW-002 | 1 | Right-of-Way | General | Provide the ability to support the management and tracking of the WVDOT right-of-way acquisition process according to the WVDOT right-of-way acquisition procedures manual and the Federal Uniform Relocation Assistance and Real Property Acquisition Policies Act of 1970. | Off the Shelf | | | Acquisition:<br>-Project<br>-File/Parcel<br>-Appraisal<br>-Relocation<br>-Offer Negotiation<br>-Condemnation<br>- Estimation<br>-Budget Authorization<br>-Assignments<br>-Title<br>-Recordings<br>-Project Certification<br>- Status Trail | | Yes, Flairdocs provides the ability to support the management and tracking of the WVDOT right-of-way acquisition process according to the WVDOT right-of-way acquisition procedures manual and the Federal Uniform Relocation Assistance and Real Property Acquisition Policies Act of 1970.<br><br>Flairdocs "Acquisition" module streamlines all aspects of the Right-of-Way processes through information captured in data fields and workflows tailored to your organization's business processes.<br><br>Additionally, the Flairdocs status trail allows users to see all the stages the record has come through and where it is currently in the acquisition process including, but not limited to Appraisal, Appraisal Review, Negotiation, Closing, Possession, etc. The stages can either change automatically based on certain events, or manually when the user changes the status. Additionally, projects and parcels can easily be tracked through reports. |
| ROW-003 | 1 | Right-of-Way | General | Provide the ability to support the various types of right-of-way acquisitions, including but not limited to: | Off the Shelf | | | Acquisition:<br>-File Types<br>-Legal Description | | Yes, Flairdocs provides the ability to support the various types of right-of-way acquisitions.<br><br>The Flairdocs "Legal Description" module |

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| | | | | - fee-simple;<br>- permanent easement;<br>- temporary easement;<br>- functional replacement;<br>- Federal Land transfer; and<br>- the cost of cure for property damages during construction. | | | | -Project Related PM | | provides fields to enter relevant information for parcels based on "Rights to be Acquired" such as Fee-simple, Permanent Easement or Temporary Easement. For a "Standard Acquisition" file type, each parcel can list one or multiple acquisition types listed above.<br><br>For functional replacements, the "Project Related PM" tab has a panel specific for "Property Trades" to track which property you own that will be replacing the one you're acquiring.<br><br>Flairdocs also allows creation of files with the type 'Federal Land Transfer'. In the off the shelf Flairdocs product, the right of way acquisition is processed directly without any need for Appraisal, Offer Negotiation, Condemnation, and Relocation processes. The status trail also reflects the shortened process.<br><br>The cost of cure for property damages would be tracked under "Project Related PM" in the "Maintenance" panel with the associated information about the damage and the cost. The payments panel in this tab would be used to track payments made to the property owner specifically related to the damages. |
| ROW-004 | 1 | Right-of-Way | General | Provide the ability to support management and tracking of utility relocation activities | Off the Shelf | | | Acquisition:<br>- Utility Coordination<br>-Relocation | | Yes, Flairdocs provides the ability to support management and tracking of utility relocation activities required for transportation projects. |

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| | | | | required for transportation projects according to the WVDOT utility relocation manual. Please refer to Utility Relocation and Railroad tab for additional detailed requirements. | | | | | | Flairdocs comes with a comprehensive "Utility Coordination" module that allows users to capture detailed information about the utility such as contacts, location, alternatives, impact and resolution, agreement details, move planning, payments, and a location to upload documents. |
| ROW-005 | 1 | Right-of-Way | General | Provide the ability to support management and tracking of railroad agreements required for transportation projects. Please refer to Utility Relocation and Railroad tab for additional detailed requirements. | Off the Shelf | | | Acquisition:<br>- Railroad Coordination | | Yes, Flairdocs provides the ability to support management and tracking of railroad agreements required for transportation projects.<br><br>The Flairdocs "Agreement" panel found in the "Railroad Coordination" tab allows users to record agreements along with details such as Agreement Type, Agreement With, Start/End Date, Date Signed, Association to any previous agreement, and Amendments to an agreement. |
| ROW-006 | 1 | Right-of-Way | General | Provide the ability to integrate WVDOT right-of-way and utility relocation functions with other relevant WVDOT and wvOASIS ERP functions, including but not limited to:<br>- HUB,<br>- wvOASIS Advantage Fixed Assets,<br>- Transportation Asset Inventory, | Off the Shelf with Configuration | | | | Integration | Yes, Flairdocs provides the ability to integrate WVDOT right-of-way and utility relocation functions with other relevant WVDOT and wvOASIS ERP functions.<br><br>Flairdocs supports several methods of integration with internal and external systems such as direct database integration, SOAP and/or REST API Web Services, spreadsheet/batch file imports/exports, integration via custom coding or middleware. These integrations can be implemented as single-directional |

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| | | | | - ProjectWise,<br>- BRIM,<br>- ESRI GIS,<br>- Facilities Management,<br>- wvOASIS Accounts Payable,<br>- wvOASIS General Ledger,<br>- wvOASIS Human Resource Management, and<br>- wvOASIS Procurement. | | | | | | or bi-directional as well as inbound/outbound as determined by WVDOT needs.<br><br>Flairdocs comes off the shelf with a powerful automation and scheduling engine, which allows custom integration components or jobs to be added as part of the configuration of the system. Jobs can be scheduled or event-based, allowing integration to happen as a batch process or as a real-time response to system events. Each job is implemented as a .NET class (C# or VB.NET), implementing a Flairdocs specific job interface. Flairsoft will create integration jobs which will sync data with the internal and external systems and services. The system provides full support to integrate with all the inbound/outbound interfaces of WVDOT.<br><br>Based on the integration points and the information received from WVDOT team, the required integration will be configured as part of implementation. |
| ROW-007 | 1 | Right-of-Way | Workflow | Provide the ability to support the definition of workflows to manage electronic review and approval of title information, appraisals, acquisitions, negotiations, relocation of displacees, utility relocation, railroad | Off the Shelf | | | Admin:<br>- Workflow Designer | | Yes, Flairdocs comes with an intuitive and dynamic configurable workflow designer with an integrated rules engine which allows the authorized user to create and modify workflows such as those related to title information, appraisals, acquisitions, negotiations, relocation of displacees, utility relocation, and railroad agreements.<br><br>The "Workflow Designer" screen is very |

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| | | | | agreements, etc. These workflows will define and electronically route users through the steps for completing the defined work activities and obtain the necessary approvals for the various right-of-way acquisition, utility relocation and railroad agreement business processes. | | | | | | intuitive and does not require any technical knowledge. The "Workflow Designer" allows users to create a parallel or sequential workflow by drag and drop functionality, assign/revoke roles, and set permissions to accept/ reject/ recommend/ approve on each workflow step. The user can create prerequisites and post-conditions (e.g., checking for the existence of a specific document, field value, etc.) for each workflow step to meet WVDOT-defined conditions. |
| ROW-008 | 1 | Right-of-Way | Workflow | Provide the ability to define and generate workflows for each of the steps in a business process based on user-defined business rules. | Off the Shelf | | | Admin:<br>- Workflow Designer | | Yes, Flairdocs provides the ability to define and generate workflows for each of the steps in a business process based on user-defined business rules.<br><br>Flairdocs "Workflow Engine" allows the admin to setup rules such as checking and/or configuring a field value or generating a document when a workflow step is started or completed. Since rules are specific to business processes, Flairsoft will work with WVDOT to have all the rules in place needed for their processes. These business rules can be defined at workflow, templates, notifications and reports level. |
| ROW-009 | 1 | Right-of-Way | Workflow | Provide the ability to utilize a project specific distribution list to manage the required electronic review and approval for each project. | Off the Shelf | | | Workflows<br><br>Admin > Document Packages | | Yes, Flairdocs DOTTrack provides the ability to utilize a project specific distribution list through each individual workflow process.<br><br>The recipient list or the distribution list can easily be configured to a group of users and the triggered notification would only |

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| | | | | | | | | | | be routed to the respective individual within the group. This group could be a list of internal users or external users depending upon the type of group configured through Notification Configuration screen under the admin control. The configured recipient list or the distribution list includes user's names, email address, roles, assigned roles on project/files, etc. This distribution list is also specific to a project. |
| ROW-010 | 1 | Right-of-Way | Workflow | Provide the ability to report and display the status of a workflow process (i.e., steps approved, who needs to review next, and so on) in a summary/dashboard format.<br>For example: A team lead, or other manager may need to review the overall process status. This may also be used for performance monitoring. | Off the Shelf | | | Admin > Workflow Activity<br><br>Dashboard/Ad-hoc reporting | Izenda | Yes, Flairdocs provides the ability to report and display the status of a workflow process (i.e., steps approved, who needs to review next, and so on) in a summary/dashboard format.<br><br>The "Workflow Activity" screen under the Admin module allows authorized users to review each active workflow, i.e., current activity/task, assignment, and status, for all the workflows.<br><br>Flairdocs also comes with reports such as 'Workflow Analytics' and "Workflow Task Tracking" which provide workflow details and bottlenecks (i.e., number of times a task is sent back/rejected, time taken above average time to take an action, etc.) on each workflow task/activity.<br><br>Additionally, Flairdocs comes with an Ad hoc reporting and dashboard tool which can be used to create customized dashboards. A Summarized view of the |

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| | | | | | | | | | | information for easy supervisory tracking and review is available through the Flairdocs configurable dashboards. The configurable Dashboard tool can be easily utilized to monitor the status and progress of the workflow. This tool is easy to use (no code required), graphically or tabularly represented, and easily accessible. The output formats are standard colors and styles and are all completely configurable. Users can select the entities (database views or tables) and the attributes (fields, columns) that they wish to include, add/remove fields, apply formatting/ functions, add charts/gauges, etc. The output is configurable as well, allowing the user to specify desired colors, ability to add custom headers, footer, text formatting, font types, graphics and other visual attributes. |
| ROW-011 | 1 | Right-of-Way | Workflow | Provide the ability to trigger a workflow based on user-defined business events including completion of activities in the system or the uploading of various documents (e.g., uploading an appraisal file to the system). | Off the Shelf | | | Admin:<br>- Workflow Designer | | Yes, Flairdocs provides the ability to trigger a workflow based on user-defined business events.<br><br>Flairdocs "Workflow Engine" provides a method to setup rules based on which a workflow is triggered including completion of activities in the system or the uploading of various documents (e.g., uploading an appraisal file to the system). Since rules are specific to business processes, Flairsoft will work with WVDOT to have all the rules in place needed for their processes. |

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| ROW-012 | 1 | Right-of-Way | Workflow | Provide the ability to enter and support comments added during the workflow at each approval step for internal use. These comments should progress with the workflow to the next approver identifying the person who made the comment. | Off the Shelf | | | Workflows | | Yes, Flairdocs provides the ability to enter and support comments added during the workflow at each approval step for internal use.<br><br>Workflow reviewers at every step can provide comments and indicate the approval or rejection with any notes about revisions required. Using the 'Workflow History' link, users can see from who, to who and when each workflow step was received, reviewed/approved and the time it took to process each step. Notes entered in the workflow's steps are also saved and available in the Workflow History. |
| ROW-013 | 2 | Right-of-Way | Workflow | Provide the ability to support workflow customization for a specific project in each of the workflow steps. The customized workflow shall be done only by authorized WVDOT users. That is, modified/different workflows may be required for appraisal, acquisition, and relocation processes for the same project and the workflow may be different for a project on which work is performed by internal | Off the Shelf | | | Admin:<br>- Workflow Designer | | Yes, Flairdocs "Workflow Designer" module provides the ability to support workflow customization for a specific project in each of the workflow steps.<br><br>These customizations are only permitted for authorized users who have access to the admin > Workflow Designer screen. This includes modifications in the number of actors, their permission levels, and activities associated with each actor before the workflow can be either forwarded or sent backward.<br><br>Workflows may be required for appraisal, acquisition, and relocation processes for the same project and the workflow may be different for a project on which work is performed by internal staff versus |

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| | | | | staff versus consultants. | | | | | | consultants, i.e., dynamic addition of workflow actors including consultants for review is also permitted through the Workflow Designer screen. |
| ROW-014 | 2 | Right-of-Way | Workflow | Provide the ability to assign WVDOT staff members or consultants working on a project to a workflow individually or by group for each project and for specific workflows. | Off the Shelf | | | Project Assignment<br><br>File Assignment | | Yes, Flairdocs provides the ability to assign WVDOT staff members or consultants working on a project to a workflow individually or by group for each project and for specific workflows thorough our configurable Assignment module. The assignment made on either a project or on a file/parcel gives the internal user or consultant access to the respective workflow task. |
| ROW-015 | 2 | Right-of-Way | Workflow | Provide the ability to allow authorized users to define the target time for completing a specific workflow step and the entire workflow process. That is, WVDOT may want to establish a target objective that all appraisal reviews are completed within a certain number of days of the appraisal being uploaded to the system. | Off the Shelf | | | Project Assignment<br><br>File Assignment<br><br>Admin: Workflow Designer | | Yes, Flairdocs Assignment module provides the ability to allow authorized users to define the target time for completing a specific workflow step and the entire workflow process through the defined Target or Completion Date.<br><br>Also, the Workflow Engine can accommodate the setting of business rules where only the authorized user can set the target objectives, for example, the appraisal review should be completed within a certain number of days after the appraisal is uploaded to the system and triggers the reviewer with notifications for reminders. |
| ROW-016 | 2 | Right-of-Way | Workflow | Provide the ability to notify users regarding the designated "approve by" date upon their being assigned a | Off the Shelf | | | Project Assignment<br><br>File Assignment | | Yes, Flairdocs Assignment module provides the ability to notify users regarding the designated "approve by" date upon their being assigned a workflow step to complete, set forth as task completion |

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| ROW-017 | 2 | Right-of-Way | Workflow | Provide the ability to track and display the total elapsed time from the start to end of a workflow process, as well as the ability to display time remaining to action a workflow step and complete the entire workflow process based on the user-defined timelines for the individual process step and the entire process workflow. | Off the Shelf | | | Workflows | | Yes, Flairdocs, has the ability to track time metrics through a powerful reporting engine. Ad hoc reports are available for design by end users and can reflect the elapsed time from the start to end of a workflow process, as well as the remaining time in a workflow step and in the entire process workflow.<br><br>Through minor configurations to its current Workflow History pop-up, it can display the total elapsed time from the start to end of a workflow process, as well as the ability to display time remaining to action a workflow step and complete the entire workflow process based on the user-defined timelines for the individual process step and the entire process workflow. |
| ROW-018 | 2 | Right-of-Way | Workflow | Provide the ability to alert an individual assigned to a workflow step when an "approve by" date associated with completion of the workflow step has passed or is within a user-definable timeframe for completion. The method of alert is to | Off the Shelf | | | Admin: Notification Engine<br><br>My Profile<br><br>My Work Queue | | Yes, Flairdocs Notification Engine, works in-line with the Workflow Engine and triggers automated reminders to alert an individual assigned to a workflow step when an "approve by" date associated with completion of the workflow step has passed or is within a user-definable timeframe for completion.<br><br>Flairdocs also provides the ability for each individual user through their "My Profile" section to set how they would like to |

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| | | | | include both an email and a notification within the right-of-way solution. | | | | | | receive notifications. They can receive notifications either through email, or in their work queue, or in both places (email and work queue simultaneously).<br><br>Work Queue is the application task list with different tabs for the logged in user to notify them about Assignments, workflow tasks, and notifications/messages received. |
| ROW-019 | 2 | Right-of-Way | Workflow | Provide the ability to allow an authorized user to obtain a report of pending workflow steps or workflows which have not been completed within the targeted timeline. This report should have the ability to be filtered by process area (appraisal, negotiation, displacee relocation, utility relocation, and so forth) and by project. | Off the Shelf with Configuration | | | Ad-hoc report | Izenda | Yes, Flairdocs' intuitive ad-hoc reporting tool can provide the ability to allow an authorized user to obtain a report of pending workflow steps or workflows which have not been completed within the targeted timeline.<br><br>The view for ad-hoc reports can easily be configured from the application and the desired filters (such as based on process area) can easily be added. The required report can be generated any time from the system. |
| ROW-020 | 1 | Right-of-Way | Workflow | Provide the ability to create a monthly management report with summary statistics concerning performance against target milestones for completing work steps and workflow processes for the month and fiscal year | Off the Shelf with Configuration | | | Ad-hoc report | Izenda | Yes, Flairdocs intuitive ad-hoc reporting tool can provide the ability to create a monthly management report with summary statistics concerning performance against target milestones for completing work steps and workflow processes for the month and fiscal year to date.<br><br>The view for ad-hoc reports can easily be configured from the application and based |

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| | | | | to date. This report should have the ability to be filtered by process area (appraisal, negotiation, displacee relocation, utility relocation, and so forth) and by project. | | | | | | on the desired filters (such as based on process area) the required report can be generated any time from the system.<br><br>Additionally, the Izenda ad hoc reporting tool allows the user to set a recurring schedule for the report (such as monthly) to automatically be delivered to identified recipients. The report can be delivered via an embedded link in an email or as an attachment in a specific format, such as a PDF, Excel or Word. |
| ROW-021 | 1 | Right-of-Way | Workflow | Provide the ability to generate a report of all missed dates and delayed approvals for the month or fiscal year to date. This report should have the ability to be filtered by process area (appraisal, negotiation, displacee relocation, utility relocation, and so forth) and by project. | Off the Shelf with Configuration | | | Ad-hoc report | Izenda | Yes, Flairdocs intuitive ad-hoc reporting tool can provide the ability to generate a report of all missed dates and delayed approvals for the month or fiscal year to date.<br><br>The view for ad-hoc reports can easily be configured from the application and based on the desired filters (such as process area) the required report can be generated any time from the system. |
| ROW-022 | 1 | Right-of-Way | Workflow | Allow for electronic signatures to approve all system actions and the generation of all required notification letters. This electronic signature should be based on the user authenticating themselves to the | Off the Shelf | | | eSignature | DocuSign | Yes, Flairdocs allows for electronic signatures to approve all system actions and the generation of all required notification letters.<br><br>Flairdocs supports the use of digital signatures in two ways. In the admin -> User Management module a user's signature can be uploaded as a jpeg file. Upon approval of all system actions |

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| | | | | system through their login information. | | | | | | through a workflow, the system can allow the generation of all required notification letters with the embedded signature of the approving user.<br><br>If WVDOT desires an integration with DocuSign, all approved documents can be signed by sending it through a DocuSign process. Flairdocs integrates with DocuSign using a REST API provided by DocuSign. The system can route a document for signature/execution to internal or external parties (sequential or parallel mode), thereby making it legally binding by initiating a signing process and archiving the final version of the executed document in Flairdocs Document Management. An electronic signature can be captured directly on the mobile device or routed to the internal or external user for signature. Users can insert the signature using DocuSign through a touch screen or by using a stylus. This signature is then synchronized with the Flairdocs application. |
| ROW-023 | 1 | Right-of-Way | GIS Integration | Provide a full-featured GIS viewer within the right-of-way and utilities function which integrates with WVDOT's existing ESRI ArcGIS environment. | Off the Shelf | | | GIS Viewer | | Yes, Flairdocs provides a full-featured GIS viewer within the right-of-way and utilities function which integrates with WVDOT's existing ESRI ArcGIS environment.<br><br>Flairdocs' GIS viewer, GeoTrack, provides the ability to view and capture the information about maps and parcels involved in the land acquisition projects and surplus property by using ArcGIS REST |

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| | | | | | | | | | | services. The user can draw and save shapes on roadways and right-of-way parcels with the help of the built-in editor widget, which utilizes ArcGIS feature services. The user can review the parcel details of the captured spatial coordinates from the popup or information window in the Map Viewer. Parcels between Flairdocs and ESRI geospatial databases are mapped by a unique ID, whereby all the attribute information is exported to ESRI databases and displayed via color coding of the parcel to represent status of the acquisition process as well as a pop-up of parcel information.<br><br>Flairdocs has a robust integration to ESRI Online as well. Flairsoft has implemented ESRI ArcGIS integrations for over a decade now, and we are very confident in our ability to do the same for WVDOT.<br><br>Some of the other features of the Flairdocs GIS viewer include:<br><br>• Map Viewer: Displays geospatial data from ESRI ArcGIS server (10.x). The Flairdocs GIS viewer allows the user to view and identify Flairdocs linked features on the map.<br>• GIS Tools: Advanced search, interactive selection, buffer analysis.<br>• Searches and Geospatial Query: Users can run Buffer Searches on various layers of the map by drawing a line on the map |

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| | | | | | | | | | | and specifying a buffer width parameter.<br>• Real time interface: Any change in Flairdocs web application is available instantly in the GIS interface.<br>• Google Street view: Users can view google street view to identify the location's surroundings.<br>• Mobile Interface: Flairdocs Mobile app comes with a geolocation feature that allows users to pinpoint their current location and associate a GPS location at the time of uploading documents or searching nearby projects/parcels. |
| ROW-024 | 1 | Right-of-Way | GIS Integration | Provide the ability for users to utilize a GIS viewer within the right-of-way solution to view all project information such as the proposed alignment, ROW boundary, parcels, ownership, etc., including the ability to select a parcel and drill down into attribute information available. | Off the Shelf | | | GIS Viewer | | Yes, Flairdocs provides the ability for users to utilize a GIS viewer within the right-of-way solution to view all project information.<br><br>The GIS viewer provides concise and important details of data related to ROW parcels. Clicking on a parcel opens a popup which shows parcel details such as, ROW boundary, parcels, ownership, etc. and related hyperlinks which navigates users to the Flairdocs page with detailed information and associated documents for a parcel. |
| ROW-025 | 1 | Right-of-Way | GIS Integration | Provide the ability to display one or more parcels or required utility relocations on a project meeting specific user-defined criteria on a map from within the GIS viewer in the right- | Off the Shelf | | | GIS Viewer | | Yes, Flairdocs provides the ability to display one or more parcels or required utility relocations on a project meeting specific user-defined criteria on a map.<br><br>The GIS viewer comes with a built in "Flairdocs Search" tool that allows user to search for project/parcels by selecting |

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| | | | | of-way software solution. | | | | | | various filters such as including, project, parcel, landowner, area, etc. |
| ROW-026 | 1 | Right-of-Way | GIS Integration | Provide the ability to spatially map a specific parcel or utility relocation/railroad agreement or set of parcels or utility relocations/railroad agreement that meets a set of user-defined criteria from within the right-of-way and utilities functions of the right-of-way solution. While looking at a list of parcels or utility relocations or detailed information about an individual parcel or utility relocation, the user must be able to select "map" and see the location of the parcel or utility relocation displayed spatially by a GIS viewer within the right-of-way solution. | Off the Shelf | | | GIS Viewer | | Yes, Flairdocs provides the ability to spatially map a specific parcel or utility relocation/railroad agreement or set of parcels or utility relocations/railroad agreement that meet a set of user-defined criteria from within the right-of-way and utilities functions of the right-of-way solution.<br><br>The GIS viewer comes with a built in "Flairdocs Search" tool that allows users to search for project/parcels by selecting various filters. The search results are presented as a table in tabular format, overlaying the map. Upon selecting any single record from the results table, the feature is highlighted, and the viewer pans to the feature's location.<br><br>Additionally, layers can be managed in GeoTrack via the Layer Manager tool. Allowing users to turn a layer such as Utility Conflicts/Railroad coordination on or off for a more focused view. |
| ROW-027 | 1 | Right-of-Way | GIS Integration | Provide the ability to enter a set of selection criteria for any pre-defined report and request that the results be displayed spatially | Off the Shelf | | | Report > File Information report<br><br>GIS Viewer | | Yes, Flairdocs provides the ability to enter a set of selection criteria for any pre-defined report and request that the results be displayed spatially by a GIS viewer within the right-of-way solution. |

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| | | | | by a GIS viewer within the right-of-way solution. | | | | | | The "File Information" report available within the solution provides the capability to pull all the right of way data for a project. The report has links to GIS with each individual parcel/file to navigate to GeoTrack. Also, at the top for project a GIS link is available in the report which displays all the parcel results spatially through GIS viewer.<br><br>Additionally, GeoTrack has an advanced search feature that allows a user to draw a shape on the map and indicate what layers to be reflected in a report for all parcels that intersect with the drawn shape, such as a line. Currently, the report reflects the Project Name, Parcel #, Parcel Type (ex: Fee Simple Purchase with Relocation, etc.), Parcel Status (Appropriation, Closed, Authorization, Appraisal, etc.), Grantor, Highway Name/#, County Name and Region. |
| ROW-028 | 1 | Right-of-Way | GIS Integration | Provide the ability to enter a set of selection criteria for an ad-hoc query of parcel or utility relocation/railroad agreement information and request that the results be displayed spatially by the GIS viewer within the right-of-way and utilities function. | Off the Shelf with Configuration | | | Ad-Hoc report<br><br>GIS Viewer | Izenda | Yes, Flairdocs will provide the ability to enter a set of selection criteria for an ad-hoc query of parcel or utility relocation/railroad agreement information and request that the results be displayed spatially by the GIS viewer within the right-of-way and utilities function through a configurable ad-hoc report.<br><br>The ad-hoc report viewer within the solution provides the capability to pull right of way parcel data or utility relocation or railroad agreement data based on the |

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| | | | | | | | | | | entered parameters or filters for the report. The generated report will have a link to GIS to navigate to GeoTrack and display all the results spatially through GIS viewer. |
| ROW-029 | 1 | Right-of-Way | GIS Integration | Provide the ability to select a parcel or utility relocation/railroad agreement from a map in a GIS viewer within the right-of-way and utilities functions in the right-of-way solution and drill down to see detailed information about the parcel or utility relocation within the right-of-way solution. | Off the Shelf | | | GIS Viewer | | Yes, Flairdocs provides the ability to select a parcel or utility relocation/railroad agreement from a map in a GIS viewer within the right-of-way and utilities functions in the right-of-way solution and view its detailed information.<br><br>The GIS viewer provides concise and important details of data related to ROW parcels. Clicking on a parcel or utility relocation/railroad agreement opens a popup which shows its important details and related hyperlinks which navigates users to the Flairdocs page with detailed information and associated documents for a parcel or relocation/railroad agreement. |
| ROW-030 | 1 | Right-of-Way | GIS Integration | Provide the ability for the user to select an area of interest from within WVDOT's GIS application and request that all parcels, utility relocations or railroad agreements in that area meeting certain user-defined criteria stored in the right-of-way and utilities function be spatially displayed on a | Off the Shelf | | | GIS Viewer | | Flairdocs GIS viewer solution is equipped with an "Advanced Search" tool that allows users to build spatial queries and run interactive searches on the map by drawing several geometrical shapes e.g., line, polygon, circle, rectangle etc. Using these features, the user can easily select an area and can add various filters to filter the parcels, utility relocations or railroad agreements in that area.<br><br>The search results are presented as a table in tabular format on the lower portion of the screen, overlaying the map. The |

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| | | | | | | | | | | field is "Uneconomic Remnant". Through the embedded reporting engine is the capability to flag certain data with color coding or other flagging mechanisms if desired, but even filtering on the HBU code, a user can easily filter on those with a value of "Uneconomic Remnant". |
| ROW-083 | 1 | Right-of-Way | Appraisal | Provide the ability to enter, store, and display appraisals prepared and submitted by a property owner. | Off the Shelf | | | Module - Appraisal | | Yes, Flairdocs DOTTrack provides the ability to enter, store, and display appraisals prepared and submitted by a property owner.<br><br>Through the 'Appraisal' module, the solution provides the ability to track the process for Appraisal, where a user can monitor the status of different appraisals. Users can follow the Appraisal/Valuation process by viewing the dates (e.g., Appraisal Date, Appraisal Firm, Appraiser Name, Reviewer Firm, Reviewer Name, Inspection Date, Submitted Date, Appraisal Report Date, Review Due Date, etc.) entered for completion of various valuation tasks. By selecting a specific appraisal record in the grid, they can open and view the appraisal report attached to the record. |
| ROW-084 | 1 | Right-of-Way | Appraisal | Provide the ability to integrate with ProjectWise to support storing, linking and displaying all documents associated with an appraisal. | Off the Shelf with Configuration | | | Module - Appraisal | | Yes, Flairdocs DOTTrack provides the ability to integrate with ProjectWise to support storing, linking and displaying all documents associated with an appraisal.<br><br>Flairdocs DOTTrack has an out of the box integration with ProjectWise based on 10+ years of successful implementations of |

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| | | | | | | | | | | 'Legal Description' module. Then using the Appraisal module, a user needs to create to new appraisal assignment to create a new appraisal record, attached to the revised Legal Description. With the help of the embedded Appraisal Review Workflow, the new Appraisal record, created against the parcel will be reviewed and approved. All the created Appraisal records will be visible under the Appraisal grid, which lists the Description Date, Valuation Date and Review Date for easy identification of the various appraisal records. |
| ROW-082 | 1 | Right-of-Way | Appraisal | Provide the ability to enter, store, and display flagging a parcel, or part of a parcel, as a potential uneconomic remnant. | Off the Shelf | | | Module - Appraisal | | Yes, Flairdocs DOTTrack provides the ability to enter, store, and display flagging a parcel, or part of a parcel, as a potential uneconomic remnant.<br><br>The 'Appraisal' module allows the assigned appraisal reviewer to capture the specific amount of the uneconomic remnant in the Review Data panel. In the 'Legal Description' module the 'Rights to be Acquired' is specified for each Legal Description created for a parcel, along with the Parcel Number, Area of Taking, and Parcel APN and a checkbox is provided to indicated whether the described parcel is 'Excess'. The parcel and Legal Description information is provided in the Appraisal module for the assigned appraiser to perform a valuation study. The appraiser will give each parcel, split from the larger parcel an HBU Code. One of the selections available in this configurable drop-down |

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| | | | | | | | | | | Improvements, Net Damages and Other. They can also enter their report in a rich text Review Narrative field. The report is able to be generated based on populated data fields or uploaded, if it's prepared as an outside document and attached to the specific appraisal review record. |
| ROW-080 | 1 | Right-of-Way | Appraisal | Provide the ability to enter, store, and display the history of appraisals performed on a parcel by date. | Off the Shelf | | | Module - Appraisal | | Yes, Flairdocs DOTTrack through the Appraisal module provides the ability to enter, store, and display the history of appraisals performed on a parcel by date.<br><br>Through the 'Appraisal' module, the assigned appraiser and review appraiser can perform the necessary tasks and can store important information. All the captured information will be sent for review by various users via the embedded Appraisal Review Workflow. Multiple Appraisal records can be created by creating additional assignment. Only the latest recommended appraisal record will be used for further processing. All of the created Appraisal records will be visible under the Appraisal grid and the information can be retrieved by clicking on any given Appraisal record. |
| ROW-081 | 1 | Right-of-Way | Appraisal | Provide the ability to enter, store, and display changes underlying second and subsequent appraisals (such as changes to parcel size, and so on). | Off the Shelf | | | Module - Appraisal | | Yes, Flairdocs DOTTrack has the ability to enter, store, and display changes underlying second and subsequent appraisals (such as changes to parcel size, and so on).<br><br>First of all, the agent needs to revise the Legal Description of a parcel using the |

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| | | | | | | | | | | of names for the assignment, of DOT staff or Consultant staff with the qualifications to perform the review. Users are assigned roles based on their qualifications and thus the system returns the correct list of users for the assignment type. |
| ROW-078 | 2 | Right-of-Way | Appraisal | Provide the ability to notify the assigned staff member or consultant of the appraisal assignment through a system notification and email. | Off the Shelf | | | Module - Assignments | | Yes, Flairdocs DOTTrack has the ability to notify the assigned staff member or consultant of the appraisal assignment through a system notification and email.<br><br>Through the 'Assignments' screen, an authorized user can assign tasks to WVDOT staff member or consultant. Once the task is assigned, the notification or email is triggered and sent to the individual user. The notification provides a link to access the module where the task needs to be completed. |
| ROW-079 | 1 | Right-of-Way | Appraisal | Provide the ability to enter, store, and display system appraisal information. This includes all information tied to an appraisal, including parcel, appraisal date, appraiser, valuation, basis for valuation, review appraisers report, etc. | Off the Shelf | | | Module - Appraisal | | Yes, Flairdocs DOTTrack through the Appraisal module provides the ability to enter, store, and display system appraisal information.<br><br>Through the 'Appraisal' module, the assigned appraiser can perform the necessary tasks and can store important information such as Appraisal Date, Appraisal Firm, Appraiser Name, Reviewer Firm, Reviewer Name, Fair Market Value Conclusion, Appraisal Task Order, Appraisal Exchange Date, Inspection Date, Submitted Date, and Appraisal Report Date. The assigned review appraiser can break down the valuation in specific fields for Land, |

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| | | | | | | | | | | level land value and/or a conceptual estimate can be captured. As the project progresses, new estimate records can be created to retain initial information and compared to the final estimate. |
| ROW-076 | 1 | Right-of-Way | Appraisal | Provide the ability to assign the appraisal of a parcel to a WVDOT staff member or consultant. | Off the Shelf | | | Module - Assignments | | Yes, Flairdocs DOTTrack has the ability to assign the appraisal of a parcel to a WVDOT staff member or consultant<br><br>Through the 'Assignments' module, an authorized user can make an appraisal assignment for WVDOT staff member or any consultant. The user needs to specify the 'Assignment Type' as Appraisal or Appraisal Specialty. Depending upon the 'Assignment Type' selected, the system allows the user to select a Task Type such as Value Finding, Abbreviated, Strip, Before & After, Entire Take, etc. The assignment is further defined, based on role, with the purpose, date assigned and a due date. |
| ROW-077 | 1 | Right-of-Way | Appraisal | Provide the ability to assign a WVDOT staff member or consultant review appraiser to a parcel. | Off the Shelf | | | Module - Assignments | | Yes, Flairdocs DOTTrack has the ability to assign a WVDOT staff member or consultant review appraiser to a parcel.<br><br>Once the Appraisal or Appraisal Specialty assignment is created, an Appraisal Review or Appraisal Specialty Review can be assigned through the 'Assignments' module. The Appraisal or Appraisal Specialty assignment will automatically create a TBD Appraisal Review assignment attached to the Appraisal record. Since the user specified the specific Appraisal type to be reviewed, the system will provide a list |

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| ROW-075 | 1 | Right-of-Way | Parcel Information | Provide the ability to enter, store, and display track cost estimates for the acquisition of a parcel such as the types of costs (acquisition, relocation, etc.). This includes versioning, i.e., the ability to modify an existing cost estimate and retain the original version. All changes should be viewable along with the current cost estimate, such that details can be viewed by drilling down into older estimates. Access to this data should be restricted based on project and user role and responsibility. | Off the Shelf | | | Acquisition - - Estimate | | Yes, Flairdocs provides the ability to enter, store, and display track cost estimates for the acquisition of a parcel such as the types of costs (acquisition, relocation, etc.).<br><br>Flairdocs comes with the "Estimation" module that helps in estimating the cost for a project through various types of estimates such as Liaison, Scoping and Programming. The Programming estimate is the one that is used on the project as the final and based on which the funds are requested and encumbered.<br><br>The Programming Estimate will be the RW Project Cost Estimate, and it contains multiple line items detailing the cost estimate prepared. The application stores all the existing versions of the line items as well for comparing final estimates to actual costs. This module provides the capability to have separate estimates on each parcel, such as Land, Personnel, Relocation, Title, Demolition, Legal and Contingencies, etc.<br><br>Flairdocs' robust security model provides access for the authorized user to compare actual/final estimates and monitor final estimates to actual cost as the project progresses in real-time. Users that are not assigned the role with permission to edit the estimation data will either have read only rights or not see it at all, depending on the role(s) assigned to them. In the early stage an estimate can be based on high- |

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| | | | | type of interest being acquired (e.g., full ownership, temporary construction servitude, permanent drainage servitude, permanent ROW servitude, etc.). This should also identify and link to parcel tenants interest (e.g., lease hold interest). | | | | | | Flairdocs "Legal Description" module, through its 'Parcel' panel, provides the capability to track and record interest being acquired (e.g., full ownership, temporary construction servitude, permanent drainage servitude, permanent ROW servitude, etc.). for each sub-parcel. |
| ROW-074 | 1 | Right-of-Way | Parcel Information | Provide the ability to assign responsibility for each parcel or various functions for each parcel (such as appraisal and negotiation) to specific team members from the list of team members working on a particular project. | Off the Shelf | | | Acquisition - - Assignment | | Yes, Flairdocs, through its Assignment module, provides the ability to assign responsibility for each parcel or various functions for each parcel.<br><br>The Assignments module details all the task assignments made for a project and/or parcel. An authorized user, through the Assignment module can make parcel assignments via 'Assignment Type' either to internal staff or consultant. Each task has appropriate attributes including assignment type, assigned to, assigned date, start date, due date, complete date, performance rating, and comments.<br><br>The Assignment module sends a notification to each individual assigned to perform the work, including any specifics noted about the scope of the assignment. A user can receive assignment notices via mobile devices in real time. |

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| | | | | owner, displacees, assigned WVDOT staff, etc. | | | | | | but not limited to, such as project, parcel location, owner, displacees, assigned WVDOT staff, etc.<br><br>Flairdocs 'Search' screen is highly intuitive and offers common search functions such as exact words of exact phrase (full text), wild card characters and Boolean expressions (and, or). Users can either use individual search criteria or a combination of any of the available options. Search criteria can even be saved, thus avoiding the need to enter the fields again. |
| ROW-072 | 1 | Right-of-Way | Parcel Information | Provide the ability to split a parcel into multiple sub-parcels to define property interests being acquired and record tenant-owned interests to the parcel. For example, a parcel may have a restaurant, a mall, and/or an office building on it, requiring relocation payments to multiple tenants. | Off the Shelf | | | Acquisition:<br>- Legal Description (Parcel split functionality)<br>- Parcel Contacts<br>- Relocation | | Yes, Flairdocs provides the ability to split a parcel into multiple sub-parcels to define property interests being acquired and record tenant-owned interests to the parcel.<br><br>The Flairdocs "Legal Description" module allows the creation of multiple sub-parcels associated with a larger parcel or a file. Each sub-parcel is tracked individually, i.e., its total area, available area for acquisition and left-over area with the larger parcel.<br><br>Multiple contacts by parcel can be added to the Parcel Contacts panel under Parcel Info. Each contact can be assigned their own relocation record independent of other relocations. |
| ROW-073 | 1 | Right-of-Way | Parcel Information | Provide the ability to identify sub-parcel information for each project along with the | Off the Shelf | | | Acquisition:<br>- Legal Description | | Yes, Flairdocs provides the ability to identify sub-parcel information for each project along with the type of interest being acquired. |

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| | | | | area changes, or property type changes from residential to commercial, etc. | | | | | | the user with full flexibility to update data at any given point in the acquisition process without affecting other parcel work/details. For example, if an appraisal was done prior to a design change, a new appraisal record would be added so the original information was retained. |
| ROW-070 | 2 | Right-of-Way | Parcel Information | Provide the ability to integrate with the WVDOT CAD environment to allow linking to and displaying source data files associated with a parcel within the WVDOT CAD environment. | Off the Shelf with Configuration | | | | | Yes, Flairdocs provides the ability to integrate with the WVDOT CAD environment to allow linking to and displaying source data files associated with a parcel within the WVDOT CAD environment.<br><br>Flairdocs integrations support several methods of integration with external systems such as direct database integration, SOAP and/or REST API Web Services, spreadsheet/batch file imports/exports, integration via custom coding or middleware. These integrations can be implemented as single-directional or bi-directional as well as inbound/outbound as determined by WVDOT needs.<br><br>Based on the integration points and the information received from WVDOT team, the required integration will be configured as part of implementation. |
| ROW-071 | 1 | Right-of-Way | Parcel Information | Provide the ability to search for any parcel based on various user-defined criteria such as project, parcel location, | Off the Shelf | | | Search | | Yes, the Flairdocs "Search" module provides users with extensive search options and allows users to perform a search for any parcel by providing a number of filters to choose from including, |

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| ROW-068 | 2 | Right-of-Way | Parcel Information | Provide the ability to integrate with the WVDOT CAD environment to support automatic update of parcel data based on any changes to the right-of-way map, right-of-way map data and construction plans after the parcel has been defined in the right-of-way and utilities function. | Off the Shelf with Configuration | | | | | Yes, Flairdocs provides the ability to integrate with the WVDOT CAD environment to support automatic update of parcel data based on any changes to the right-of-way map, right-of-way map data and construction plans after the parcel has been defined in the right-of-way and utilities function.<br><br>Flairdocs integrations support several methods of integration with external systems such as direct database integration, SOAP and/or REST API Web Services, spreadsheet/batch file imports/exports, integration via custom coding or middleware. These integrations can be implemented as single-directional or bi-directional as well as inbound/outbound as determined by WVDOT needs.<br><br>Based on the integration points and the information received from WVDOT team, the required integration will be configured as part of imK71plementation. |
| ROW-069 | 2 | Right-of-Way | Parcel Information | Provide the ability to maintain all work that has been done on a parcel prior to the parcel being revised due to plan modifications. For example, a parcel may be modified due to ownership changes, | Off the Shelf | | | Acquisition:<br>-Legal Description<br>-Valuation<br>-Offer Negotiation | | Yes, Flairdocs provides the ability to maintain all work that has been done on a parcel prior to the parcel being revised due to plan modifications. For example, a parcel may be modified due to ownership changes, area changes, or property type changes from residential to commercial, etc.<br><br>Flairdocs is designed in a way that provides |

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| | | | | | | | | | | Residential," "Personal Property Only" or "Sign." |
| ROW-066 | 1 | Right-of-Way | Parcel Information | Provide the ability to enter, store, and display other free-form descriptive information about the parcel. | Off the Shelf | | | Acquisition:<br>- Parcel Info | | Yes, the Flairdocs "Parcel Info" module provides the full capability to enter, store and display other free-form descriptive information about the parcel through a "Notes" field on the Parcel Information panel. The available "Notes" field is a text editor providing all ME Word features to add descriptive information about the property or the file/parcel. |
| ROW-067 | 1 | Right-of-Way | Parcel Information | Provide the ability to integrate with the WVDOT CAD environment when a parcel is initially set-up to import the ownership index, right-of-way plan sheets, right-of-way map data, and construction plan sheets and store and link this data to the appropriate parcel. | Off the Shelf with Configuration | | | | | Yes, Flairdocs provides the ability to integrate with the WVDOT CAD environment when a parcel is initially set-up to import the ownership index, right-of-way plan sheets, right-of-way map data, and construction plan sheets and store and link this data to the appropriate parcel.<br><br>Flairdocs integrations support several methods of integration with external systems such as direct database integration, SOAP and/or REST API Web Services, spreadsheet/batch file imports/exports, integration via custom coding or middleware. These integrations can be implemented as single-directional or bi-directional as well as inbound/outbound as determined by WVDOT needs.<br><br>Based on the integration points and the information received from WVDOT team, the required integration will be configured as part of implementation. |

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| | | | | | | | | | | 'Petitioner'<br>'Respondent'<br>'Independent Executor/Executrix'<br>'Affiant'<br>'Name of Deceased'<br>'Heirs'<br>'Grantor'<br>'Grantee'<br>'Notes"<br><br>The executor's contact information will be stored under the File Contacts panel; |
| ROW-064 | 1 | Right-of-Way | Parcel Information | Provide the ability to enter, store, and display decedent's date and place of death and a list of heirs and contact information in scenarios where the property was inherited and there is no valid will. | Off the Shelf | | | Acquisition:<br>- Title Information | | Yes, Flairdocs "Title Information" module provides the ability to enter data listed in response to Requirement ROW-063.<br><br>The 'Notes' field is provided to add details such as the date and place of death. The heirs are listed in the 'Heirs' field. The heirs contact information is entered in the 'File Contacts' Panel. |
| ROW-065 | 1 | Right-of-Way | Parcel Information | Provide the ability to enter, store, and display potential parcel displacee (relocation) information. | Off the Shelf | | | Acquisition:<br>- Parcel Info | | Yes, the Flairdocs "Parcel Info" module via the 'Parcel Contacts' panel provides the capability to record all the potential displacees for a parcel including but not limited to, current owners, tenants, and businesses.<br><br>Once the contact is entered, a user can indicate whether relocation is required or not. Upon selecting "Yes" for 'Relocation Required,' Flairdocs provides options to categorize it further as "Residential," Non- |

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| ROW-062 | 1 | Right-of-Way | Parcel Information | Provide the ability to enter, store, and display the grantor; grantee; date of deed; deed book and page; declaration of value; magisterial district; tax map and parcel if the property was obtained by the current owner by deed. | Off the Shelf | | | Acquisition:<br>- Title Information | | Yes, the Flairdocs 'Title Information' module provides the ability to enter, store, and display the grantor; grantee; date of deed; deed book and page; declaration of value; magisterial district; tax map and parcel if the property was obtained by the current owner by deed.<br><br>Flairdocs also provides a one-to-many grid for the instance of more than one deed vesting 100% of ownership in the parcel. Flairdocs provides the ability to capture details of the entire chain of title in the grid or only the vesting deed(s) and upload the entire title package, based on WVDOT business process needs. |
| ROW-063 | 1 | Right-of-Way | Parcel Information | Provide the ability to enter, store, and display from whom property was inherited; they will book and page; the executor of the estate; the executor's contact information; the previous deed including deed book and page and date the deed was transferred for property which was inherited and for which there was a valid will. | Off the Shelf | | | Acquisition:<br>- Title Information | | Yes, Flairdocs "Title Information" module provides the ability to enter, store, and display from whom property was inherited; the will book and page; the executor of the estate; the previous deed including deed book and page and date the deed was transferred for property which was inherited and for which there was a valid will, under the various panels of Title Information module including but not limited to -<br><br>'Type of Instrument'<br>Cause No.'<br>'Volume/Book'<br>'Page'<br>'Document Number'<br>'Executed Date'<br>'Recorded Date' |

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| | | | | information for the lessee and the date of the expiration of the lease. | | | | | | lessee and the date of the expiration of the lease. |
| ROW-060 | 1 | Right-of-Way | Parcel Information | Provide the ability to enter, store, and display parcel tenant information including name and contact information, whether there is a lease, the beginning and ending dates of the lease, whether there is an option to renew, whether there is any tenant owned improvements and a description of these improvements. | Off the Shelf | | | Acquisition:<br>- File Contacts<br>- Project Related PM | | Yes, Flairdocs provides the ability to enter, store, and display parcel tenant information.<br><br>The "File Contacts" panel allows users to record all the information of tenants. The system provides the capability to add multiple tenant records against a single file/parcel.<br><br>The "Rental/Lease" panel in the "Project Related PM" module allows the user to monitor the lease/rental agreements Start and End Date with a notes field to capture whether there is an option to renew, whether there is any tenant owned improvements and a description of the improvements. |
| ROW-061 | 1 | Right-of-Way | Parcel Information | Provide the ability to enter, store, and display the method by which ownership of the property was obtained by the current owner. | Off the Shelf | | | Acquisition:<br>-Title Information | | Yes, Flairdocs 'Title' module provides the ability to enter, store, and display the method by which the ownership of the property was obtained by the current owner.<br><br>Flairdocs "Title" module allows authorized user to record details on how the current owner got the ownership via the 'File Contacts' where each owner is listed along with the details on how the title was obtained. |

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| | | | | | | | | | | or bi-directional as well as inbound/outbound as determined by WVDOT needs.<br><br>Based on the integration points and the information received from WVDOT team, the required integration will be configured as part of implementation. |
| ROW-058 | 1 | Right-of-Way | Parcel Information | Provide the ability to enter, store, and display other parcel information including type of property (residential/commercial); types of utilities; and whether there are cemetery burial sites, underground storage or septic systems on the property, and a description of these if they are on the property. | Off the Shelf | | | Acquisition:<br>- Parcel Info | | Yes, Flairdocs provides the ability to enter, store, and display other parcel information including type of property (residential/commercial); types of utilities; and whether there are cemetery burial sites, underground storage or septic systems on the property, and a description of these if they are on the property.<br><br>In the Parcel Information panel the user can select the 'Property Type' from a WVDOT configurable dropdown value. Additionally, under the 'Utilities' dropdown the user can indicate the type of utilities servicing the property and in the 'Sub-Surface Property Features' dropdown, the user can select whether there is a Septic System, Burial Site, Underground Storage. This too, is a WVDOT configurable dropdown field should other circumstances arise that are not covered by the current values. |
| ROW-059 | 1 | Right-of-Way | Parcel Information | Provide the ability to enter, store, and display information about oil, gas or coal leases including contact | Off the Shelf | | | Acquisition:<br>- Project Related PM | | Yes, Flairdocs "Rental/Lease" panel in the "Project Related PM" module provides the ability to enter, store, and display information about oil, gas or coal leases including contact information for the |

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| ROW-055 | 1 | Right-of-Way | Parcel Information | Provide the ability to enter, store, and display liens including deeds of trust, vendor liens, judgment liens, etc. | Off the Shelf | | | Acquisition:<br>- Title, Office Title Reports | | Yes, the Flairdocs Title tab provides the ability to enter, store, and display liens including deeds of trust, vendor liens, judgment liens, etc. for a Title record.<br><br>The "Office Title Reports" panel allows for all the interests identified in the title report to be entered as individual line items and cleared individually. |
| ROW-056 | 1 | Right-of-Way | Parcel Information | Provide the ability to enter, store, and display title research reports in the system. | Off the Shelf | | | Acquisition:<br>- Title | | Yes, Flairdocs provides the ability to enter, store, and display title research reports in the system through the "PTR/Exceptions/Clearance" panel in the Title tab.<br><br>The "PTR/Exceptions/Clearance" panel provides the capability to record the type of title report, notes, and information about the title company. There is a section to upload documents directly associated to each title research report. Additional records may be added for every new title research report requested. |
| ROW-057 | 1 | Right-of-Way | Parcel Information | Provide the ability to integrate with ProjectWise to link to, store and display title research reports. | Off the Shelf with Configuration | | | | | Yes, Flairdocs provides the ability to integrate with ProjectWise to link to, store and display title research reports.<br><br>Flairdocs integrations support several methods of integration with external systems such as direct database integration, SOAP and/or REST API Web Services, spreadsheet/batch file imports/exports, integration via custom coding or middleware. These integrations can be implemented as single-directional |

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| | | | | | | | | | | files/parcels and select the specific one they are looking for. Also, users can search through GIS, locate the required file/parcel on map and directly navigate to the record from the map. |
| ROW-053 | 1 | Right-of-Way | Parcel Information | Provide the ability to enter, store, and display parcel ownership information including owner names, spouses of owners, address, daytime/evening phone numbers (home, work, and mobile), email address, and the name in which taxes are assessed. | Off the Shelf | | | Acquisition:<br>- File Contacts | | Yes, Flairdocs "File Contacts" panel provide the ability to enter, store, and display parcel ownership information including owner names, spouses of owners, address, daytime/evening phone numbers (home, work, and mobile), email address, and the name in which taxes are assessed.<br><br>The panel allows the user to record all the information of a contact including type (owner, renter/lessee, attorney, agent, etc.), name, address and contact details. Flairdocs does not limit the number of contact types associated to a parcel and allows WVDOT to add contact types as needed to the configurable dropdown list. |
| ROW-054 | 1 | Right-of-Way | Parcel Information | Provide the ability to enter, store, and display identification of multiple ownership interests in a parcel (e.g., surface rights, mineral rights, and so forth). | Off the Shelf | | | Acquisition:<br>- File Contacts | | Yes, Flairdocs provides the ability to enter, store, and display identification of multiple ownership interests in a parcel (e.g., surface rights, mineral rights, and so forth)<br><br>The Flairdocs "File Contact" panel allows multiple owners to be added to a single parcel/file. The specific ownership interests would be indicated in the Notes field, and multiple Offers would be made to each owner specifying the amount owed to them based on their retained right. |

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| | | | | description information. | | | | | | provides a way to define or accurately pinpoint where the property is located. Along with it, parcel definition and details, Area of Acquisition, Rights to be Acquired and other Addendum details are recorded. This module includes workflow approval as well as tracking revisions of the legal description. Users can enter Map Details, County, Township/District, Quarter Section, Section, Township/Range, Survey, Abstract, Portion, Share, Lot, Block, Subdivision, GIS Identifier, Tax Related Information, Addendum and Parcel Info. |
| ROW-051 | 1 | Right-of-Way | Parcel Information | Provide the ability to enter, store, and display parcel location information in various formats (examples: geospatial coordinates, physical address, station & offset) | Off the Shelf | | | Acquisition:<br>- Parcel Info | | Yes, Flairdocs provides the ability to enter, store, and display parcel location information in various formats (examples: geospatial coordinates, physical address, station & offset).<br><br>The "Parcel Information" panel consists of a dedicated "Property Location Information" section to enter the location information of the parcel including but not limited to - latitude; longitude; street address, city, village, state, county, zip for the physical address; begin & end engineering stations; highways approaching; zoning; and region. |
| ROW-052 | 1 | Right-of-Way | Parcel Information | Provide the ability to locate a parcel using multiple coordinate systems (address, geospatial coordinates, etc.). | Off the Shelf | | | Search | | Yes, the Flairdocs 'Search' module provides the ability to locate a parcel using multiple coordinate systems (address, geospatial coordinates, etc.).<br><br>Users can type in the search criteria several data fields, narrowing the list of |

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| ROW-048 | 1 | Right-of-Way | Project Information | Provide the ability to add and maintain non-employee resources such as consultant appraisers and right-of-way agents to be added to a project-specific distribution list. | Off the Shelf | | | Admin:<br>- User Management<br><br>Acquisition:<br>- Assignment | | Yes, Flairdocs provides the ability to add and maintain non-employee resources such as consultant appraisers and right-of-way agents to be added to a project-specific distribution list.<br><br>An authorized user through the "User Management" module can easily add non-employee resources by checking the "Contractor" checkbox. Once added, the user can then assign project/parcel tasks to the consultant using the "Assignment" module. |
| ROW-049 | 1 | Right-of-Way | Parcel Information | Provide the ability to enter, store, and display multiple potential parcels for acquisition on each project. | Off the Shelf | | | Acquisition:<br>-<br>Inspection/Liaison Parcels | | Yes, Flairdocs provides the ability to enter, store, and display multiple potential parcels for acquisition on each project.<br><br>Flairdocs does not limit the number of parcels associated to a project and allows adding parcels as needed.<br><br>Flairdocs has a tab called "Inspection/Liaison Parcels" to enter potential parcels prior to a decision being made of which parcels the project needs. All of the early information can be entered here and then copied to the corresponding File Parcel to prevent redundant entering the same data twice. |
| ROW-050 | 1 | Right-of-Way | Parcel Information | Provide the ability to enter, store, and display legal descriptions of parcels and other supplemental | Off the Shelf | | | Acquisition:<br>- Legal Description | | Yes, Flairdocs provides the ability to enter, store, and display legal descriptions of parcels and other supplemental description information.<br><br>The Flairdocs "Legal Description" module |

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| | | | | addresses, and agency unit or organization information (WVDOT HQ/District, company name for consultants, etc.). These distribution lists will be specific for each project. | | | | | | and the triggered notification would only be routed to the respective individual lying within the group. This group could be a list of internal users or external users depending upon the type of group configured through Notification Configuration screen under Admin control. The configured recipient list or the distribution list includes user's names, email address, roles, assigned roles on project/files, etc. This distribution list is also specific to a project. |
| ROW-047 | 1 | Right-of-Way | Project Information | Provide the ability to integrate with the wvOASIS HRM system to support/validate the creation and maintenance of a project specific distribution list. | Off the Shelf with Configuration | | | | | Yes, Flairdocs provides the ability to integrate with the wvOASIS HRM system to support/validate the creation and maintenance of a project specific distribution list.<br><br>Flairdocs integrations support several methods of integration with external systems such as direct database integration, SOAP and/or REST API Web Services, spreadsheet/batch file imports/exports, integration via custom coding or middleware. These integrations can be implemented as single-directional or bi-directional as well as inbound/outbound as determined by WVDOT needs.<br><br>Based on the integration points and the information received from WVDOT team, the required integration will be configured as part of implementation. |

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| ROW-045 | 1 | Right-of-Way | Project Information | Provide the ability to export information from the right-of-way solution to HUB to update milestone dates based on changes to dates for individual parcels and so on, which may impact overall dates in the right-of-way phase. | Off the Shelf with Configuration | | | | | Yes, Flairdocs provides the ability to export information from the right-of-way solution to HUB to update milestone dates based on changes to dates for individual parcels.<br><br>Flairdocs integrations support several methods of integration with external systems such as direct database integration, SOAP and/or REST API Web Services, spreadsheet/batch file imports/exports, integration via custom coding or middleware. These integrations can be implemented as single-directional or bi-directional as well as inbound/outbound as determined by WVDOT needs.<br><br>Based on the integration points and the information received from WVDOT team, the required integration will be configured as part of implementation. |
| ROW-046 | 1 | Right-of-Way | Project Information | Provide the ability to define and maintain multiple distribution lists of project participants; these distribution lists will include names, email | Off the Shelf | | | Admin:<br>-Notification Configuration | | Yes, Flairdocs Notification Configuration module provides full capability to define and maintain multiple distribution lists of project participants.<br><br>The recipient list or the distribution list can easily be configured to a group of users |

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| | | | | | | | | | | of the .NET platform including, but not limited to, REST/XML web services, Flat File processing, Amazon S3, Amazon SQS, or direct connection to ODBC and ADO.NET relational data sources. Jobs can be triggered on a recurring schedule, or via system events, such as the creation of a specific type of record or the update of a field. Additionally, jobs can also be triggered by events generated from Flairdocs integrated workflow engine. Flairsoft will create integration jobs which will sync data with the external systems and services.<br><br>Based on the integration points and the information received from the WVDOT team, the required integration will be configured as part of the implementation. |
| ROW-044 | 1 | Right-of-Way | Project Information | Provide the ability to export project status updates from the right-of-way software solution into HUB to update project information that has been added/modified within the right-of-way acquisition function. | Off the Shelf with Configuration | | | | | Yes, Flairdocs provides the ability to export project status updates from the right-of-way software solution into HUB to update project information that has been added/modified within the right-of-way acquisition function.<br><br>Flairdocs integrations support several methods of integration with external systems such as direct database integration, SOAP and/or REST API Web Services, spreadsheet/batch file imports/exports, integration via custom coding or middleware. These integrations can be implemented as single-directional or bi-directional as well as |

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| | | | | | | | | | | Flairdocs also comes with a role- based security through which the rights are established for all WVDOT user roles and users are assigned a role in the User Management module. A user can be granted one or more roles in the system. This role-based security allows WVDOT to control what a user can have access to in the system down to the panel level. The permissions for every tab and panel in the system will be set to Read, Write or No Access. This capability will allow WVDOT to protect the access to the Estimates. |
| ROW-043 | 1 | Right-of-Way | Project Information | Integrate with WVDOT HUB and/or wvOASIS to obtain and support tracking of actual acquisition costs for a project based on acquisition activity. | Off the Shelf with Configuration | | | | | Yes, Flairdocs, via the automation engine and integration APIs can obtain and support tracking of actual acquisition costs from WVDOT HUB and/or wvOASIS application. The automation engine is an out of box feature, but the specific job configuration requires configuration as this is a WVDOT specific data source.<br><br>Flairdocs comes off the shelf with a powerful automation and scheduling engine, which allows custom integration components or jobs to be added as part of the configuration of the system. Jobs can be scheduled or event-based, allowing integration to happen as a batch process or as a real-time response to system events. Each job is implemented as a .NET class (C# or VB.NET), implementing a Flairdocs specific job interface. As such, the integration points can utilize the full power |

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| | | | | cost estimates for the individual parcels. | | | | | | is the one that is used on the project and can be updated based on scope and design changes.<br><br>The Programming Estimate will be the RW Project Cost Estimate and it contains multiple line items detailing the cost estimate prepared as whole for a project or if needed each individual parcel estimation is recorded separately. Depending on the needs of the project, estimates can be very detailed at a parcel level.<br><br>The application stores all the existing versions of the line items as well for comparing final estimates to actual costs. This module provides the capability to have separate line-item estimates on each parcel, such as Land, Personnel, Relocation, Title, Demolition, Legal and Contingencies, etc. |
| ROW-042 | 1 | Right-of-Way | Project Information | Provide the ability to maintain a history of right-of-way cost estimates for a project. All changes should be displayed below the current cost estimate, such that details can be viewed by clicking on/selecting the old estimates. Access is to be restricted based on project and user's role and responsibility. | Off the Shelf | | | Acquisition:<br>- Estimate<br><br>Ad-hoc report | Izenda | Yes, Flairdocs provides the ability to maintain a history of right-of-way cost estimates for a project.<br><br>Flairdocs comes with the "Estimation" module that helps in estimating the cost for a project through various types of estimates such as Liaison, Scoping and Programming. The Programming estimate is the one that is used on the project and can be updated based on scope and design changes. There is no limit to the number of estimates that can be created and stored in the system for comparison. |

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| | | | | | | | | | | field. Additionally, jobs can also be triggered by events generated from Flairdocs integrated workflow engine. Flairsoft will create integration jobs which will sync data with the external systems and services.<br><br>Based on the integration points and the information received from WVDOT team, the required integration will be configured as part of implementation. |
| ROW-040 | 1 | Right-of-Way | Project Information | Provide the ability to allow for update based on user-defined business rules of certain right-of-way, utility relocation and railroad related project information in the right-of-way and utilities solution, while restricting the ability to update most project information for which HUB is the system of record. | Off the Shelf with Configuration | | | Admin:<br>-Business Rules Configuration | | Yes, Flairdocs will provide the ability to allow for update based on user-defined business rules of certain right-of-way, utility relocation and railroad related project information in the right-of-way and utilities solution through custom business rule configuration under Admin > Business Rule Configuration panel.<br><br>When configured as a business rule, the HUB data pulled through integration will be restricted from updates and will remain in read-only fashion in the application. |
| ROW-041 | 1 | Right-of-Way | Project Information | Provide the ability to capture and store right-of-way acquisition cost estimates for a project. These cost estimates should be able to be entered project-level or based on a roll-up of | Off the Shelf | | | Acquisition:<br>- Estimate | | Yes, Flairdocs provides the ability to capture and store right-of-way acquisition cost estimates for a project.<br><br>Flairdocs comes with the "Estimation" module that helps in estimating the cost for a project through various types of estimates such as Liaison, Scoping and Programming. The Programming estimate |

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| | | | | | | | | | | will sync data with the external systems and services.<br><br>Based on the integration points and the information received from WVDOT team, the required integration will be configured as part of implementation. |
| ROW-039 | 1 | Right-of-Way | Project Information | Integrate with the WVDOT HUB application to obtain updates to project information. | Off the Shelf with Configuration | | | | | Yes, Flairdocs, via the automation engine and integration APIs can obtain updates to project information from WVDOT HUB application. The automation engine is an off the shelf feature, but the specific job requirements require configuration as this is a WVDOT specific data source.<br><br>Flairdocs comes out-of-the-box with a powerful automation and scheduling engine, which allows custom integration components or jobs to be added as part of the customization of the system. Jobs can be scheduled or event-based, allowing integration to happen as a batch process or as a real-time response to system events. Each job is implemented as a .NET class (C# or VB.NET), implementing a Flairdocs specific job interface. As such, the integration points can utilize the full power of the .NET platform including, but not limited to, REST/XML web services, Flat File processing, Amazon S3, Amazon SQS, or direct connection to ODBC and ADO.NET relational data sources. Jobs can be triggered on a recurring schedule, or via system events, such as the creation of a specific type of record or the update of a |

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| | | | | | | | | | | team, the required integration will be configured as part of the implementation. |
| ROW-038 | 1 | Right-of-Way | Project Information | Integrate with the WVDOT HUB application to establish/open the right-of-way and utilities phase of a construction project, bringing available project identification and attribute information from HUB and populating the right-of-way solution. | Off the Shelf with Configuration | | | | | Yes, Flairdocs, via the automation engine and integration APIs can import project identification and attribute information from WVDOT HUB application. The automation engine is an off the shelf feature, but the specific job configuration requires configuration as this is a WVDOT specific data source.<br><br>Flairdocs comes out-of-the-box with a powerful automation and scheduling engine, which allows custom integration components or jobs to be added as part of the customization of the system. Jobs can be scheduled or event-based, allowing integration to happen as a batch process or as a real-time response to system events. Each job is implemented as a .NET class (C# or VB.NET), implementing a Flairdocs specific job interface. As such, the integration points can utilize the full power of the .NET platform including, but not limited to, REST/XML web services, Flat File processing, Amazon S3, Amazon SQS, or direct connection to ODBC and ADO.NET relational data sources. Jobs can be triggered on a recurring schedule, or via system events, such as the creation of a specific type of record or the update of a field. Additionally, jobs can also be triggered by events generated from Flairdocs integrated workflow engine. Flairsoft will create integration jobs which |

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| | | | | | | | | | | the required integration will be configured as part of implementation. |
| ROW-037 | 1 | Right-of-Way | Forms Management | Integrate with ProjectWise to allow a user to obtain a list of forms/document from within the right-of-way solution that are stored in ProjectWise meeting certain user-defined criteria and then support retrieval of each letter/form selected by the user for viewing/printing. | Off the Shelf with Configuration | | | | | Yes, Flairdocs can integrate with ProjectWise to allow a user to obtain a list of forms/document from within the right-of-way solution that are stored in ProjectWise meeting certain user-defined criteria and then support retrieval of each letter/form selected by the user for viewing/printing.<br><br>Flairdocs integrations supports several methods of integration with external systems such as direct database integration, SOAP and/or REST API Web Services, spreadsheet/batch file imports/exports, integration via custom coding or middleware. These integrations can be implemented as single-directional or bi-directional as well as inbound/outbound as determined by WVDOT needs.<br><br>Flairdocs comes off the shelf with a powerful automation and scheduling engine, which allows custom integration components or jobs to be added as part of the customization of the system. Jobs can be scheduled or event-based, allowing integration to happen as a batch process or as a real-time response to system events.<br><br>Based on the integration points and the information received from the WVDOT |

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| | | | | system and the various parameters included in the letter to allow re-generation within the right-of-way system of a copy of the letter if required. | | | | | | way system of a copy of the letter if required. The Document Grid allows a user to re-generate the letter, and in the document metadata indicate that the document is a copy of the original letter for clarity.<br><br>Each document grid allows the user to:<br>- Open the latest version of the document<br>- Upload a new version of the document<br>- Generate a new version of the document<br>- View and open specific versions of the document<br>- View and edit metadata attributes<br>- Email the document<br>- Print the document |
| ROW-036 | 1 | Right-of-Way | Forms Management | Integrate with ProjectWise to store the actual letter generated by the system. | Off the Shelf with Configuration | | | | | Yes, Flairdocs provides the ability to Integrate with ProjectWise to store the actual letter generated by the system.<br><br>Flairdocs integrations support several methods of integration with external systems such as direct database integration, SOAP and/or REST API Web Services, spreadsheet/batch file imports/exports, integration via custom coding or middleware. These integrations can be implemented as single-directional or bi-directional as well as inbound/outbound as determined by WVDOT needs.<br><br>Based on the integration points and the information received from WVDOT team, |

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| | | | | | | | | | | triggered or recurrence set to look for the condition in the notification can be adjusted by WVDOT. Additionally, WVDOT can configure the message that goes to recipients and select the recipients to receive the notification. |
| ROW-034 | 1 | Right-of-Way | Forms Management | Provide the ability to generate letters with the appropriate letterhead/logo and contact information based on the location of the assigned appraiser and/or right-of-way agent. Depending on the assigned team member, this would be by central office, district office, or consultant. | Off the Shelf | | | Document Generation > MS Word Plugin | | Yes, Flairdocs provides the ability to generate letters with the appropriate letterhead/logo and contact information based on the location of the assigned appraiser and/or right-of-way agent.<br><br>Flairdocs includes an extremely powerful "Document Generation" engine integrated with a Microsoft Word plugin. Form templates are created directly in Microsoft Word with replaceable placeholders defined via the Microsoft Word plugin developed by Flairsoft. Users can tag replaceable placeholders in document templates using the add-in and apply formatting in Word using WVDOT terminology.<br><br>The specific letterhead/logo and contact information can be based on the assigned appraiser and/or right-of-way agent and use the associated central office, district office or consultant based on the specific the assigned user. |
| ROW-035 | 1 | Right-of-Way | Forms Management | Provide the ability to store the date each letter or form was requested and generated by the | Off the Shelf | | | Document Generation > MS Word Plugin | | Yes, Flairdocs provide the ability to store the date each letter or form was requested and generated by the system and the various parameters included in the letter to allow re-generation within the right-of- |

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| | | | | also have the ability for manual entry based on user-specified parameters (e.g., project name, parcel, property owner, utility company, utility company contact, and so on). | | | | | | users can create, upload a new version, modify an existing version, or even remove a version of a template document. All template content is editable using MS Word and Flairsoft has created our own MS Word plugin for inserting tags which are replaced by database content during document generation. These steps are performed by an administrative user using SQL, however any admin user with the Word plugin can copy and paste previously written tags any paste them into a template as needed. Thus, no technical skill is needed.<br><br>Through our "Template Launch Points" panel, the location within the system from which the template can be generated can be specified. Also, the output formation of Word or Pdf is managed in the Template settings. Thus, if needed the template can be generated in Word, allowing an authorized user to edit after generating. |
| ROW-033 | 1 | Right-of-Way | Forms Management | Provide the ability to create various pre-defined WVDOT forms and notification letters based on user-defined triggers or business events. | Off the Shelf | | | Admin:<br>-Notification Configuration<br>-Template Generation | | Yes, Flairdocs configurable Notification engine and Document Generation engine works in line with a scheduler providing the ability to create various pre-defined WVDOT forms and notification letters based on user-defined triggers or business events.<br><br>The Notifications created through the application interface could be of two variants either "Time-based" or "Event-based". The scheduler-based event |

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| | | | | map within WVDOT's GIS solution. | | | | | | results can be exported to Excel, KMS, KMZ or a Shapefile. Upon selecting any single feature from the results table, the feature is highlighted, and the viewer pans to the feature's location. |
| ROW-031 | 1 | Right-of-Way | GIS Integration | Provide the ability to select one or more parcels, utility relocations or railroad agreements from a map within an area displayed in the WVDOT GIS application and drill down to see the detailed information about the specific parcel or parcels within the right-of-way solution. | Off the Shelf | | | GIS Viewer | | Flairdocs GIS viewer, GeoTrack is equipped with an "Advanced Search" tool that allows users to build spatial queries and run interactive searches on the map by drawing several geometrical shapes e.g., line, polygon, circle, rectangle etc. Using these features, the user can easily select an area and can add various filters to filter down the parcels, utility relocations or railroad agreements in that area.<br><br>After the search is complete, the user can then click on a specific parcel or utility relocation/railroad agreement to open a popup to view its information and link, which navigates users to the Flairdocs page with detailed information and associated documents for a parcel or relocation/railroad agreement. |
| ROW-032 | 1 | Right-of-Way | Forms Management | Provide the ability to define, store and auto-populate templates for various forms and letter templates which are used in the various right-of-way/utilities/railroads processes. The system should have the ability to auto-populate, but | Off the Shelf | | | Admin:<br>- Templates and Clause Maintenance | | Yes, Flairdocs provides the ability to define, store and auto-populate templates for various forms and letter templates which are used in the various right-of-way/utilities/railroads processes.<br><br>Flairdocs Templates and Clause Maintenance feature under the Administration module is used to upload, manage and/or delete the standard forms templates in the solution. Only authorized |

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| | | | | | | | | | | similar interfaces with DOTs and other customers. Flairdocs DOTTrack supports the CMIS standard (Content Management Interoperability Services) and can be integrated with any in-house document management system that WVDOT has, such as ProjectWise. Flairdocs DOTTrack has a smart document management engine that allows you to attach/upload many types of documents. |
| ROW-085 | 1 | Right-of-Way | Appraisal | Provide the ability to notify the assigned appraisal reviewer automatically/electronically via a workflow when appraisal information has been entered into the system | Off the Shelf | | | Module - Appraisal | | Yes, Flairdocs DOTTrack has the ability to notify the assigned review appraiser automatically/electronically via a workflow when appraisal information has been entered into the system.<br><br>Flairdocs has a powerful workflow engine to support all the appraisal processes. Workflow reviewers at every step can provide comments, attach documents and indicate the approval or rejection with any notes about revisions required. If revisions are needed by the appraiser, the reviewer can move the workflow back to the appraiser. The workflow engine works in-line with the notification engine. Through the Flairdocs workflow engine, the user is not only notified of a workflow step assigned to them, they can be prompted to complete a missing step or load a specific document before moving the workflow to the next step. |
| ROW-086 | 1 | Right-of-Way | Appraisal | Provide the ability to document the review appraisal including the | Off the Shelf | | | Module - Appraisal | | Yes, Flairdocs DOTTrack provides the ability to document the review appraisal including the approval or disapproval of the |

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| | | | | approval or disapproval of the appraisal along with any comments. | | | | | | appraisal along with any comments.<br><br>Through the 'Appraisal' module, the assigned review appraiser can document their approval or disapproval of the appraisal within the 'Review Data' panel. The workflow allows the review appraiser to approve or disapprove the appraisal, with an option to send the workflow back to the appraiser for necessary edits. |
| ROW-087 | 2 | Right-of-Way | Appraisal | Provide the ability to return the appraisal to the original appraiser automatically/electronically when required to address any issues identified by the review appraiser. | Off the Shelf | | | Module - Appraisal | | Yes, Flairdocs DOTTrack has the ability to return the appraisal to the original appraiser automatically electronically when required to address any issues identified by the review appraiser.<br><br>The review appraiser is able to document any issues with the appraisal in the 'Review Data' panel and select to disapprove the workflow and return it to the appraiser. The appraiser will automatically /electronically receive a notification that the workflow has been returned to them and they will be able to review the issues identified to address prior to resubmitting the workflow with an updated appraisal report. |
| ROW-088 | 1 | Right-of-Way | Appraisal | Provide the ability to document sign-off on the appraisal by the review appraiser. | Off the Shelf | | | Module - Appraisal | | Yes, Flairdocs DOTTrack through the Workflow tool provides the ability to get document sign-off on the appraisal by the review appraiser.<br><br>The Workflow tool available under the Appraisal module provides the documented sign-off of the appraisal by |

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| ROW-089 | 1 | Right-of-Way | Appraisal | Provide the ability to enter, store, and display recommendations for just compensation in the system, along with all applicable information regarding the review (e.g., review sheet, reviewer). | Off the Shelf | | | Module - Appraisal | | Yes, Flairdocs DOTTrack through the Appraisal module provides the ability to enter, store, and display recommendations for just compensation in the system, along with all applicable information regarding the review.<br><br>The 'Appraisal' module includes a 'Review Data' panel, which allows the review appraiser to capture the recommendation for just compensation. The panel also tracks other important information related to the review, such as the broken-out valuation, whether hazmat or personal property were identified, and the uneconomic remainder. They can also enter their review notes in the Review Narrative rich text field and upload or generate a review document. |
| ROW-090 | 1 | Right-of-Way | Appraisal | Provide online approval capabilities for authorized users to electronically review and approve just compensation used for initial offer or revised offers. | Off the Shelf | | | Module - Appraisal | | Yes, Flairdocs DOTTrack has an online approval capability for authorized users to electronically review and approve just compensation used for initial offer or revised offers.<br><br>The 'Appraisal' module comprises of a workflow to track all approvals. The workflow is easily configured by an authorized user and can contain all |

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| | | | | | | | | | | individuals who must approve the just compensation prior to offers. |
| ROW-091 | 1 | Right-of-Way | Appraisal | Provide ability to flag parcels based on appraisal approval as ready for negotiation and send an automatic/electronic email notification and a system notification to the assigned negotiator for a parcel. | Off the Shelf | | | Module - Appraisal , Offer Negotiation | | Yes, Flairdocs DOTTrack provides the ability to flag parcels based on appraisal approval as ready for negotiation and sends an automatic/electronic email notification and a system notification to the assigned negotiator for a parcel.<br><br>When an appraisal is approved, a notification will be sent to the assigned negotiator through the built in notification engine. The status of the file will also change automatically from Appraisal Review to Negotiation and appear with the updated status on any parcel/file status reports. Once the negotiator is notified, the negotiation for the flagged parcel can be started using the Offer Negotiation module. |
| ROW-092 | 1 | Right-of-Way | Appraisal | Provide ability to monitor and report on the status of appraisals by project (e.g., appraisal pending, appraisal prepared, appraisal approved, appraisal waiting for resubmission, on hold, etc.). | Off the Shelf | | | Module - Appraisal | | Yes, Flairdocs DOTTrack has the ability to monitor and report on the status of appraisals by project (e.g., appraisal pending, appraisal prepared, appraisal approved, appraisal waiting for resubmission, on hold, etc.).<br><br>Through the 'Appraisal' module, the workflow will automatically update the status in the Appraisal grid. The ad hoc Appraisal Report status lists all appraisals and their corresponding status at the moment the report is pulled. |

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| ROW-093 | 1 | Right-of-Way | Appraisal | Provide ability to automatically/electronically generate an appraisal summary information sheet based on all appraisal information entered in the system. | Off the Shelf | | | Module - Appraisal | | Yes, Flairdocs DOTTrack has the ability to automatically/electronically generate an appraisal summary information sheet based on all appraisal information entered in the system.<br><br>The Document Management tool provides the ease to generate/associate any document such as the appraisal summary information sheet in the system based on all appraisal information entered in the system. It also has the ability to capture specific metadata associated with the document, such as Document Received, Document Author, Document Date, Received From, Description, Document Status etc. and allows sending it out through email/ print for sign off.<br><br>Flairsoft will ensure the Appraisal Summary Information sheet template is approved by WVDOT. |
| ROW-094 | 1 | Right-of-Way | Appraisal | Provide ability to track/manage when an extension is granted to the Appraiser or Review Appraiser on a project. | Off the Shelf | | | Module - Assignments, Appraisal | | Yes, Flairdocs DOTTrack provides the ability to track/manage when an extension is granted to the Appraiser or Review Appraiser on a project.<br><br>Through the 'Assignments' module, an authorized user can make an appraisal assignment for WVDOT staff member or any consultant. When an extension is granted, the authorized user can edit the initial assignment to extend the due date for the Appraiser or Review Appraiser by parcel. |

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| ROW-095 | 1 | Right-of-Way | Acquisition-Negotiation | Provide an authorization workflow which utilizes the generated estimates from the Acquisition section to provide a draft authorization request to the Admin Section to initiate the BF-98 process. | Off the Shelf | | | Module - Authorization Management | | Yes, Flairdocs DOTTrack provides an authorization workflow which utilizes the generated estimates from the Acquisition section to provide a draft authorization request to the Admin Section to initiate the BF-98 process.<br><br>An authorized user through the 'Authorization Management' module can enter key information about the acquisition authorization, including but not limited to Amount, Authorization Type, Funding Sources, LPA Deposit, Right of Way Services Agreement, etc. Then with the embedded workflow, the user can authorize all the generated estimates for parcels. The workflow reviewers at every step can provide comments, capture crucial dates, attach documents and indicate the approval or rejection with any notes about the revisions required. The configurable Workflows can be managed in the Admin menu under Workflow Designer. |
| ROW-096 | 1 | Right-of-Way | Acquisition-Negotiation | Integrate with HUB to transmit the authorization following review by the Admin section to Programming for final review and approval within HUB. Provide approval from HUB back to the right-of-way solution. | Off the Shelf with Configuration | | | | | Yes, Flairdocs DOTTrack has the ability to integrate with HUB to transmit the authorization following review by the Admin section to Programming for final review and approval within HUB.<br><br>In previous customer engagements, Flairdocs DOTTrack has provided integration with external enterprise systems dealing with various types of data. Flairdocs DOTTrack comes with a powerful |

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| | | | | | | | | | | off the shelf automation and scheduling engine which allows integration components or jobs to be added to the system. Jobs can be schedule based or system event based, allowing integration to happen as a batch process or as a real time response to system events. Through slight configuration, Flairdocs DOTTrack can easily be integrated with HUB to capture and transmit the authorization data for review by various entities. |
| ROW-097 | 1 | Right-of-Way | Acquisition-Negotiation | Provide the ability to enter, store and display the dates RW3 Plans are submitted to ROW Division. For example, track the initial date RW3 Plans are received from Engineering, track the dates of any RW3 Plan Revisions along with a summary of the revision. | Off the Shelf | | | Module - Offer Negotiation | | Yes, Flairdocs DOTTrack provides the ability to enter, store and display the dates RW3 Plans are submitted to ROW Division.<br><br>Through the 'Project Key Dates' section of the 'Project Information' module Flairdocs DOT Track provides the ability to track the dates for Preliminary RW1/2 to ROW, RW3 to ROW and Final Plans RW4 to ROW. Under the panel RW Plan Revisions, the user can track the dates of any RW3 revision and in the 'Notes' field, enter a summary of the revision. |
| ROW-098 | 1 | Right-of-Way | Acquisition-Negotiation | Provide the ability for users to monitor the status of appraisals to determine when preparation activities for the Acquisition may begin. | Off the Shelf | | | Module - Appraisal, Offer Negotiation | | Yes, Flairdocs DOTTrack provides the ability for users to monitor the status of appraisals to determine when preparation activities for the Acquisition may begin.<br><br>The 'Appraisal' module comes with a 'Status' in the grid that is automatically updated by workflow activities. Any authorized user can view the appraisal report to track status across many parcels, or they can look at the appraisal grid to |

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| ROW-099 | 1 | Right-of-Way | Acquisition-Negotiation | Provide the ability to assign a right-of-way agent negotiator to each parcel. | Off the Shelf | | | Module - Assignments | | Yes, Flairdocs DOTTrack provides the ability to assign a right-of-way agent negotiator to each parcel<br><br>Through the 'Assignments' module, an authorized user can make an Offer/Negotiation assignment for a right-of-way agent negotiator. The user needs to specify the 'Assignment Type' as Offer/Negotiation. Depending upon the 'Assignment Type' selected, the system allows the user to select a Task Type such as Simple, Complex, Government, or Railroad. The assignment is further defined, based on Start Date, Due Date, and Comments. |
| ROW-100 | 2 | Right-of-Way | Acquisition-Negotiation | Provide the ability to automatically/electronically notify the right-of-way agent or negotiator when parcel assignments are made via the right-of-way solution and email. | Off the Shelf | | | Module - Assignments | | Yes, Flairdocs DOTTrack has the ability to automatically/electronically notify the right-of-way agent or negotiator when parcel assignments are made via the right-of-way solution and email.<br><br>Through the 'Assignments' screen, an authorized user can assign tasks to a right-of-way agent or negotiator for Negotiation activities. Once the task is assigned, the notification is triggered to the individual user through Messages within Flairdocs and their email. The notification provides a link to access the module where the task needs to be completed. |

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| ROW-101 | 1 | Right-of-Way | Acquisition-Negotiation | Provide the ability to generate a 90-day notification letter to property owner based on request by an authorized user and retain document (including issue date) in the system. This letter will typically be issued/sent by a WVDOT district right-of-way agent. | Off the Shelf | | | Module - Offer Negotiation | | Yes, Flairdocs DOTTrack has the ability to generate a 90-day notification letter to property owner based on request by an authorized user and retain document (including issue date) in the system.<br><br>The Document Management tool provides the ease of generating any document such as the 90-day notification letter in the system based on all the offer information entered in the system. The date the document is generated is automatically retained in the document metadata stored in the system. The generated letter will be stored in the Document grid and will be available for review by any users authorized to view the Offer Negotiation module. |
| ROW-102 | 1 | Right-of-Way | Acquisition-Negotiation | Provide the ability to generate a 30-day notification letter documenting requirement for property owner to vacate the property based on a request by an authorized user and retain document (including the issue date) in the system. This letter will typically be issued/sent by a district right-of-way agent. | Off the Shelf | | | Module - Offer Negotiation | | Yes, Flairdocs DOTTrack has the ability to generate a 30-day notification letter documenting requirement for property owner to vacate the property based on a request by an authorized user and retain the document (including the issue date) in the system.<br><br>The Document Management tool provides the ease of generating any document such as the 30-day notification letter in the system, based on all the offer information entered in the system. The date the document is generated is automatically retained in the document metadata stored in the system. The generated letter will be stored in the Document grid and will be |

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| | | | | | | | | | | available for review by any users authorized to view the Offer Negotiation module. |
| ROW-103 | 1 | Right-of-Way | Acquisition-Negotiation | Provide the ability to display and print the WVDOT right-of-way questionnaire, which provides on a single-page formatted information about the parcel including location, owners, mineral rights/leases, tenants and deeds, etc. | Off the Shelf | | | Module - Offer Negotiation | | Yes, Flairdocs DOTTrack has the ability to display and print the WVDOT right-of-way questionnaire, which provides on a single-page formatted information about the parcel including location, owners, mineral rights/leases, tenants and deeds, etc.<br><br>The 'Form Downloads' menu lists all the standard forms such as questionnaire and other downloadable documents for user access. Users can download, print or save the required questionnaire in any format, including an MS Word document for editing. The user can attach the generated questionnaire in the email for the further activity. Flairdocs team will work collaboratively with the WVDOT team to meet the form requirements and will configure the form in the application. |
| ROW-104 | 1 | Right-of-Way | Acquisition-Negotiation | Provide the ability to enter, store, and display a document acquisition and negotiation activities/ log. This includes the ability for a parcel negotiator to enter all acquisition and negotiation information in the right-of-way solution, including times of contact with | Off the Shelf | | | Module - -Diary of Contact | | Yes, Flairdocs DOTTrack through the 'Diary of Contact' module, provides the ability to enter, store, and display and document acquisition and negotiation activities/ log.<br><br>Through the 'Diary of Contact' module, all details related to an offer and negotiation of an acquisition on a parcel can be documented, managed and stored, including but not limited to times of contact with owner, offers/promises made, acceptance/rejection or counter offer by owner, location of the conversation, in- |

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| | | | | owner, offers/promises made, acceptance/rejection or counter offer by owner, location of the conversation, in-person, mail, phone, etc. | | | | | | person, mail, phone, etc.<br><br>Additionally, the 'Diary of Contact' will be used by multiple individuals performing the duties assigned to them. Thus, an 'Activity Type' is provided for users to be able to filter the Contact records by subject matter, such as Appraisal, Negotiation, Inspection, Relocation, etc. A Negotiation Diary report can be generated from the Contact Diary screen, based on the filter set, and downloaded as a Word, Excel or Pdf document. Users can associate other files/parcels with a contact diary record and in doing so the exact contact diary record will also appear on the associated file. |
| ROW-105 | 1 | Right-of-Way | Acquisition-Negotiation | Provide the ability to enter, store, and display the sex and ethnicity of the property owner for statistical reporting purposes (i.e., minority, non-minority, and/or female). | Off the Shelf | | | Module - Parcel Info | | Yes, Flairdocs DOTTrack through its 'Parcel Info' module provides the ability to enter, store, and display the sex and ethnicity of the property owner for statistical reporting purposes (i.e., minority, non-minority, and/or female).<br><br>The 'Parcel Contacts' panel available under the 'Parcel Info' module provides the capability to manage multiple property owners for a parcel. For each property, a user can capture the Legal Name, Salutation, First Name, Middle Name, Last Name, Nickname (or DBA), etc.<br><br>The Relocation module provides the fields to add the Social Information, such as Disabled, Elderly, Female, Minority and |

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| | | | | | | | | | | Classifications of Business, Farm, Non-Profit Organization, Residential, Sign, Personal Property Only, Grave in order to provide appropriate suitable relocation. |
| ROW-106 | 1 | Right-of-Way | Acquisition-Negotiation | Provide the ability to enter, store, and display the approved valuation for negotiation. | Off the Shelf | | | Module - Offer Negotiation | | Yes, Flairdocs DOTTrack through its 'Appraisal' and 'Offer Negotiation' modules, provides the ability to enter, store, and display the approved valuation for negotiation.<br><br>The approved Appraisal data is shared as read-only data on the 'Offer Benefit Package' panel of the 'Offer Negotiation' module. The 'Offer-Benefit Package' panel allows the authorized user to modify the valuation amount which was approved during the Appraisal of the property, while displaying the original valuation amount for comparison. Any workflow approvers will easily be able to identify if any amounts were edited from the valuation to the offer. |
| ROW-107 | 1 | Right-of-Way | Acquisition-Negotiation | Provide the ability to enter, store, and display the approved valuation for negotiation if owner retains structures. | Off the Shelf | | | Module - Offer Negotiation | | Yes, Flairdocs DOTTrack through its 'Offer Negotiation' module, provides the ability to enter, store, and display the approved valuation for negotiation if owner retains structures.<br><br>The 'Offer-Benefit Package' panel available under 'Offer Negotiation' module, allows the authorized user to modify the valuation amount which was approved during the Appraisal of the property, while displaying the original valuation amount for comparison. Any workflow approvers |

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| | | | | | | | | | | will easily be able to identify if any amounts were edited from the valuation to the offer. |
| ROW-108 | 1 | Right-of-Way | Acquisition-Negotiation | Provide the ability to enter, store, and display each negotiating session including key information such as the date, time, place, along with the individuals present. | Off the Shelf | | | Module - Diary of Contact | | Yes, Flairdocs DOTTrack provides the ability to enter, store, and display each negotiating session including key information such as the date, time, place, along with the individuals present.<br><br>Under the 'Negotiation Details' panel of the 'Offer Negotiation' module the user can document the Offer Tracking with the Name of the person negotiating with, the Offer Response, the Response Date and Agent Notes to document all the specifics such as the date, time, place, along with the individuals present. Also under the Negotiation Details panel are fields to track the Owner Demands, such as the Amount and the Date of the demand. A field is also provided for Other which allows the user to document further any demand not related to dollar about. |
| ROW-109 | 1 | Right-of-Way | Acquisition-Negotiation | Provide the ability for a user to enter, store, and display a brief summary of the steps which are performed during WVDOT's acquisition process for a parcel. | Off the Shelf | | | Module - Parcel Info - Offer Negotiation | | Yes, Flairdocs DOTTrack through its 'Parcel Info' and 'Offer Negotiation' modules, provides the ability for a user to enter, store, and display a brief summary of the steps which are performed during WVDOT's acquisition process for a parcel.<br><br>The 'Parcel Summary' panel available under the 'Parcel Info' module, provides an overview of the Parcel Data, Legal Description of property, Appraisal Detail, Recording Detail, and Protective Rents / |

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| | | | | | | | | | | Trade Properties associated with the parcel. The information displayed here in this panel are drawn from various screens of the application.<br><br>Additionally, there is an Agent's Notes field and Brief Description of Acquisition field found under the Offer-Benefit Package panel in the 'Offer Negotiation' module where a user can enter, store and display steps taken during the acquisition process. |
| ROW-110 | 1 | Right-of-Way | Acquisition-Negotiation | Provide the ability to enter, store, and display a brief summary of the explanation of the full effect of the take. | Off the Shelf | | | Module - Offer Negotiation | | Yes, Flairdocs DOTTrack through its 'Offer Negotiation' module, provides the ability to enter, store, and display a brief summary of the explanation of the full effect of the take.<br><br>The Brief Description of Acquisition field in the Offer-Benefit Package panel provides a location for the brief summary of the explanation of the full effect of the take to be captured. The agent can provide notes that are pertinent to the offer. |
| ROW-111 | 1 | Right-of-Way | Acquisition-Negotiation | Provide the ability to enter, store, and display a record of when an offer has been made for land and improvements. | Off the Shelf | | | Module - Offer Negotiation | | Yes, Flairdocs DOTTrack through its 'Offer Negotiation' module, provides the ability to enter, store, and display a record of when an offer has been made for land and improvements<br><br>The 'Offer-Benefit Package' panel available under 'Offer Negotiation' module, allows the authorized user to capture all the details related to an offer and negotiation of an acquisition on a parcel. Using the 'Recommended Appraisal and Actual Offer |

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| | | | | | | | | | | Amounts' section of the panel, they can not only capture the offer made for Land and Improvements, but also for Net Damages, Owner-owned Improvements, Tenant-owned Improvements and Fencing Allowance. |
| ROW-112 | 1 | Right-of-Way | Acquisition-Negotiation | Provide the ability to enter, store, and display a record of when an offer has been made to allow owner to retain improvements and appurtenances. | Off the Shelf | | | Module - Offer Negotiation | | Yes, Flairdocs DOTTrack through its 'Offer Negotiation' module, provides the ability to enter, store, and display a record of when an offer has been made to allow owner to retain improvements and appurtenances.<br><br>The 'Offer-Benefit Package' panel available under 'Offer Negotiation' module, allows the authorized user to capture all the details related to an offer and negotiation of an acquisition on a parcel. Using the 'Recommended Appraisal and Actual Offer Amounts' section of the panel, the user can add comments if the owner is retaining improvements and appurtenances and update the offer amounts from the valuation accordingly. |
| ROW-113 | 1 | Right-of-Way | Acquisition-Negotiation | Provide the ability to enter, store, and display a record of when there has been a counter-offer (if any). | Off the Shelf | | | Module - Offer Negotiation | | Yes, Flairdocs DOTTrack through its 'Offer Negotiation' module, provides the ability to enter, store, and display a record of when there has been a counter-offer (if any).<br><br>The 'Negotiation Details' panel in the 'Offer Negotiation' module allows for the agent to track if the offer has been rejected and what the owner demands are. The 'Settlement Offers' panel allows for the agent to track multiple settlement offers |

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| | | | | | | | | | | and the response to each as individual records. |
| ROW-114 | 1 | Right-of-Way | Acquisition-Negotiation | Provide the ability to enter, store, and display the person a right-of-way pamphlet was delivered to and the date provided. | Off the Shelf | | | Module - Diary of Contact - Offer Negotiation | | Yes, Flairdocs DOTTrack through the 'Diary of Contact' module, provides the ability to enter, store, and display the person a right-of-way pamphlet was delivered to and the date provided.<br><br>The 'Diary of Contact' module allows a user to enter who received the right-of-way pamphlet, when, and if it was received in person, by mail or by email.<br><br>Additionally, if this document is included as part of the offer package, the offer date (the date provided) is tracked as a data field in the 'Offer Negotiation' module. |
| ROW-115 | 1 | Right-of-Way | Acquisition-Negotiation | Provide the ability to enter, store, and display the person a right-of-way relocation brochure was delivered to and the date provided. | Off the Shelf | | | Module - Diary of Contact - Offer Negotiation | | Yes, Flairdocs DOTTrack through the 'Diary of Contact' module, provides the ability to enter, store, and display the person a right-of-way relocation brochure was delivered to and the date provided.<br><br>The 'Diary of Contact' module allows a user to enter who received the right-of-way relocation brochure, when and if it was received in person, by mail or by email.<br><br>Additionally, if this document is included as part of the offer package, the offer date (the date provided) is tracked as a data field in the 'Offer Negotiation' module. |
| ROW-116 | 1 | Right-of-Way | Acquisition- | Provide the ability to enter, store, and display the person to | Off the Shelf | | | Module - Diary of Contact | | Yes, Flairdocs DOTTrack through the 'Diary of Contact' module, provides the ability to enter, store, and display the person to |

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| | | | Negotiation | whom the copy of the option was delivered to and the date provided. | | | | - Offer Negotiation | | whom the copy of the option was delivered to and the date provided.<br><br>The 'Diary of Contact' module allows a user to enter who received the copy of the option, when and if it was received in person, by mail or by email.<br><br>Additionally, if this document is included as part of the offer package, the offer date (the date provided) is tracked as a data field in the 'Offer Negotiation' module. |
| ROW-117 | 1 | Right-of-Way | Acquisition-Negotiation | Provide the ability to enter, store, and display the person to whom the statement of compensation was delivered to and the date provided. | Off the Shelf | | | Module - Diary of Contact - Offer Negotiation | | Yes, Flairdocs DOTTrack through the 'Diary of Contact' module, provides the ability to enter, store, and display the person to whom the statement of compensation was delivered to and the date provided.<br><br>The 'Diary of Contact' module allows a user to enter who received the statement of compensation, when and if it was received in person, by mail or by email.<br><br>Additionally, if this document is included as part of the offer package, the offer date (the date provided) is tracked as a data field in the 'Offer Negotiation' module. |
| ROW-118 | 1 | Right-of-Way | Acquisition-Negotiation | Provide the ability to enter, store, and display the replacement housing amount and to whom this amount was given to along with the date it was provided. | Off the Shelf | | | Module - Relocation - Diary of Contact | | Yes, Flairdocs DOTTrack through its 'Relocation' and 'Diary of Contact' modules, provides the ability to enter, store, and display the replacement housing amount and to whom this amount was given, along with the date it was provided.<br><br>When a Residential relocation is assigned, |

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| | | | | | | | | | | a Studies panel can be found in the 'Relocation' module to calculate the replacement housing amount. All of the details related to the replacement housing amount are entered, stored and displayed in this panel.<br><br>The 'Diary of Contact' module allows a user to enter who received the replacement housing amount, when and if it was received in person, by mail or by email.<br><br>Additionally, if this document is included as part of the offer package, the offer date (the date provided) is tracked as a data field in the 'Offer Negotiation' module.' |
| ROW-119 | 1 | Right-of-Way | Acquisition-Negotiation | Provide the ability to enter, store, and display the reasons a settlement could not be reached, if this occurs. | Off the Shelf | | | Module - Offer Negotiation | | Yes, Flairdocs DOTTrack through its 'Offer Negotiation' module, provides the ability to enter, store, and display the reasons a settlement could not be reached, if this occurs.<br><br>Under the 'Settlement Offers' panel of the 'Offer Negotiation' module, an authorized user can capture all the details related to the final offer made such as Settlement Offer Date, Received Date, Amount, Response Date, and Agent. In the same panel there is an Offer Response field that allows the user to specify if they are accepting or rejecting the offer. If they are rejecting the offer, then the reason for the settlement not reached should be mentioned in the Notes field found in this panel. |

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| ROW-120 | 1 | Right-of-Way | Acquisition-Negotiation | Provide the ability to enter, store, and display any owner's comments or those of the owner's representative. | Off the Shelf | | | Module - Offer Negotiation | | Yes, Flairdocs DOTTrack through its 'Offer Negotiation' module, provides the ability to enter, store, and display any owner's comments or those of the owner's representative.<br><br>Under the 'Negotiation Details' panel available under the 'Offer Negotiation' module, the user can enter, store, and display any owner's comments or those of the owner's representative using the Notes field found under the Owner Demands section. |
| ROW-121 | 1 | Right-of-Way | Acquisition-Negotiation | Provide the ability to enter, store, and display as a free-form text field any other relevant information from the negotiations. | Off the Shelf | | | Module - Offer Negotiation | | Yes, Flairdocs DOTTrack through its 'Offer Negotiation' module, provides the ability to enter, store, and display as a free-form text field any other relevant information from the negotiations.<br><br>Under the 'Negotiation Details' panel available under 'Offer Negotiation' module, an authorized user can enter, store and display any relevant negotiation information in the Agent's Notes field. |
| ROW-122 | 1 | Right-of-Way | Acquisition-Negotiation | Provide the ability to enter, store, and display a property owner's response to an offer — acceptance or rejection. | Off the Shelf | | | Module - Offer Negotiation | | Yes, Flairdocs DOTTrack through its 'Offer Negotiation' module, provides the ability to enter, store, and display a property owner's response to an offer - acceptance or rejection.<br><br>Under 'Negotiation Details' panel of the 'Offer Negotiation' module, an authorized user can capture the owner's response to an offer via the dropdown field "Offer |

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| | | | | | | | | | | Response" which includes Accepted and Rejected options. |
| ROW-123 | 1 | Right-of-Way | Acquisition-Negotiation | Provide the ability to generate a negotiator's certification based on property owners acceptance of an offer and a request by assigned right-of-way agent. | Off the Shelf | | | Module - Offer Negotiation | | Yes, Flairdocs DOTTrack through the Document Management tool, provides the ability to generate a negotiator's certification based on property owners' acceptance of an offer and a request by assigned right-of-way agent.<br><br>The Document Management tool provides the ease to generate a Negotiator's Certification in the system, based on property owners' acceptance of an offer. It also has the ability to capture specific metadata associated with the document, such as Document Delivered Date, Document Author, Document Date, Delivered From, Description, and Document Status. The Negotiator's Certification document will be managed in the Template feature of the Adin menu and made available for generation in the selected panel in the system. |
| ROW-124 | 1 | Right-of-Way | Acquisition-Negotiation | Provide the ability to record the amount of a proposed administrative settlement (amount of offer agreed to in excess of documented just compensation) and the basis for the recommendation for the administrative settlement. | Off the Shelf | | | Module - Offer Negotiation | | Yes, Flairdocs DOTTrack through its 'Offer Negotiation' module, provides the ability to record the amount of a proposed administrative settlement (amount of offer agreed to in excess of documented just compensation) and the basis for the recommendation for the administrative settlement.<br><br>All information requested to track and document the administrative settlement process can be provided in the 'Final |

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| | | | | | | | | | | Report' panel of the 'Offer Negotiation' module. The 'Justification of Settlement' field in the 'Final Report' panel allows users to capture the justification of the administrative settlement. The amount of the administrative settlement is added to the 'Basis of Settlement' section which includes amounts auto-populated from the 'Offer-Benefit Package' panel. When the Final Report is complete and the justification for settlement is captured, it is submitted for approval through an approval workflow. All associated data and documents are provided to each individual role in the approval workflow. |
| ROW-125 | 1 | Right-of-Way | Acquisition-Negotiation | Provide the ability to route administrative settlement for approval via workflow based on user-defined business rules. Provide reviewers/approvers with the option to drill down and see specific details concerning the parcel acquisition (appraisal, negotiations record, etc.) as part of their review process. | Off the Shelf | | | Module - Offer Negotiation | | Yes, Flairdocs DOTTrack through its 'Offer Negotiation' module, provides the ability to route administrative settlement for approval via workflow based on user-defined business rules. This module provides reviewers/approvers with the option to drill down and see specific details concerning the parcel acquisition (appraisal, negotiations record, etc.) as part of their review process.<br><br>All information requested to track and document the offer negotiations, settlement offers (if any) and administrative settlement process is provided in the 'Offer Negotiation' module. The 'Basis of Settlement' section in the 'Final Report' panel allows users to capture the administrative settlement. When the Final Report is complete and the basis for |

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| | | | | | | | | | | settlement is captured, it is submitted for approval through an approval workflow. The workflow reviewers at every step can review all of the information in the module, provide comments, attach documents and indicate the approval or rejection with any notes about revisions required. |
| ROW-126 | 1 | Right-of-Way | Acquisition-Negotiation | • Provide the ability to store and link to documentation as required by WVDOT business rules as part of the electronic review for administrative settlements. In administrative settlements, a memorandum from the District Right-of-Way Manager detailing justification for settlement must be included as part of the review package. Administrative Settlements must be reviewed and approved by the Right-of-Way Director. | Off the Shelf | | | Module - Offer Negotiation | | Yes, Flairdocs DOTTrack 'Offer Negotiation' module provides the ability to store and link to documentation as required by WVDOT business rules as part of the electronic review for administrative settlements.<br><br>The administrative settlement required documents can be uploaded in the 'Final Report' panel and reviewed by all users included in the workflow. Any role, including the Right-of-Way Director, can be added to a workflow within the system. |
| ROW-127 | 1 | Right-of-Way | Acquisition-Negotiation | Provide the ability to enter, store, and display the assignment of a closing attorney. | Off the Shelf | | | Module - Assignments | | Yes, Flairdocs DOTTrack through its 'Assignments' module, provides the ability to enter, store, and display the assignment of a closing attorney. |

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| | | | | | | | | | | An authorized user, through the Assignments module can make an assignment for a closing attorney. In the assignment form, the user needs to enter/select the required details such as name of Internal Staff or Contractor, Start Date, Due Date, Completed Date and any Comments, if applicable. |
| ROW-128 | 1 | Right-of-Way | Acquisition-Negotiation | Provide the ability to enter, store, and display a scheduled closing date. | Off the Shelf | | | Module - Offer Negotiation | | Yes, Flairdocs DOTTrack through its 'Offer Negotiation' module, provides the ability to enter, store, and display a scheduled closing date.<br><br>Under the 'Recordings' panel of the 'Title' module, an authorized user can capture the scheduled closing date, by entering a Date Executed and checking the checkbox of Use for Closing Date. |
| ROW-129 | 1 | Right-of-Way | Acquisition-Negotiation | Provide the ability to integrate with the wvOASIS accounts payable function to initiate payment request for accepted offer. This should include preencumbrance for acquisition amount against project and project phase. This must include capability to generate multiple warrant requests if property has multiple property owners, | Off the Shelf with Configuration | | | Module - Offer Negotiation | | Yes, Flairdocs DOTTrack has the ability to integrate with the wvOASIS accounts payable function to initiate payment request for accepted offer. It also includes the capability to generate multiple warrant requests if needed.<br><br>Flairdocs DOTTrack has the proven capability to integrate with various financial systems using various available web service calls or interfaces to request payments for approved transactions and expenditures from the client's payment preparation services. The electronic transactional flow that Flairsoft integrates, starts when a user initiates a payment request within the 'Payment' panel of |

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| | | | | trusts, amounts due on mortgage to bank, etc. | | | | | | 'Offer Negotiation' module. The payment request is routed through a workflow within Flairdocs DOTTrack until it reaches the "Approved" status. After reaching the approved status, Flairdocs DOTTrack automatically sends the payment details to the wvOASIS system for processing. The wvOASIS accounts automatically confirms receipt of the payment request and the workflow status is automatically updated to "Submitted". After the payment request has been processed and the check has been printed, the wvOASIS system automatically communicates the new status to Flairdocs DOTTrack.<br><br>The Payment panel allows for multiple records with different recipients and payment types. |
| ROW-130 | 1 | Right-of-Way | Acquisition-Negotiation | Provide the ability to calculate and document a property owner claim for *pro-rata* share of taxes paid by the property owner on portion of property acquired by WVDOT. | Off the Shelf | | | Module - Offer Negotiation | | Yes, Flairdocs DOTTrack through its 'Offer Negotiation' module, provides the ability to calculate and document a property owner claim for pro-rata share of taxes paid by the property owner on portion of property acquired by WVDOT.<br><br>The 'Closing Adjustments' panel available under 'Offer Negotiation' module, allows the authorized user to calculate and make payments against the claims of property owner for pro-rata share of taxes paid for property acquired by WVDOT. The panel provides a one-to-many grid, a field to document cost and a dropdown field with values of Taxes State Share, Taxes Grantor |

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| | | | | | | | | | | Share, Reconveyance Fee and Payoff to document the prorate share. The system calculates the Adjusted Total and Withholding Total. Also, under the Payment panel, the user can capture all the pertinent details such as Voucher #, Payment Amount, Payment Type, Check/Batch Number, Payment Sent Date, etc. |
| ROW-131 | 1 | Right-of-Way | Acquisition-Negotiation | Integrate with the wvOASIS accounts payable function to initiate payment request to reimburse the property owner for their *pro-rata* share of taxes paid on property acquired by WVDOT. This includes creating the appropriate pre-encumbrance on the project and project phase. | Off the Shelf with Configuration | | | Module - Offer Negotiation | | Yes, Flairdocs DOTTrack has the ability to integrate with the wvOASIS accounts payable function to initiate payment request to reimburse the property owner for their pro-rata share of taxes paid on property acquired by WVDOT.<br><br>Flairdocs DOTTrack has the proven capability to integrate with various financial systems such as wvOASIS system, using various available web service calls or interfaces to request payments for approved transactions and expenditures from the client's payment preparation services. The electronic transactional flow that Flairsoft integrates, starts when a user initiates a payment request within the 'Payment' panel of 'Offer Negotiation' module. The 'Payment' panel allows the authorized user to calculate and make payments against the claims of property owner for pro-rata share of taxes paid for property acquired by WVDOT. The user can capture all the pertinent details such as Voucher #, Payment Amount, Payment Type, Check/Batch Number, and Payment |

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| | | | | | | | | | | Sent Date and can send any required information from these fields to wvOASIS after integration is complete. |
| ROW-132 | 1 | Right-of-Way | Acquisition-Negotiation | Provide the ability to generate negotiator's progress report for a specific month, or other user-defined period. This report will document assigned parcels by project and parcel number, whether it is a central office or district project, and the status of each parcel including date of deed/option; amount of deed/option; targeted or actual closing date; date of request for condemnation; amount deposited in court; and date of right of entry. | Off the Shelf | | | Module - Ad-hoc Reporting | | Yes, Flairdocs DOTTrack has the ability to generate negotiator's progress report for a specific month, or other user-defined period. This report will document assigned parcels by project and parcel number, whether it is a central office or district project, and the status of each parcel including date of deed/option; amount of deed/option; targeted or actual closing date; date of request for condemnation; amount deposited in court; and date of right of entry.<br><br>Flairdocs DOTTrack has a well-organized reporting engine which allows the authorized users to customize the reports according to the business requirements. The MS SQL Server SSRS platform allows standard report creation, and the query or logic behind the report constitutes data from multiple sources that further includes the calculation or the derived data to be represented. Likewise, the ad-hoc reporting tool provides users with the interface to write their custom calculations & formulas and generate the desired report. |
| ROW-133 | 2 | Right-of-Way | Acquisition-Negotiation | Provide the ability to automatically/electronically alert and provide notice via email and via the right-of-way | Off the Shelf with Configuration | | | Module - Admin Feature - Notification Engine | | Yes, Flairdocs DOTTrack has the ability to automatically/electronically alert and provide notice via email and via the right-of-way solution to the assigned WVDOT project manager, the district right-of-way |

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| | | | | solution to the assigned WVDOT project manager and the district right-of-way manager, and other users based on user-defined business rules to flag when parcel acquisition dates are slipping from plan by more than a user-defined set of days or a certain user-defined % of parcels are not acquired. | | | | | | manager, and other users.<br><br>Flairdocs comes with an out-of-the-box, powerful notification engine that provides automated routing for notifications based on user-defined business rules to flag when parcel acquisition dates are slipping from plan by more than a user-defined set of days or a certain user-defined % of parcels are not acquired.<br><br>The Notification Configuration feature, allows an authorized user such as administrator to configure, generate and easily distribute an email notification through the 'Admin' module on the basis of security role in the system or based on a user's specific email address. Only an authorized user can configure the list of recipients for each notification. The system can send notifications to one or more recipients based on the configuration. |
| ROW-134 | 1 | Right-of-Way | Acquisition-Negotiation | Provide the ability to enter, store, and display the completion of a closing process. | Off the Shelf | | | Module - Offer Negotiation | | Yes, Flairdocs DOTTrack through its 'Title' module, provides the ability to enter, store, and display the completion of a closing process.<br><br>Under the 'Recordings' panel of the 'Title' module, an authorized user can capture all the important information related to the closing process including but not limited to Instrument Type, Date Executed, . Date Sent for Recording, Sent to State Lands, Follow- up Date, Book #, Liber #, Assessor Notification Date, State, County, Recording |

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| | | | | | | | | | | Number, Recorded By drop down field, State Lands File Number, Use for Closing Date checkbox, Page # & Instrument # , as well as Comments. Additionally, a user can attach the supporting closing documents using the Document Management tool available under this panel. |
| ROW-135 | 1 | Right-of-Way | Acquisition-Negotiation | Provide the ability to enter, store, and display the date on which possession is taken on the property. | Off the Shelf | | | Module - Offer Negotiation | | Yes, Flairdocs DOTTrack through its 'Offer Negotiation' module, provides the ability to enter, store, and display the date on which possession is taken on the property.<br><br>Using the 'Payment' panel of the 'Offer Negotiation' module, an authorized user can enter the Possession Date for the property. |
| ROW-136 | 1 | Right-of-Way | Acquisition-Negotiation | Provide the ability to enter, store, and display the date on which keys to structures was collected, and by whom. | Off the Shelf | | | Module - Project Related PM | | Yes, Flairdocs DOTTrack through its 'Relocation' module, provides the ability to enter, store, and display the date on which keys to structures was collected, and by whom.<br><br>The 'Leaseback Checklist' panel found in the 'Relocation' module allows for keys to be tracked and when they are collected. |
| ROW-137 | 1 | Right-of-Way | Acquisition-Negotiation | Provide the ability to enter, store, and display date and time of the ordering and completion of required asbestos inspection were done. | Off the Shelf | | | Module - Project Related PM | | Yes, Flairdocs DOTTrack through its 'Project Related PM' module, provides the ability to enter, store, and display date and time of the ordering and completion of required asbestos inspection were done.<br><br>Using the 'Hazmat' panel of the 'Project Related PM' module, an authorized user can capture all the required details related to asbestos inspection. First, the user |

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| | | | | | | | | | | needs to create a Hazmat record by selecting the Hazmat Type as Asbestos. Then, the user can enter the other details such as Date Cleared, Cleared By, Date of Hazmat Report, Hazmat Contracts, Agent Notes, and Hazmat Item Short Description. |
| ROW-138 | 1 | Right-of-Way | Acquisition-Negotiation | Provide the ability to enter, store, and display the scheduled demolition date and firm performing the demolition. | Off the Shelf | | | Module - Project Related PM | | Yes, Flairdocs DOTTrack through its 'Project Related PM' module, provides the ability to enter, store, and display the scheduled demolition date and firm performing the demolition.<br><br>Under the 'Demo/Possession' panel of the 'Project Related PM' module, the user can capture the information related to the scheduled demolition of a property including Demo Required, Demo Contract Number, Demo Due Date, Demo Cost, Demo Complete Date, Demo Inspection Date, Firm, and Demo Notes. |
| ROW-139 | 1 | Right-of-Way | Acquisition-Negotiation | Provide the ability to enter, store, and display the actual date of completion for demolition. | Off the Shelf | | | Module - Project Related PM | | Yes, Flairdocs DOTTrack through its 'Project Related PM' module, provides the ability to enter, store, and display the actual date of completion for demolition.<br><br>Under the 'Demo/Possession' panel of the 'Project Related PM' module, the user can capture the information related to the actual demolition of a property including Demo Required, Demo Contract Number, Demo Due Date, Demo Cost, Demo Complete Date, Demo Inspection Date, Firm, and Demo Notes. |

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| ROW-140 | 1 | Right-of-Way | Acquisition-Negotiation | Integrate with BRIM where required to add property to the BRIM database for insurance purposes. This applies in cases of non-highway use/uneconomic remnant or if a structure is remaining for some period of time. | Off the Shelf with Configuration | | | | | Yes, Flairdocs DOTTrack has the ability integrate with BRIM where required to add property to the BRIM database for insurance purposes.<br><br>Flairdocs DOTTrack has proven capability to integrate with various commercial and proprietary enterprise systems. Flairdocs DOTTrack comes with a powerful out-of-the-box automation and scheduling engine which allows integration components or jobs to be added to the system. Jobs can be schedule based or system event based, allowing integration to happen as a batch process or as a real time response to system events. Through slight configuration, Flairdocs DOTTrack can easily be integrated with BRIM database in cases of non-highway use/uneconomic remnant or if a structure is remaining for some period of time. |
| ROW-141 | 1 | Right-of-Way | Acquisition-Negotiation | Integrate with the wvOASIS fixed asset function to add assets as required to the fixed asset register. This applies in cases of non-highway use/uneconomic remnant or if a structure is remaining for some period of time. | Off the Shelf with Configuration | | | | | Yes, Flairdocs DOTTrack has the ability integrate with the wvOASIS fixed asset function to add assets as required to the fixed asset register.<br><br>Flairdocs DOTTrack has proven capability to integrate with various commercial and proprietary enterprise systems. Flairdocs DOTTrack comes with a powerful out-of-the-box automation and scheduling engine which allows integration components or jobs to be added to the system. Jobs can be schedule based or system event based, allowing integration to happen as a batch |

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| | | | | | | | | | | process or as a real time response to system events. Through slight configuration, Flairdocs DOTTrack can easily be integrated with wvOASIS fixed asset function to add assets as required to the fixed asset register. |
| ROW-142 | 1 | Right-of-Way | Acquisition-Negotiation | Integrate with the ERP transportation asset inventory function to add all non-highway use assets to the facilities register within the transportation asset inventory function. Integration should generate building number based on WVDOT business rules.. | Off the Shelf with Configuration | | | | | Yes, Flairdocs DOTTrack has the ability integrate with the ERP transportation asset inventory function to add all non-highway use assets to the facilities register within the transportation asset inventory function.<br><br>Flairdocs DOTTrack has proven capability to integrate with various commercial and proprietary enterprise systems. Flairdocs DOTTrack comes with a powerful out-of-the-box automation and scheduling engine which allows integration components or jobs to be added to the system. Jobs can be schedule based or system event based, allowing integration to happen as a batch process or as a real time response to system events. Through slight configuration, Flairdocs DOTTrack can easily be integrated with ERP transportation asset inventory system to add all non-highway use assets to the facilities register within the transportation asset inventory function. |
| ROW-143 | 1 | Right-of-Way | Acquisition-Negotiation | Support tracking of the cost of cure to ensure damages payments to a property owner are not subject to taxes. The | Off the Shelf with Configuration | | | | | Yes, Flairdocs DOTTrack has the ability to support tracking of the cost of cure to ensure damages payments to a property owner are not subject to taxes. |

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| | | | | right-of-way system should first integrate with the wvOASIS accounts payable function to create a vendor marked without a 1099 flag and then integrate with the wvOASIS accounts payable function to create the payment voucher. | | | | | | Flairdocs DOTTrack has the proven capability to integrate with various financial systems such as wvOASIS system, using various available web service calls or interfaces to request payments for approved transactions and expenditures from the client's payment preparation services. The electronic transactional flow that Flairsoft integrates, starts when a user initiates a payment request within the 'Payment' panel of 'Offer Negotiation' module. The payment request is routed through a workflow within Flairdocs DOTTrack until it reaches the "Approved" status. After reaching the approved status, Flairdocs DOTTrack automatically sends the payment details to the wvOASIS system for processing. The wvOASIS accounts automatically confirms receipt of the payment request and the workflow status is automatically updated to "Submitted". After the payment request has been processed and the check has been printed, the wvOASIS system automatically communicates the new status to Flairdocs DOTTrack. The tax status can be tracked by Payment Types. |
| ROW-144 | 1 | Right-of-Way | Relocation | Provide the ability for users to be able to begin a Conceptual Relocation Plan as soon as the request is received from Engineering/Acquisition for which parcels on | Off the Shelf | | | Inspection/Liaison Parcels Parcel Info | | Yes, Flairdocs DOTTrack provides the ability to prepare a Conceptual Relocation Plan as soon as the request is received from Engineering/Acquisition for the parcels to obtain Appraisals and Title Searches.<br><br>At the project level the proposed parcels can be tracked prior to being confirmed as |

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| | | | | which to obtain Appraisals & Title Searches. This will allow the Relocation team to know in advance which parcels are expected to have relocations associated with them. | | | | | | needed for the acquisition. In the Inspection/Liaison Parcels module, there's a Liaison File Contacts panel where relocation can be noted along with conceptual relocation remarks to track potential upcoming appraisals.<br><br>If the parcels have been confirmed and turned into parcel files, there is a File Contacts panel within the Parcel Info module where conceptual relocation and corresponding plans can be tracked by contact associated with the parcel. There's also an ability to copy the Liaison File Contacts to the File Contacts panel to prevent double entry.<br><br>In the 'Project' module, a high-level summary of all relocations is available under the 'Relocation Summary' panel. |
| ROW-145 | 1 | Right-of-Way | Relocation | Provide the ability to enter, store, and display relocation owner information at the time a site inspection is performed, including the relocatee business or individual name, address, contact number, FEIN/SSN, Occupancy Code/Category, etc. | Off the Shelf | | | Inspection/Liaison Parcels Parcel Info | | Yes, Flairdocs DOTTrack provides the ability for the user to track and record relocation owner information when a site inspection is performed.<br><br>All basic contact information including business or individual name, address, contact number, FEIN/SSN, occupancy code/category/contact type are recorded under Liaison File Contacts panel on the project level or File Contacts panel on the parcel/file level. Both locations allow to designate where the contact will need relocation and what type of relocation. Any contact information entered at the project |

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| | | | | | | | | | | level can easily be copied to the parcel/file level to prevent double entry. |
| ROW-146 | 1 | Right-of-Way | Relocation | Provide the ability to enter, store, and display/monitor the status of appraisals, to determine when preparation activities for the relocation can begin. | Off the Shelf | | | Valuation | | Yes, Flairdocs DOTTrack Appraisals module provide the ability to display/monitor appraisal status (driven through workflow), to determine when preparation activities for relocation can be triggered. |
| ROW-147 | 1 | Right-of-Way | Relocation | Provide the ability to enter, store, and display information regarding the current residential and/or non-residential conditions to establish a requirements baseline for replacement properties & location. | Off the Shelf | | | Relocation | | Yes, Flairdocs DOTTrack comprehensive Relocation module provides the ability to track Residential and Non-Residential type relocations individually.<br><br>For residential relocation, there is a Studies panel that allows for tracking all of the information about the current residence and provides the opportunity to add comparable to establish the housing supplement.<br><br>For non-residential relocation, there is a section found under Relocation Summary Information to track the type of business and comments about the business to establish the baseline for replacement. |
| ROW-148 | 1 | Right-of-Way | Relocation | Provide the ability for end-users who manage relocations to record and maintain possible solutions for relocatees. | Off the Shelf | | | Assignments Relocation | | Yes, the Flairdocs DOTTrack Assignment module, provides the ability for an authorized user to make Relocation assignments. The assigned user can then use the Relocation module to track and maintain possible solutions for relocatees under the Relocation Summary Information and Move Planning panels. |

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| ROW-149 | 1 | Right-of-Way | Relocation | Provide the ability to enter, store, and display Title, Appraisal, and all other pertinent information associated with the project to assist in determining feasible alternative locations for relocatees. | Off the Shelf | | | Valuation Title | | Yes, Flairdocs DOTTrack provides the ability to enter, store and display Title, Appraisal, and all other pertinent information associated with the project to assist in determining feasible alternating locations for relocatees.<br><br>Permissions are granted at the role level, so once a relocation assignment is made, the assigned user would be able to view Title, Appraisal and any other necessary information for them to complete the relocation work. |
| ROW-150 | 1 | Right-of-Way | Relocation | Provide the ability to enter and maintain multiple replacement options, including basic property information, building descriptions, utilities, rental adjustments, floor plans, and safe and sanitary standards for residential relocatees. | Off the Shelf | | | Relocation | | Yes, Flairdocs DOTTrack Relocation module provides the ability to enter and maintain multiple replacement options, including basic property information, building descriptions, utilities, rental adjustments, floor plans, and safe and sanitary standards for residential relocatees.<br><br>The Studies panel found within the Relocation module allows the assigned relocation agent to track all of the related information for the property at a very granular level and compare it to comparable properties by adding the information for each one as a separate record within a single study. All of the study records have a checkbox for whether it is decent, safe and sanitary to track that information as well. |
| ROW-151 | 1 | Right-of-Way | Relocation | Provide the ability to enter and maintain online questionnaire | Off the Shelf | | | Relocation | | Yes, Flairdocs DOTTrack Relocation module provides the ability to enter and maintain online questionnaire information, including |

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| | | | | information, including Interview Date, Supplemental Determination Date and Amount, Offer of FMV Date, Relocation Offer Date, Vesting Date, Ninety Day Notice Date, Thirty Day Notice Date, Date Relocated/Vacated, and Remarks regarding the Relocation. | | | | | | Interview Date, Supplemental Determination Date and Amount, Offer of FMV Date, Relocation Offer Date, Vesting Date, Ninety Day Notice Date, Thirty Day Notice Date, Date Relocated/Vacated, and Remarks regarding the Relocation under the Relocation Summary Information panel and the Occupant Interview panel. |
| ROW-152 | 1 | Right-of-Way | Relocation | Provide the ability to enter, store, and monitor/display payments made to tenants and vendors during the relocation process, such as closing payments or any payments that may happen, so they can complete the relocation process. | Off the Shelf | | | Relocation | | Yes, Flairdocs DOTTrack Relocation module provides the ability to enter, store, and monitor/display payments made to tenants and vendors during the relocation process, such as closing payments or any payments that may happen, so they can complete the relocation process.<br><br>There is a Payment panel within the Relocation module that allows for tracking of all payments made to tenants and vendors, by relocation record. |
| ROW-153 | 2 | Right-of-Way | Relocation | Provide the ability to store and retrieve/review all comps, so that when they start to look for replacement housing, the data will already be in the system for that specific project. | Off the Shelf | | | Relocation | | Yes, Flairdocs DOTTrack Relocation module provides the ability to store and retrieve/review all comparable for each Residential Relocation record through the Studies panel. Information can be entered in the Studies panel immediately after the relocation record is created so that all the comparable information is ready when the relocatee begins looking for replacement housing. |

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| ROW-154 | 3 | Right-of-Way | Relocation | Provide the ability to integrate with and/or replicate' the Mortgage Interest Differential Payments (MIPD) Calculators for relocation purposes. ( https://www.fhwa.dot.gov/real_estate/uniform_act/relocation/midpcalcs/) | Off the Shelf with Configuration | | | Relocation | | Yes, Flairdocs DOTTrack Relocation module provides the ability to replicate the Mortgage Interest Differential Payment (MIPD) calculators for relocation purposes. The system has an Increased Interest Calculator embedded in the Studies module to quickly determine the calculations, and can be updated if the FHWA ever changes the formulas. |
| ROW-155 | 2 | Right-of-Way | Relocation | Provide the ability to auto generate claims based on information entered through a user-defined workflow checklist. | Off the Shelf | | | Relocation | | Yes, Flairdocs DOTTrack Relocation module provides the ability to auto generate claims based on information entered through a user defined workflow checklist under Relocation Claims panel. The information for each claim line item is entered individually and then auto calculated to show the total per relocation claim. Each claim has a workflow to approve the claim, and the form can be generated already populated with the information and approver signatures after the workflow has been approved. |
| ROW-156 | 1 | Right-of-Way | Relocation | Provide the ability to auto generate the Last Resort Housing Memo, auto populated from the right-of-way solution once the amount exceeds the threshold. | Off the Shelf | | | Relocation | | Yes, Flairdocs DOTTrack provides the ability to auto generate the Last Resort Housing Memo, auto populated from the right-of-way solution if the amount exceeds the threshold. The Housing of Last resort is recorded under the Studies panel in the Benefit Determination section along with the Justification. The justification is required once the calculation determines that the selected comparable is housing of last resort. |

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| ROW-157 | 1 | Right-of-Way | Relocation | Provide the ability to upload pictures for the subject property and associated comps and store in ProjectWise and link for later retrieval. | Off the Shelf with Configuration | | | Relocation | | Yes, Flairdocs DOTTrack provides the ability to upload pictures for the subject property and associated comps in the Studies panel. Documents can also be uploaded in each subject dwelling or comparable record. Flairdocs is able to be integrated with ProjectWise so that all documents uploaded in Flairdocs will also be available through ProjectWise. |
| ROW-158 | 1 | Right-of-Way | Relocation | Provide the ability to support both business and residential relocation for property owners and tenants. | Off the Shelf | | | Relocation | | Yes, Flairdocs DOTTrack provides the ability to support both business and residential relocation for property owners and tenants.<br><br>Each relocation type is designated per file contact so residential and business relocations can be tracked on the same parcel if necessary. Each contact is assigned a contact type (owner/tenant) and the designation and relocation type flow through to the Relocation module once a relocation assignment is made. |
| ROW-159 | 2 | Right-of-Way | Relocation | Provide the ability to calculate eligible relocation costs for displacees under various relocation alternatives and to support the review of these calculations. | Off the Shelf | | | Relocation | | Yes, Flairdocs DOTTrack Relocation module provides the ability to calculate eligible relocation costs for displacees under various relocation alternatives and to support the review of these calculations.<br><br>The relocation module has several panels to support calculations. All relocation types have the Move Planning panel which includes a section for Estimates. Residential has a Studies panel to track comparable and Non-residential includes a Fixed Payment panel if a business selects |

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| | | | | | | | | | | that option. All 3 of these panels have workflows, with Move Planning and Estimates each having their own workflow independent of the other. |
| ROW-160 | 2 | Right-of-Way | Relocation | Provide the ability to prepopulate and create online relocation worksheets and questionnaires within the right-of-way solution. Worksheets and questionnaires shall be prepopulated with information about displacees obtained during the acquisition process. | Off the Shelf with Configuration | | | Relocation | | Yes, Flairdocs DOTTrack provides the ability to prepopulate and create online relocation worksheets and questionnaires within the right-of-way solution. Templates can be configured to generate straight from Flairdocs with any information entered automatically populating the form. |
| ROW-161 | 1 | Right-of-Way | Relocation | Provide the ability to create and maintain a list of displacees associated with each parcel being acquired. The list of displacees provides information about each individual who is eligible for assistance through the relocation process. | Off the Shelf | | | Parcel Info | | Yes, Flairdocs DOTTrack Parcel Info module provides the ability to create and maintain a list of all displacees associated with each parcel being acquired.<br><br>The File Contacts panel in the Parcel Info module allows all contacts to be tracked with information specific to each contact recorded. A user can easily look at the list of contacts and see which are eligible for assistance through the relocation process. |
| ROW-162 | 1 | Right-of-Way | Relocation | Provide ability to enter, store, and display demographics on displacees (minority, non-minority, and sex) for use in statistical reporting. | Off the Shelf | | | Relocation | | Yes, Flairdocs DOTTrack Relocation Summary Information panel provides the ability to enter, store, and display demographics on displacees (minority, non-minority, and sex) for use in statistical reporting. |

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| ROW-163 | 2 | Right-of-Way | Relocation | Provide the ability to automatically prepare a replacement housing appraisal. This will be triggered by completion of an appraisal. | Off the Shelf with Configuration | | | Relocation | | Yes, Flairdocs DOTTrack Relocation Move Planning panel provides the ability to prepare a replacement housing appraisal. This process is currently manual but can easily be automatically triggered on completion of appraisal of the file/parcel through minor configurations within the system. |
| ROW-164 | 1 | Right-of-Way | Relocation | Provide the ability to enter, store, and display all (initial and subsequent) meetings with a displacee and document the information and explanations provided in each meeting. | Off the Shelf | | | Diary of Contact | | Yes, Flairdocs DOTTrack Diary of Contact module provides the ability to enter, store, and display all (initial and subsequent) meetings with a displacee and document the information and explanations provided in each meeting.<br><br>The Diary of Contact module allows the user to select that the entry is related to relocation and document, when, who and what was discussed per entry. Each entry also has its own document section for any documents related to the contact to be uploaded and saved. |
| ROW-165 | 1 | Right-of-Way | Relocation | Provide the ability to enter, store, and display the Residential Relocation Questionnaire, which captures information on all current occupants, the cost of current housing and preferences for relocation location. | Off the Shelf | | | Relocation | | Yes, Flairdocs DOTTrack Occupant Interview and Move Planning panels provide the ability to enter, store, and display the Residential Relocation Questionnaire, which captures information on all current occupants, the cost of current housing and preferences for relocation location. |

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| ROW-166 | 1 | Right-of-Way | Relocation | Provide the ability to enter, store, and display the Non-Residential Relocation Questionnaire, which includes the name of the business; the owner of the business; demographic information on the owner; the nature/type of business; current lease terms; plans for relocating or discontinuing operations; desired relocation location and other business specific attributes. | Off the Shelf | | | Relocation | | Yes, Flairdocs DOTTrack Relocation Summary Information and Move Planning panels provide the ability to enter, store, and display the Non-Residential Relocation Questionnaire, which includes the name of the business; the owner of the business; demographic information on the owner; the nature/type of business; current lease terms; plans for relocating or discontinuing operations; desired relocation location and other business specific attributes. |
| ROW-167 | 1 | Right-of-Way | Relocation | Provide the ability to generate a statement of rent and income for execution by residential displacee pre-populating where information is available in the system (owner name, spouse name, address, etc.). | Off the Shelf with Configuration | | | Relocation | | Yes, Flairdocs DOTTrack provides the ability to generate a statement of rent and income for execution by residential displacee pre-populating with information that has been entered in the system. Templates can be configured to generate straight from Flairdocs with any information entered automatically populating the form. |
| ROW-168 | 1 | Right-of-Way | Relocation | Provide the ability to enter, store, and display information on statement of rent and income including occupant name; spouse | Off the Shelf | | | Relocation | | Yes, Flairdocs DOTTrack provides the ability to enter, store, and display information on statement of rent and income including occupant name; spouse name; address; length of time at the address; date moved in; monthly rent; utility costs; how rent was |

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| | | | | name; address; length of time at the address; date moved in; monthly rent; utility costs; how rent was verified (cancelled checks, rent receipts, verification with landlord, etc.); and monthly income and how income was verified (pay stub, tax return, etc.). | | | | | | verified (cancelled checks, rent receipts, verification with landlord, etc.); and monthly income and how income was verified (pay stub, tax return, etc.) through the Subject Dwelling popup record under Studies panel. |
| ROW-169 | 2 | Right-of-Way | Relocation | Provide the ability to calculate eligible relocation payments for residential displacees and store within the right-of-way solution. | Off the Shelf | | | Relocation | | Yes, Flairdocs DOTTrack Relocation Studies panel provides the ability to calculate eligible relocation payments for residential displacees and store within the right-of-way solution. The calculations are based on study type and follow federal guidelines for relocations. The calculations are automatic once a comparable is selected, and the max price differential is provided. |
| ROW-170 | 2 | Right-of-Way | Relocation | Provide the ability to calculate eligible relocation payments for business displacees and store within the right-of-way solution. | Off the Shelf | | | Relocation | | Yes, Flairdocs DOTTrack Relocation Claims panel provides the ability to calculate eligible relocation payments for business displacees and store within the right-of-way solution. Each claim line item is entered individually and the total automatically updates after each claim line item is saved. |
| ROW-171 | 1 | Right-of-Way | Relocation | Provide the ability to enter, store, and display various types of relocation payments being offered (since some relocation | Off the Shelf | | | Relocation | | Yes Flairdocs DOTTrack, Relocation Payment panel provides the ability to enter, store, and display various types of relocation payments being offered. The Payment Type field is a dropdown list that is editable by an authorized user so the list |

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| | | | | payment types are taxable and others are not, this is needed to support 1099 generation). | | | | | | can be updated as needed according to changes in tax law. |
| ROW-172 | 2 | Right-of-Way | Relocation | Provide the ability to integrate with multiple Excel-based relocation calculators and then link to ProjectWise to save/store the calculation worksheets for later retrieval. | Off the Shelf with Configuration | | | Relocation | | Yes, Flairdocs DOTTrack is fully capable of integrating with external system using some configurations code in our product. We have similar implementation in the Estimates panel for other DOT clients and feel confident we will achieve this along with WVDOT DOT once all information provided. |
| ROW-173 | 1 | Right-of-Way | Relocation | Provide the ability to enter, store, and display available replacement housing including location, date available, asking price or rent price, a detailed description of the property, various attributes about the property and whether the property has been inspected, and by whom. | Off the Shelf | | | Relocation | | Yes, Flairdocs DOTTrack Relocation Studies module under Residential Relocation type provides the ability to enter, store, and display available replacement housing including location, date available, asking price or rent price, a detailed description of the property, various attributes about the property and whether the property has been inspected, and by whom as the "Replacement Dwelling" record under Comparable popup. |
| ROW-174 | 3 | Right-of-Way | Relocation | Provide the ability to link to the Multiple Listing Service (MLS) for the appropriate area. | Off the Shelf with Configuration | | | Appraisal (Valuation) | MLS Multi-List Service | Yes, Flairdocs DOTTrack is fully capable of integrating with an external system using some configurations code in our product. We have a similar implementation with Zillow for other DOT clients, although MLS is a product licensed for realtors and is available with a paid subscription. We feel |

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| | | | | | | | | | | confident we will achieve for WVDOT once all information provided. |
| ROW-175 | 3 | Right-of-Way | Relocation | Provide the ability to link to Digital Courthouse for tax information. | Off the Shelf with Configuration | | | Offer Negotiation | County Courthouse Property Tax Information | Yes, Flairdocs DOTTrack is fully capable of integrating with external systems using some configurations code in our product. We have provided similar implementation for other DOT clients with a Simplifile integration, which provides a digital recording service. Flairsoft will provide integration services to assessor/tax information through the property record search solution desired by WVDOT We feel confident we will achieve this for WVDOT DOT once all information provided. |
| ROW-176 | 1 | Right-of-Way | Relocation | Provide the ability to define an automated workflow to review/approve relocation payments with review steps based on user-defined business rules. | Off the Shelf | | | Relocation > Relocation Payment | | Yes, Flairdocs DOTTrack, Relocation Payment panel has an integrated payment workflow to review/approve relocation payments with review steps based on user-defined business rules.<br><br>Flairdocs comes with a powerful workflow engine associated with various modules/panels providing ease of data review and approval process within the system. |
| ROW-177 | 1 | Right-of-Way | Relocation | Integrate with the wvOASIS ERP accounts payable function to initiate payment request for relocation. This should include pre-encumbrance for relocation amount against project and project phase. | Off the Shelf with Configuration | | | Relocation | | Yes, Flairdocs DOTTrack is fully capable of integrating with external systems using some configurations code in our product.<br><br>In previous customer engagements, Flairdocs DOTTrack has provided integration with external enterprise systems dealing with various types of data. Flairdocs DOTTrack comes with a powerful off the shelf automation and scheduling |

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| | | | | | | | | | | engine which allows integration components or jobs to be added to the system. Jobs can be schedule based or system event based, allowing integration to happen as a batch process or as a real time response to system events. Through slight configuration, Flairdocs DOTTrack can easily be integrated with HUB to capture and transmit the authorization data for review by various entities. |
| ROW-178 | 1 | Right-of-Way | Relocation | Integrate with the wvOASIS accounts payable function to obtain and record warrant numbers and date payments were made by the State. | Off the Shelf with Configuration | | | Relocation | | Yes, Flairdocs DOTTrack is fully capable of integrating with external system using some configurations code in our product.<br><br>In previous customer engagements, Flairdocs DOTTrack has provided integration with external enterprise systems dealing with various types of data. Flairdocs DOTTrack comes with a powerful off the shelf automation and scheduling engine which allows integration components or jobs to be added to the system. Jobs can be schedule based or system event based, allowing integration to happen as a batch process or as a real time response to system events. Through slight configuration, Flairdocs DOTTrack can easily be integrated with HUB to capture and transmit the authorization data for review by various entities. |
| ROW-179 | 1 | Right-of-Way | Relocation | Provide ability to automatically/electronically generate a relocation claim form | Off the Shelf | | | Relocation > Relocation Claims | | Yes, Flairdocs DOTTrack, Relocation Claims panel provides the ability to record a relocation claim required by a residential displacee and process through a workflow for approval if required. |

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| | | | | for execution by a residential displacee. | | | | | | On the 'Relocation Claims' panel in the 'Relocation' module a Generate Document button is provided that allows the user to generate the specific populated template required. Templates are managed in the Admin menu, and all WVDOT templates will be provided as needed/required. A user can email the generated document to the residential displacee directly for the document grid. |
| ROW-180 | 1 | Right-of-Way | Relocation | Provide ability to automatically/electronically generate a relocation claim form for execution by a business displacee. | Off the Shelf | | | Relocation > Relocation Claims | | Yes, Flairdocs DOTTrack, Relocation Claims panel provides the ability to record a relocation claim required by a business displacee and process through a workflow for approval if needed.<br><br>Templates are managed in the Admin menu, and all WVDOT templates will be provided as needed/required. A user can email the generated document to the residential displacee directly for the document grid. |
| ROW-181 | 1 | Right-of-Way | Relocation | Provide ability to enter, store, and display the final contact with displacee following relocation including new address and contact information and information about the replacement dwelling. | Off the Shelf | | | Relocation > Relocation Move Planning | | Yes, Flairdocs DOTTrack, Relocation Move Planning panel provides the ability to enter, store, and display the final contact with displacee following relocation including new address and contact information and information about the replacement dwelling. |

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| ROW-182 | 1 | Right-of-Way | Relocation | Provide ability to compute whether displacees are eligible to make claims based on occupancy or displacement dates. | Off the Shelf | | | Relocation > Relocation Claims | | Yes, Flairdocs DOTTrack Relocation Claims panel provides the ability to compute whether displacees are eligible to make claims based on occupancy or displacement dates. The entered estimates and occupancy date the entered claim is sent for processing and approval. |
| ROW-183 | 2 | Right-of-Way | Relocation | Provide ability to generate alerts within the system and a letter to displacees a user-defined number of days/months (12 months, 18 months, etc.) before displacee's eligibility to enter a relocation expense claim is set to expire. | Off the Shelf | | | Relocation > Relocation Summary Information Relocation > Relocation Claims Admin > Notification Configuration | | Yes, Flairdocs DOTTrack provides the ability to track and generate alerts or notifications within the system and a letter to displacees a user-defined number of days/months (12 months, 18 months, etc.) before displacee's eligibility to enter a relocation expense claim is set to expire. The notifications are configurable and user with given rights will have the capability to set the notification triggers and even update the notification data. |
| ROW-184 | 1 | Right-of-Way | Legal Condemnation | Provide the ability to generate a request to institute condemnation proceedings based on initiation by an authorized user. This letter will document last offer to the property owner; amount asked for by property owner if the property owner has disclosed a price; number of negotiations attempt with the property owner or their authorized | Off the Shelf | | | Offer Negotiation Condemnation Assignment | | Yes, Flairdocs DOTTrack provides the ability to generate a request to institute condemnation proceedings based on initiation by an authorized user through the Assignment module. To start the Condemnation process, if all the negotiations fail then to proceed with Condemnation, the authorized user has to mark the file/parcel as recommended for condemnation along with a definite reason. Then through Assignment screen need to create an Assignment for Condemnation Specialist, then the file is considered for Condemnation. |

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| | | | | representative; and reasons for recommending condemnation. | | | | | | |
| ROW-185 | 1 | Right-of-Way | Legal Condemnation | Provide the ability to document in a condemnation request the last offer to the property owner; amount asked by property owner if the property owner has disclosed a price; number of negotiations attempt with the property owner or their authorized representative; and reasons for recommending condemnation. | Off the Shelf | | | Offer Negotiation | | Yes, Flairdocs DOTTrack, Offer Negotiation module has the ability to document and track condemnation request based on the last offer proposed to property owner, record all the failed negotiations, the amount offered as well the amount requested by property owner. To send the file/parcel under Condemnation, user has to provide a narrative response detailing the reason for recommending condemnation. |
| ROW-186 | 2 | Right-of-Way | Legal Condemnation | Provide the ability to electronically route a condemnation request to authorized reviewers and approvers based on user-defined business rules. | Off the Shelf | | | Condemnation > RC Workflow | | Yes, Flairdocs DOTTrack provides the ability to route a condemnation request to authorized reviewers and approvers through our integrated workflow feature. These workflows are available mostly on all modules provides ease of authorization from required reviewers and approvers before the process can be closed or as a kick off for another process. |
| ROW-187 | 2 | Right-of-Way | Legal Condemnation | Provide the ability to initiate condemnation proceedings based on approval of the condemnation request | Off the Shelf | | | Condemnation > RC Workflow | | Yes, Flairdocs DOTTrack provides the ability to initiate condemnation proceedings, once the RC (Recommendation for Condemnation) workflow is approved. The "Condemnation Processing" and "Case |

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| | | | | by authorized reviewers in the system. | | | | | | Management" panels get enabled and ready for condemnation proceeding data recording. |
| ROW-188 | 1 | Right-of-Way | Legal Condemnation | Provide the ability to generate a 5-day Notice Of Condemnation letter to the owner. | Off the Shelf with Configuration | | | Condemnation Admin >Notification Configuration | | Yes, Flairdocs DOTTrack provides the ability to crate and automate any notification in the system using our configurable notification engine. If needed you can configure this notification or if required we can easily do it on your behalf with just configuration through Admin page. |
| ROW-189 | 1 | Right-of-Way | Legal Condemnation | Integrate with wvOASIS accounts payable to generate request for warrant to compensate process server, including appropriate preencumbrance against the project and project phase. | Off the Shelf with Configuration | | | Condemnation > Payment | | Yes, Flairdocs DOTTrack is fully capable of integrating with wvOASIS accounts payable to generate request for warrant to compensate process server, including appropriate preencumbrance against the project and project phase.<br><br>In previous customer engagements, Flairdocs DOTTrack has provided integration with external enterprise systems dealing with various types of data. Flairdocs DOTTrack comes with a powerful off the shelf automation and scheduling engine which allows integration components or jobs to be added to the system. Jobs can be schedule based or system event based, allowing integration to happen as a batch process or as a real time response to system events. Through slight configuration, Flairdocs DOTTrack can easily be integrated with HUB to capture and transmit the authorization data for review by various entities. |

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| ROW-190 | 1 | Right-of-Way | Legal Condemnation | Provide the ability to store all dates relevant to a condemnation, including but not limited to the following:<br>- When request to institute condemnation was received from the District;<br>- Date condemnation packet was submitted to Legal Division;<br>- Date of Take (i.e., the Date the Petition is filed);<br>- Right of Entry Date (ROE);<br>- Scheduled trial date[s]; and<br>- Date of settlement/final order. | Off the Shelf | | | Condemnation > Recommendation for Condemnation<br><br>Condemnation > Condemnation Processing<br><br>Condemnation > Case Management | | Yes, Flairdocs DOTTrack provides the ability to store all relevant condemnation dates under Recommendation for Condemnation, Condemnation Processing panels and Case Management, including but not limited to -<br>- When request to institute condemnation was received from the District;<br>- Date condemnation packet was submitted to Legal Division;<br>- Date of Take (i.e., the Date the Petition is filed);<br>- Right of Entry Date (ROE);<br>- Scheduled trial date[s]; and<br>- Date of settlement/final order. |
| ROW-191 | 1 | Right-of-Way | Legal Condemnation | Provide the ability to document the outcome of court proceedings and the amount of court award. | Off the Shelf | | | Condemnation > Condemnation Processing<br><br>Condemnation > Case Management | | Yes, Flairdocs DOTTrack provides the ability to document the outcome of court proceedings and the amount of court award under the Condemnation Processing panel and Case Management panel accordingly. |
| ROW-192 | 1 | Right-of-Way | Legal Condemnation | Integrate with wvOASIS accounts payable to generate a request for warrant payable to Court Clerk for amount of court award, | Off the Shelf with Configuration | | | Condemnation > Payment | | Yes, Flairdocs DOTTrack is fully capable of integrating with wvOASIS accounts payable to generate a request for warrant payable to Court Clerk for amount of court award, including appropriate pre-encumbrance against the project and project phase. |

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| | | | | including appropriate pre-encumbrance against the project and project phase. | | | | | | In previous customer engagements, Flairdocs DOTTrack has provided integration with external enterprise systems dealing with various types of data. Flairdocs DOTTrack comes with a powerful off the shelf automation and scheduling engine which allows integration components or jobs to be added to the system. Jobs can be schedule based or system event based, allowing integration to happen as a batch process or as a real time response to system events. Through slight configuration, Flairdocs DOTTrack can easily be integrated with HUB to capture and transmit the authorization data for review by various entities. |
| ROW-193 | 1 | Right-of-Way | Legal Condemnation | Provide the ability to generate a 1099 only when appropriate. Right-of-way solution should provide proper 1099-flag to wvOASIS accounts payable. For example, it should ensure that a 1099 is NOT generated for the amount of a condemnation award (since the condemnation award is payable to the Court, which is responsible for any 1099 reporting to | Off the Shelf with Configuration | | | Condemnation.Payment | | Yes, Flairdocs DOTTrack provides the ability to generate a 1099 only when appropriate. Right-of-way solution should provide proper 1099-flag to wvOASIS accounts payable. For example, it should ensure that a 1099 is NOT generated for the amount of a condemnation award (since the condemnation award is payable to the Court, which is responsible for any 1099 reporting to property owners upon making payment).<br><br>The 'Payment' panel in the Condemnation module provides a field for the 'Pay to' Line 1 and Line 2 fields and a '1099 Reporting' field to be populated when applicable. |

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| | | | | property owners upon making payment). | | | | | | |
| ROW-194 | 1 | Right-of-Way | Legal Condemnation | Provide the ability to document a legal settlement prior to condemnation and capture settlement amount and other settlement information in system. | Off the Shelf | | | Condemnation > Recommendation for Settlement > Settlement Offers | | Yes, Flairdocs DOTTrack, Settlement Offers section under Recommendation for Condemnation panel provides the ability to document a legal settlement prior to Condemnation and capture settlement amount and other settlement information along with acceptance date and response status. |
| ROW-195 | 1 | Right-of-Way | Legal Condemnation | Integrate with the wvOASIS accounts payable function to initiate payment request for settlement amount. This should include preencumbrance for acquisition amount against project and project phase. | Off the Shelf with Configuration | | | Condemnation > Payment | | Yes, Flairdocs DOTTrack is fully capable of integrating with external system using some configurations code in our product. We have similar implementation for other DOT clients and feel confident we will achieve this along with WVDOT DOT once all information provided.<br><br>In addition to other sections of the Payment Detail previously addressed, a dropdown is provided for the Payment Type of "Settlement payment" and a configurable dropdown field to indicate what the payment is subject to. The Account Entries section of the panel allows a user to indicate an EA/Subjob, Activity Code, Amount and Object if the payment amount needs to be split by accounting code. |
| ROW-196 | 2 | Right-of-Way | Legal Condemnation | Provide the ability to track the condemnation rate by different parameters (e.g., fiscal year, urban/rural areas, | Off the Shelf | | | Condemnation > Access Reservation | | Yes, Flairdocs DOTTrack, Access Reservation panel provides the ability to track the condemnation rate by different parameters (e.g., fiscal year, urban/rural areas, state project, federal project, etc.). Along with the mentioned details it also |

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| | | | | state project, federal project, etc.). | | | | | | includes the highway, station, special language, and joint access neighbour details. |
| ROW-197 | 2 | Right-of-Way | Legal Condemnation | Provide the ability to generate a notification to the Appraisal Section once the Petition has been filed and ROE has been granted so the Appraisal Report can be updated to the Date of Take for court. | Off the Shelf | | | Condemnation > Condemnation Case Management | | Yes, Flairdocs DOTTrack provides capability to trigger notification to Appraisal section once the petition has been filed and ROE has been granted so the Appraisal Report can be updated to the Date of Take for court.<br>Flairdocs Notification Configuration provides the ability to create and automate notifications based on the application need directly from the admin section.<br>Authorized user can create these notifications and set the trigger points when from where these to be triggered and to whom. |
| ROW-198 | 1 | Right-of-Way | Acquisition & Relo-cation Payments | Integrate with the wvOASIS accounts payable function to support payment processing requirements of the right-of way, utilities, and railroad agreement processes. | Off the Shelf with Configuration | | | Utility Coordination > Payment; Railroad Coordination > Payment; Offer Negotiation > Payment | | Yes, Flairdocs DOTTrack is fully capable of integrating with external system using some configurations code in our product. We have similar implementation for other DOT clients and feel confident we will achieve this along with WVDOT DOT once all information provided.<br><br>Each of the functional areas, right-of way, utilities, and railroad agreement processes have their own 'Payments" panel for convenience. |
| ROW-199 | 1 | Right-of-Way | Acquisition & Relo-cation | Provide the ability to support payment of property acquisition and relocation payments to property | Off the Shelf with Configuration | | | Offer Negotiation, Condemnation, Relocation, | | Yes, Flairdocs DOTTrack integrated Payment Processing panel within each module including but not limited to Offer Negotiation, Condemnation, Relocation, Title payments for property owners and/or |

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| | | | Payments | owners and displacees (who may or may not already be in the State's vendor master). Integrate with wvOASIS and set-up the property owner or displacee in wvOASIS in order to pay property owners and displacees. | | | | Title. Payment panels | | displacees. Based on the process the payment is triggered, contact is pulled from the file/parcel and payment record is sent for approval through workflow. Once the payment gets approved it can trigger the wvOASIS system to pay the property owner or displacee using the API's for integration.<br><br>Depending on the desired business process, the integration can request that the Accounting team set up the vendor record in the State's vendor master and a notification can be used to accommodate the request for adding the vendor and when the vendor set up is complete. If the business process allows members of the R/W organization to perform the task of adding a vendor to the State's vendor master, Flairdocs can accommodate that process as well. |
| ROW-200 | 1 | Right-of-Way | Acquisition & Relo-cation Payments | Integrate with the wvOASIS accounts payable function to initiate payment request for accepted offers. This should include preencumbrance for acquisition amount against project and project phase. | Off the Shelf with Configuration | | | Offer Negotiation, Relocation > Payment panels | | Yes, Flairdocs DOTTrack is fully capable of integrating with external system using some configurations code in our product. We have similar implementation for other DOT clients and feel confident we will achieve this along with WVDOT DOT once all information provided.<br><br>Accepted offers will be tracked in the 'Negotiation Details' of the 'Offer Negotiation' module. Both the 'Offer Negotiation' module and 'Relocation' module have 'Payments' panels to gather |

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| | | | | | | | | | | all the details about the payment for transmitting to wvOasis |
| ROW-201 | 1 | Right-of-Way | Acquisition & Relocation Payments | Provide the ability to generate multiple warrant requests (e.g., if the property has multiple property owners who want individual checks, or payments to trusts, or payments to one or more banks for mortgage balances, and so on). | Off the Shelf | | | Payment Information | | Yes, Flairdocs DOTTrack Payment module provides the ability to generate multiple payment requests against a single process. The payment request could in form of multiple checks for each individual owner, payment to trust, or payment to one or more banks for mortgage balances, etc. The payment could define along with request and multiple payment records can added against a single process. |
| ROW-202 | 1 | Right-of-Way | Acquisition & Relocation Payments | Provide the ability to support multiple payees (i.e., warrants made out to multiple individuals) determined by percentage share due to each individual (ensuring that the State does not pay more than 100% of the agreed-upon acquisition amount). | Off the Shelf | | | Payment Information | | Yes, Flairdocs DOTTrack Payment module provides the ability to include multiple payees within a payment request against a single process. The payee could be including but not limited warrants made out to multiple individuals). The determined payment request amount can be distributed among all payees based on the percentage share for each individual. Thus, ensuring that the State does not pay more than 100% of the agreed-upon acquisition amount. The "Payee Details" section under Payment Request provides the ability to record all payees along with their percentage of share on the property. |
| ROW-203 | 1 | Right-of-Way | Acquisition & Relocation Payments | Provide the ability to display the fund balances on a project/project phase when a payment request is generated in | Off the Shelf with Configuration | | | Payment Information<br><br>Authorization Management | | Yes, Flairdocs DOTTrack, Authorization Management module keeps the track of all the funds encumbered, used on project and all the balance remaining on project for use.<br>On Payment panels within the module the |

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| | | | | the right-of-way solution. | | | | | | fund balance is currently not visible on generating a payment request. But it can easily be configured to display the available funds on the project pulling details from Authorization Management screen. |
| ROW-204 | 2 | Right-of-Way | Acquisition & Relocation Payments | Generate alerts to a project specific distribution list when the available funds on a project or project phase fall below a user-configurable threshold value. | Off the Shelf | | | Payment Information<br><br>Notification Configuration | | Yes, Flairdocs DOTTrack provides the ability to generate alerts to project specific distribution list when the available funds on a project or project phase fall below a user-configurable threshold value.<br>Flairdocs Notification Configuration provides the ability to create and automate notifications based on the application need directly from the admin section.<br>Authorized user can create these notifications and set the trigger points when, from where these to be triggered and to whom along with the rules like in this case if funds fall below the threshold value. |
| ROW-205 | 2 | Right-of-Way | Acquisition & Relocation Payments | Generate an alert to a project specific distribution list when the project end date or project financial end date is within a certain user-defined time period. | Off the Shelf | | | Payment Information<br><br>Notification Configuration | | Yes, Flairdocs DOTTrack provides the ability to generate an alert to a project specific distribution list when the project end date or project financial end date is within a certain user-defined time period.<br>Flairdocs Notification Configuration provides the ability to create and automate notifications based on the application need directly from the admin section.<br>Authorized user can create time-based notifications and set the trigger points when, from where these to be triggered and to whom along with the rules. |

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| ROW-206 | 1 | Right-of-Way | Acquisition & Relocation Payments | Provide the ability to support review and approval of acquisition and relocation payment requests by authorized users based on project number and payment amount through a workflow-driven approval process. | Off the Shelf | | | Payment Information Workflow | | Yes, Flairdocs DOTTrack provides the ability to support review and approval of acquisition and relocation payment requests through respective Offer Negotiation Payment workflow and Relocation Payment workflow.<br><br>The configurable workflow editor tool allows an administrator or an authorized user to modify a workflow in terms of adding a new workflow actor, delegate to some other user, remove a workflow actor, etc. Authorized users having configuration permissions can create triggers (prerequisites and post-conditions) e.g., checking for the existence of a specific condition or logic, field value, etc., for each workflow step to meet agency defined conditions. |
| ROW-207 | 1 | Right-of-Way | Acquisition & Relocation Payments | Provide the ability to support review and approval of payments by WVDOT Business Manager for payments over a user-defined threshold. | Off the Shelf | | | Payment Information Workflow | | Yes, Flairdocs DOTTrack provides the ability to support review and approval of payments by WVDOT Business Manager for payments over a user-defined threshold through Payment.<br><br>The configurable workflow editor tool is very simple and does not require any technical knowledge. It allows users to create a parallel or sequential workflow with drag and drop functionality and to set permission to accept/reject/recommend/approve on each workflow step. All changes including rejection of any request for attribute |

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| | | | | | | | | | | information change is recorded and tracked through workflow status. |
| ROW-208 | 1 | Right-of-Way | Acquisition & Relocation Payments | Provide the ability to support scheduling of closings following receipt of all required payment approvals. | Off the Shelf | | | Payment Information Workflow<br><br>My Work Queue | | Yes, Flairdocs DOTTrack provides the ability to support scheduling of closings following receipt of all required payment approvals through workflow approval. All the actors/users involved in workflow have the ability to either send it forward or backward to a next/previous stage user or group of users. All application users have their work queue defined and the assigned workflow task gets queued up in their task list.<br><br>The last actor/user role having the scheduled workflow task, will review the payment request and has the option to close the process with either their approval or disapproval. |
| ROW-209 | 1 | Right-of-Way | Acquisition & Relocation Payments | Provide the ability to initiate payment request based on obtaining all required approvals. | Off the Shelf | | | Payment Information Workflow | | Yes, Flairdocs solution is equipped with a "Workflow Designer" tool, which supports both 'Serial' and 'Parallel' workflows and helps manage and configure the processes and the business rules that drive the workflow. Workflow definitions can be configured via the Drag-and-Drop Workflow designer. The workflow definition allows a series of steps to be described, along with pre-condition and post-condition events. For example, when the "W9" document is received, then payment workflow is triggered and forwarded to the 'Review Manager' for review. |

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| | | | | | | | | | | Each workflow step can include branching to multiple participants, as well as dynamic lookup of system data to evaluate complex routing criteria. Participants for a given step are defined by their roles/assignments in the system and are dynamically evaluated at run time. Participants in each step are notified via the Flairdocs notification engine.<br><br>The workflow engine works in-line with the notification engine. When a workflow user completes an assigned task, moving the workflow to next stage, the system then notifies user(s) with an email notification to ensure that process progresses steadily thereby reducing bottlenecks. |
| ROW-210 | 1 | Right-of-Way | Acquisition & Relocation Payments | Provide the ability to record expenditures against project, project phase, and funding source and adjust encumbrance as appropriate via integration with HUB and/or wvOASIS. | Off the Shelf with Configuration | | | Authorization Management >EA Management | | Yes, Flairdocs DOTTrack is fully capable of integrating with external system using some configurations code in our product. We have a similar implementation for other DOT clients and feel confident we will achieve this along with WVDOT DOT once all information provided.<br><br>The 'EA Management' panel for the 'Authorization Management' module is where all the expenditures against the project / project phase and the funding source is managed. |
| ROW-211 | 1 | Right-of-Way | Acquisition & Relocation | Provide ability to generate payment for property acquisition by warrant via integration | Off the Shelf with Configuration | | | Offer Negotiation > Payments; | | Yes, Flairdocs DOTTrack provides the ability to generate payment for property acquisition by warrant via integration with wvOASIS accounts payable. Once the |

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| | | | Payments | with wvOASIS accounts payable. | | | | Relocation > Payments | | payment workflow gets approved it can trigger the wvOASIS system to issue payment to the appropriate party(s) using the API's for integration. |
| ROW-212 | 1 | Right-of-Way | Acquisition & Relocation Payments | Provide ability to generate payment for relocation by warrant or EFT with approval of an authorized user. | Off the Shelf with Configuration | | | Offer Negotiation > Payments; Relocation > Payments | | Yes, Flairdocs DOTTrack provides the ability to generate payment for relocation by warrant or EFT with approval of an authorized user. Once the payment workflow is approved it can trigger the payment process based on the method of payment selection. . |
| ROW-213 | 1 | Right-of-Way | Acquisition & Relocation Payments | Provide the ability to integrate with wvOASIS to support creation of a 1099 tax form for taxable acquisition and relocation payments by wvOASIS. | Off the Shelf with Configuration | | | Offer Negotiation > Payment; Relocation > Payment | | Yes, Flairdocs DOTTrack can provide the ability to integrate with wvOASIS to support creation of a 1099 tax form for taxable acquisition and relocation payments by wvOASIS.<br><br>On each 'Payment' panel users have the ability to indicate if a 1099 should be issued based on the 'Payment Type' and who the 1099 should be issued to in the '1099 Reporting' field. |
| ROW-214 | 1 | Right-of-Way | Acquisition & Relocation Payments | Provide the ability to flag payments via integration with wvOASIS accounts payable for the withholding of State of West Virginia income taxes for out-of-state property owners. That is, for out-of-state property owners, WV State income tax due should be automatically | Off the Shelf with Configuration | | | Offer Negotiation > Payment; Relocation > Payment | | Yes, Flairdocs DOTTrack is fully capable of integrating with external system using some configurations code in our product. We have similar implementation for other DOT clients and feel confident we will achieve this along with WVDOT DOT once all information provided.<br><br>In the 'Closing Adjustments' panel users can indicate the amount of withholding and the 'Type' of withholding. The panel also has a calculation feature to deduct the 'Withholding Total'. The calculation |

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| | | | | deducted and remitted to the West Virginia State Tax Department, which would be handled in wvOASIS and intergovernmental transactions transmitting individual taxpayer information to the State Tax Department electronically. | | | | | | feature allows the user to add multiple adjustments and indicate the calculation should be subtracted or added with 'Minus' or 'Plus' radio buttons. All Closing Adjustments will be tracked and transmitted to wvOasis via integration according to WVDOT requirements.<br><br>In the Payment panel in the Payment Details the 'Withholding Paid' amount and the' Total without Withholding Payment' are read-only and display data according to the wvOasis integration. |
| ROW-215 | 2 | Right-of-Way | Acquisition & Relocation Payments | Provide the ability to allow authorized users to track status of acquisition and relocation payment requests (excluding personally identifying information). | Off the Shelf | | | Payment Information workflow | | Yes, Flairdocs DOTTrack provides the ability to allow authorized users to track status of acquisition and relocation payment requests through respective offer negotiation payment workflow and relocation payment workflow.<br><br>All the configured workflows in the application track all the changes including approval or rejection of any request for attribute information change is recorded and tracked through workflow status. It gets automatically triggered based on the workflow activity displays real time information for the workflow process. |
| ROW-216 | 1 | Right-of-Way | Acquisition & Relocation Payments | Provide the ability to cancel checks as required via integration with wvOASIS accounts payable. As an example, once the negotiations are | Off the Shelf with Configuration | | | Offer Negotiation; Relocation | | Yes, Flairdocs DOTTrack is fully capable of integrating with external systems using some configurations code in our product. We have a similar implementation for other DOT clients and feel confident we will achieve this along with WVDOT DOT once all information provided. |

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| | | | | complete, the parcel owner may withdraw their acceptance of an offer and the check may need to be pulled and cancelled. | | | | | | Flairsoft did a similar implementation for another DOT client, where the parcel owner withdraws their acceptance of offer and then through automation the payment clearing was restricted and put on hold for that property owner.<br><br>The data for the rejected offer is tracked in the 'Negotiation Details' panel, of the 'Offer Negotiation' module along with the 'Response Date'. |
| ROW-217 | 1 | Right-of-Way | Admin Payment Processing | Provide the ability for user to enter and store right-of-way relevant data in the right-of-way solution, once the Vendor Customer ID has been created in wvOASIS. This implies a lookup and confirmation from the wvOASIS vendor master and the right-of-way solution via validation of the Vendor Customer ID within the right-of-way solution. | Off the Shelf with Configuration | | | Contracting, Integration | | Yes, the Flairdocs DOTTrack has the ability for user to enter and store right-of-way relevant data in the right-of-way solution. Upon creation of the Vendor Customer ID in wvOASIS, a lookup confirmation from the wvOASIS vendor master will be triggered and our solution will validate that trigger through the same Vendor Customer ID stored within the right-of-way solution. This all will be configured once we receive all the integration details and in collaboration with the WVDOT team we will implement this logic.<br><br>Based on the integration points and the information received from WVDOT team, the required integration will be configured as part of implementation. |
| ROW-218 | 1 | Right-of-Way | Admin Payment Processing | Provide the ability to track and maintain all payments related to reimbursable Acquisition & | Off the Shelf | | | Contracting | | Yes, the Flairdocs DOTTrack has the ability to track and maintain all payments related to reimbursable Acquisition & Relocation for Design-Build projects. |

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| | | | | Relocation for Design-Build projects. | | | | | | The 'Payments' module allows users to track all payments, amounts and dates associated with the contracts. |
| ROW-219 | 1 | Right-of-Way | Contract Management | Integrate with wvOASIS procurement function to support auto-generation of contract numbers for all Individual Services Contracts (Appraisal, Acquisition, Relocation, etc.). | Off the Shelf with Configuration | | | Contracting, Integration | | Yes, the Flairdocs DOTTrack has the ability to Integrate with wvOASIS procurement function to support auto-generation of contract numbers for all Individual Services Contracts (Appraisal, Acquisition, Relocation, etc.)<br><br>Flairdocs has a proven capability to integrate with various systems using various available web service calls or interfaces to request the contract number.<br><br>Based on the integration points and the information received from WVDOT team, the required integration will be configured as part of implementation. |
| ROW-220 | 1 | Right-of-Way | Contract Management | Integrate with the wvOASIS procurement function to access and maintain a list of contract appraisers, attorneys, right-of-way services firms, and firms performing disinterment and reinternment services. | Off the Shelf with Configuration | | | Contracting, Integration | | Yes, the Flairdocs DOTTrack has the ability to Integrate with the wvOASIS procurement function to access and maintain a list of contract appraisers, attorneys, right-of-way services firms, and firms performing disinterment and reinternment services.<br><br>Based on the integration points and the information received from WVDOT team, the required integration will be configured as part of implementation. |
| ROW-221 | 1 | Right-of-Way | Contract Management | Provide the ability to maintain a list of approved service providers such as | Off the Shelf | | | Admin > Contractor Company Details | | Yes, the Flairdocs DOTTrack has the ability to maintain a list of approved service providers such as approved appraisers, attorneys, right-of-way consultants |

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| | | | | approved appraisers, attorneys, right-of-way consultants | | | | | | through the Contractor Details module.<br><br>The Contractor Company Details module under the Admin control tracks and manages all the recorded consultants/service providers along with their approval date and expiry date.<br><br>If a user wishes to deactivate any of these approved/active service providers, they are able to do so in this screen as well. |
| ROW-222 | 1 | Right-of-Way | Contract Management | Provide the ability to search a list of real estate specific capabilities and specifications which a consultant is authorized to perform. | Off the Shelf | | | Admin > Contractor Company Details | | Yes, the Flairdocs DOTTrack provides a user with the ability to search a list of real estate specific capabilities and specifications which a consultant is authorized to perform.<br><br>When a contractor is setup, the capabilities and specifications are listed through “Service Type," "Social Information," and other "Interest" fields. The list for "Service Type" and "Social Information" is admin configurable and users can associate multiple service types and social statuses to a single contracting company. |
| ROW-223 | 2 | Right-of-Way | Contract Management | Provide the ability to maintain a list of key staff members at each appraisal or right-of-way services firm, integrating with the wvOASIS procurement function as appropriate. This should include vendor | Off the Shelf with Configuration | | | Admin > Contractor Company Details > Associated Contractors panel<br><br>Integration | | Yes, the Flairdocs DOTTrack provides the user with the ability to maintain a list of key staff members at each appraisal or right-of-way services firm, integrating with the wvOASIS procurement function as appropriate.<br><br>Under each selected 'Contractor Company' panels for 'Company Contact Details'; that lists name, phone number, fax number, |

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| | | | | identification number, company name, employee name, phone number, fax number, email address, physical address, functional role if applicable (e.g., project manager, appraiser, right-of-way agent, etc.), and any licenses and certifications which the individual holds. | | | | | | email address, physical address, position; with an indicator of which is the Primary Contact; 'Associated Contractors', which lists all individuals, their Role, Pay Rate, Certificate #, Expiration Date, and a Notes field; 'Review', where WVDOT can document performance information about a specific associated contractor.<br><br>Based on the integration points and the information received from WVDOT team, the required integration will be configured as part of implementation. |
| ROW-224 | 2 | Right-of-Way | Contract Management | Integrate with the wvOASIS procurement/contracts management function to support the consultant selection process for appraisal and other right of-way acquisition services. | Off the Shelf with Configuration | | | Admin > Contractor Company Details > Associated Contractors panel | | Yes, the Flairdocs DOTTrack has the ability to Integrate with the wvOASIS procurement/contracts management function to support the consultant selection process for appraisal and other right of-way acquisition services.<br><br>Flairsoft has the proven capability to integrate with various systems using web-based calls or interfaces.<br><br>Based on the integration points and the information received from WVDOT team, the required integration will be configured as part of implementation. |
| ROW-225 | 2 | Right-of-Way | Contract Management | Provide the ability to define a proposed consultant scope of work including a description and the items of work to be performed. | Off the Shelf | | | Assignment Contracting Price Agreements | | Yes, the Flairdocs DOTTrack provides users with the ability to define a proposed consultant scope of work including a description and the items of work to be performed through the 'Assignment' module. |

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| | | | | | | | | | | On creating the assignment for consultants to perform a specific task, the scope of work is defined along with the assignment task, due dates and other descriptions if required.<br><br>Additionally, in the Contracting Price Agreements module found in the Admin menu, a scope of work can be uploaded and consultant responses can be tracked accordingly. |
| ROW-226 | 2 | Right-of-Way | Contract Management | Provide the ability to record an WVDOT estimate of cost of performing services and create pre-encumbrance for this amount against appropriate project, project phase, and funding source. | Off the Shelf | | | Estimates | | Yes, the Flairdocs DOTTrack has the ability to record a WVDOT estimate of cost of performing services and create pre-encumbrance for this amount against appropriate project, project phase, and funding source.<br><br>The 'Estimates' module is highly comprehensive, providing the ability to capture different types of estimates including scoping, programming, and liaison estimates. The module supports both high-level estimates where a user can define a project based on segments, as well as detailed estimates that include Personnel Costs for Appraisal, Appraisal Review, Acquisition, Relocation Study, Relocation Asst., Demolition, Sr. Agent Liaison, etc. |
| ROW-227 | 2 | Right-of-Way | Contract Management | Provide the ability to record and store consultant responses to WVDOT issued scopes of work. Response | Off the Shelf with Configuration | | | Contracting Price Agreements | | Yes, the Flairdocs DOTTrack provides a user with the ability to record and store consultant responses to WVDOT issued scopes of work. |

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| | | | | documents should be stored in ProjectWise and linked for later retrieval. | | | | | | The 'Contracting Price Agreements' module, under the admin menu allows an authorized user to upload the Scope of Work associated to the Price Agreement, as well as the Response documents from the consultant. Through an integration with ProjectWise, the documents can be stored in ProjectWise and linked for later retrieval. |
| ROW-228 | 1 | Right-of-Way | Contract Management | Provide the ability to document WVDOT selection of consultant including selection team scoring and comments. | Off the Shelf with Configuration | | | Contracting domain | | Yes, the Flairdocs DOTTrack provides the capability to document WVDOT selection of consultant including selection team scoring and comments through our in-house developed "Contracting" domain. This is a separate domain used to track and manage the whole contract lifecycle management process.<br><br>Flairdocs has a fully functional Contracting domain, which contains all the required modules to capture and track information about the procurement for Consultant services, including bid, bid recipients, bid response reviews, approvals, selected consultant information and contract setup.<br><br>The documents required for bid process and the scope of services can easily be uploaded within the Contracting module and can be made public for use. |
| ROW-229 | 1 | Right-of-Way | Contract Management | Integrate with wvOASIS purchasing function to create purchase orders for selected consultant and encumber funds | Off the Shelf with Configuration | | | Contracting Price Agreements<br><br>Work Orders | | Yes, Flairdocs DOTTrack has the ability to integrate with wvOASIS purchasing function to create purchase orders for selected consultant and encumber funds against the appropriate project, project |

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| | | | | against the appropriate project, project phase, and funding sources. | | | | for Price Agreement | | phase, and funding sources.<br><br>Flairdocs has proven capability to integrate with various systems using web based calls or interfaces.<br><br>Work Orders that are established against a Price Agreement are stored in the Work Orders for the Price Agreement section of the 'Contracting Price Agreements' module under the admin menu.<br><br>Based on the integration points and the information received from WVDOT team, the required integration will be configured as part of implementation. |
| ROW-230 | 1 | Right-of-Way | Contract Management | Integrate with the wvOASIS procurement/contracts management function to support the creation, maintenance and tracking of contracts for any contracted services such as appraisals, etc. | Off the Shelf with Configuration | | | Contracting Price Agreements<br><br>Work Orders for Price Agreement | | Yes, the Flairdocs DOTTrack has the ability to Integrate with the wvOASIS procurement/contracts management function to support the creation, maintenance and tracking of contracts for any contracted services such as appraisals, etc.<br><br>Flairdocs has proven capability to integrate with various systems using web-based calls or interfaces.<br><br>Based on the integration points and the information received from WVDOT team, the required integration will be configured as part of implementation. |
| ROW-231 | 1 | Right-of-Way | Contract Management | Provide the ability to track contract number, contract amount, | Off the Shelf | | | Contracting | | Yes, the Flairdocs DOTTrack has the ability to track contract number, contract amount, contract effective date, contract |

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| | | | | contract effective date, contract expiration date, vendor contacts for the contract, and other contract attributes. | | | | | | expiration date, vendor contacts for the contract, and other contract attributes.<br><br>Flairdocs has a Contracting module, wherein the authorized user can capture all the details about work orders and can add the contract company, their service type, work order #, type of work performing on this project, original dollars allotted, dollars spent, start date, end date, contract issue date, contract accepted date, contract expiration date, executed agreement received date, notes, etc. |
| ROW-232 | 2 | Right-of-Way | Contract Management | Provide the ability to support creation and modification of consultant contract templates in system as required. | Off the Shelf with Configuration | | | Document Generation | | Yes, the Flairdocs DOTTrack has the ability to support creation and modification of consultant contract templates in the system as required.<br><br>The Flairdocs Document Generation feature allows the user to generate multiple documents, including, but not limited to consultant contract documents.<br><br>Templates are setup and managed by an application administrator and are used for document generation.<br><br>Furthermore, for the template designing mentioned above, the Flairdocs team will work collaboratively with the WVDOT team to meet the template requirements and configure the templates in the application. |
| ROW-233 | 2 | Right-of-Way | Contract Management | Provide the ability to generate consultants' contracts in the system | Off the Shelf with | | | Document Generation | | Yes, the Flairsoft DOTTrack has the ability to generate consultants' contracts in the system using contract templates as |

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| | | | | using contract templates as required, based on a set of parameters. | Configuration | | | | | required, based on a set of parameters.<br><br>The Flairdocs Document Generation engine works in line with MS Word as a plugin. It provides users with the ability to tag the database fields directly in the MS Word file, save it and upload it back in the system with defined parameters for generation.<br><br>Furthermore, for the template designing mentioned above, the Flairdocs team will work collaboratively with the WVDOT team to meet the template requirements and configure the templates in the application. |
| ROW-234 | 1 | Right-of-Way | Contract Management | Provide the ability to support creation, review, approval and execution of contract change orders. | Off the Shelf | | | Contracting > Service Contracts | | Yes, the Flairdocs DOTTrack has the ability to support creation, review, approval and execution of contract change orders through the "Service Contracts" panel under the Contracting module.<br><br>The Service Contracts panel is used to record contracts and any amendments or change orders made to the contract. The change orders are then pushed through a workflow for approval. |
| ROW-235 | 2 | Right-of-Way | Contract Management | Provide the ability to record consultant performance ratings on a specific scope of work. | Off the Shelf | | | Contracting > Service Contracts | | Yes, the Flairdocs DOTTrack has the ability to record consultant performance ratings on a specific scope of work.<br><br>The 'Service Contracts' Panel in the 'Contracting' module allows users to track, monitor and report for each activity performed by a contractor. Based on the scope of work defined for the individual contractor within the contracting company, |

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| | | | | | | | | | | the assigned authority will review their performance and provide the comments accordingly. |
| ROW-236 | 1 | Right-of-Way | Contractor Payments | Provide the ability to record and review a consultant or contractor invoice and then integrate with the wvOASIS accounts payable function to initiate the accounts payable voucher and initiate processing of the consultant payment within wvOASIS. Store the invoice submission in ProjectWise and link to ProjectWise for future retrieval. This requirement should apply to contractor payments for individuals and firms performing contracted services in support of the right-of-way acquisition process and for utilities or railroads performing work under utility relocation agreements. | Off the Shelf with Configuration | | | Contracting module<br><br>Integration | | Yes, the Flairdocs DOTTrack has the ability to upload a contractor invoice for review for a consultant or contractor invoice and then integrate with the wvOASIS accounts payable function to initiate the accounts payable voucher and initiate processing of the consultant payment within wvOASIS. Flairdocs also provides the ability to store the invoice submission in ProjectWise and link to ProjectWise for future retrieval.<br><br>The Contracting module allows users to store information and track contractor payments.<br><br>Based on the integration points and the information received from WVDOT team, the required integration will be configured as part of implementation. |
| ROW-237 | 3 | Right-of-Way | Contractor Payments | Provide the ability for a consultant, utility, etc. to enter and upload an | Off the Shelf | | | Contracting, Payments | | Yes, the Flairdocs DOTTrack provides the ability for a consultant, utility, etc. to enter and upload an invoice via an Internet-based portal. |

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| | | | | invoice via an Internet-based portal. | | | | | | Flairdocs, being a web-based application allows external users such as contractors and utility owners to request access, update information and records based on their access level and even upload documents (e.g., invoices) along with any meta-data that WVDOT wants to capture. |
| ROW-238 | 1 | Right-of-Way | Contractor Payments | Provide the ability to support electronic review and approval of a consultant, contractor, utility company or railroad invoice by authorized users based on project number through a workflow-driven approval process. | Off the Shelf | | | Contracting, Payments, Workflow | | Yes, the Flairdocs DOTTrack has the ability to support electronic review and approval of a consultant, contractor, utility company or railroad invoice through a workflow approval process.<br><br>Flairdocs workflows can be auto triggered upon uploading an invoice by consultant, contractor, utility company or railroad. This is followed by Flairdocs Notification Engine which will then send out a notification to designated recipient to start the review process. |
| ROW-239 | 1 | Right-of-Way | Contractor Payments | Provide the ability to display the fund balances on a project/project phase when a payment request is generated in the system. | Off the Shelf | | | Contracting | | Yes, the Flairdocs DOTTrack has the ability to display the fund balances on a project/project phase when a payment request is generated in the system in the Contracting module.<br><br>Payments made against a contract will automatically deduct from the Original + Amended/Change Order total to show how much money has been spent against the contract and determine the remaining balance. |

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| ROW-240 | 2 | Right-of-Way | Contractor Payments | Provide the ability to generate alerts when the available funds on a project or project phase fall below a user-definable threshold value. | Off the Shelf with Configuration | | | Contracting<br><br>Admin > Notification Configuration | | Yes, the Flairdocs DOTTrack has the ability to generate alerts when the available funds on a project or project phase fall below a user-definable threshold value.<br><br>Flairdocs is capable of sending an alert, notifying users when the funds authorized in the Contracting module fall below a pre-set threshold balance. The alert criteria can be set to trigger based on requirements from WVDOT. |
| ROW-241 | 1 | Right-of-Way | Contractor Payments | Provide the ability to initiate payment request based on approvals of invoice by authorized users. | Off the Shelf with Configuration | | | Contracting | | Yes, the Flairdocs DOTTrack provides the ability to initiate payment request based on approvals of invoice by authorized users through our configurable workflow engine.<br><br>Once the workflow is approved, an automated payment request is sent to initiate the payment based on the approved invoices<br><br>The notification, in Flairdocs powerful notifications engine, will be configured based on requirements from WVDOT. |
| ROW-242 | 1 | Right-of-Way | Contractor Payments | Provide the ability to record expenditure against project, project phase and funding source and adjust encumbrance as appropriate. | Off the Shelf | | | Authorization Management | | Yes, the Flairdocs DOTTrack has the ability to record expenditures against project, project phase and funding source and adjust encumbrance as appropriate through the Authorization Management module.<br><br>All funds encumbered against a project, funds utilized, and details about funding resources are managed at project level |

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| | | | | | | | | | | under the Authorization Management module. |
| ROW-243 | 2 | Right-of-Way | Contractor Payments | Integrate with wvOASIS to obtain invoice payment status and provide the ability to allow authorized WVDOT staff to track the status of an invoice payment, excluding review of any personally identifying information (PII). | Off the Shelf with Configuration | | | Contracting | | Yes, the Flairdocs DOTTrack has the ability to integrate with wvOASIS to obtain invoice payment status and provide the ability to allow authorized WVDOT staff to track the status of an invoice payment, excluding review of any personal identifying information (PII) through Contracting > Payments panel allowing users to track all payments, amounts and dates associated with the contract.<br><br>Based on the integration points and the information received from WVDOT team, the required integration will be configured as part of implementation. |
| ROW-244 | 1 | Right-of-Way | Property Management | Provide the ability to integrate with HUB & Advantage Financial for all information as it pertains to payable & receivable leases to support invoicing for lease amounts due and obtaining information back on receipt of payments. | Off the Shelf with Configuration | | | Property Management | | Yes, the Flairdocs DOTTrack has the ability to integrate with HUB & Advantage Financial for all information as it pertains to payable & receivable leases to support invoicing for lease amounts due and obtaining information back on receipt of payments.<br><br>Flairsoft has the proven capability to integrate Flairdocs DOTTrack with various systems using web based calls or interfaces.<br><br>Flairdocs provides the EAI layer, which will perform the necessary activities related to batch interfaces, e.g.<br>• Invoking the necessary batch job |

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| | | | | | | | | | | • Creating the output file<br>• Transferring the file to the predefined server and location<br>• Validating the file format and data quality<br>• Loading the data into the target system<br><br>Based on the integration points and the information received from WVDOT team, the required integration will be configured as part of implementation. |
| ROW-245 | 1 | Right-of-Way | Property Management | Provide the ability to maintain all right-of-way assets (Land, Buildings, Leases) and integrate with wvOASIS Asset Inventory so all right-of-way assets are being entered/stored into the right-of-way solution and then interface with wvOASIS, so data is not being entered into two separate databases. The right-of-way system should maintain our asset inventory and should integrate with wvOASIS to meet the requirements. Inventory shall include parcel location including full geospatial location, property description, | Off the Shelf with Configuration | | | Property Management | | Yes, the Flairdocs DOTTrack has the ability to maintain all right-of-way assets (Land, Buildings, Leases) and integrate with wvOASIS Asset Inventory so all right-of-way assets are being entered/stored into the right-of-way solution, Flairdocs DOTTrack, and then interface with wvOASIS so data is not being entered into two separate databases.<br><br>The Flairdocs Property Management domain provides the ability to associate a property with an Acquisition Project or to build the information about a property that was not acquired in an Acquisition Project. Adding a new property in inventory is very seamless with only a few required fields.<br><br>Property inventory records include parcel location including full geospatial location, property description, information on any structures and other attributes. A property record provides the capability to be linked back to the acquisition parcel. All leases and granting agreements in the property |

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| | | | | information on any structures and other attributes. Inventory record will be linked back to acquisition information/history. | | | | | | inventory can be tracked in the Agreements module.<br><br>Based on the integration points and the information received from WVDOT team, the required integration will be configured as part of implementation. |
| ROW-246 | 1 | Right-of-Way | Property Management | Provide the ability to request and track the progress on all Property Management appraisal report requests. | Off the Shelf | | | Property Management, Appraisals | | Yes, the Flairdocs DOTTrack provides the ability to request and track the progress on all Property Management appraisal report requests.<br><br>Flairdocs 'Appraisals' module in the Property Management domain provides support for complete tracking on any kind of appraisal report requests. |
| ROW-247 | 1 | Right-of-Way | Property Management | Provide the ability to track lease term dates. For example, the system should generate a notification 90 days before the termination of the lease so the Property Management section can take the appropriate steps on renewing or canceling the lease. | Off the Shelf with Configuration | | | Property Management, Admin > Notification Configuration | | Yes, Flairdocs DOTTrack has the ability to track lease term dates.<br><br>Flairdocs is capable of sending an alert and notifying users when a process has reached a pre-set threshold or on a specific time schedule. The alert criteria can be set any time before the threshold is met. The Notification Engine allows user to set a threshold to send a notification to listed users like 90 days or 45 days before termination of lease. |
| ROW-248 | 1 | Right-of-Way | Property Management | Provide the ability to track and manage when property is sold. This includes removing it from the overall asset inventory and integrating with the | Off the Shelf with Configuration | | | Property Management, Integration | | Yes, the Flairdocs DOTTrack has the ability to track and manage when property is sold.<br><br>Flairdocs 'Property Management' module with Surplus or Disposition type parcels provides the full process cycle of tracking & selling from request, appraisal, clearance, |

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| | | | | various systems so that it is removed from all systems. This includes integration with wvOASIS fixed assets, WVDOT transportation asset inventory and BRIM. | | | | | | recordings, payments, etc.<br><br>Based on the integration points and the information received from WVDOT team, the required integration will be configured as part of implementation. |
| ROW-249 | 3 | Right-of-Way | Property Management | Provide the ability to capture the intended future use of all assets for inclusion into wvOASIS (for example if DOT acquires a piece of vacant land that will be utilized for a maintenance facility, etc.) | Off the Shelf with Configuration | | | Property Management, Integration | | Yes, the Flairdocs DOTTrack has the ability to capture the intended future use of all assets for inclusion into wvOASIS.<br><br>Flairdocs 'Property Management' module covers all aspects of inventories that can be used for future use on a particular asset. The 'Property Management' module is inter-linked with the 'Acquisition' side and allows to access acquired properties marked as surplus, etc., to be utilized for use.<br><br>Based on the integration points and the information received from WVDOT team, the required integration will be configured as part of implementation. |
| ROW-250 | 1 | Right-of-Way | Reporting | Provide the ability to create the Title VI Civil Rights Review Quarterly report including the project number, parcel number and name of owners, whether it was an acquisition or relocation, and whether the impacted parties are a minority and/or a | Off the Shelf | | | Reporting | | Yes, the Flairdocs DOTTrack has the ability to create the Title VI Civil Rights Review Quarterly report including the project number, parcel number and name of owners, whether it was an acquisition or relocation, and whether the impacted parties are a minority and/or a female head of household.<br><br>Flairdocs comes with a robust reporting |

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| | | | | female head of household. | | | | | | tool that will aid in producing the required reports. The system comes with both ad-hoc and standard reports. A standard report will be made available for the users to view such metrics. Since all title related attributes are captured in the system, users can also use ad-hoc reporting to create their own custom reports on-the-fly to view such metrics. |
| ROW-251 | 1 | Right-of-Way | Reporting | Provide a dashboard for WVDOT management summarizing the status of right-of-way acquisition activities for each project in a red, yellow, and green format based on user-definable variables for budget and schedule. Provide the capability to drill down within each project to see the status of each parcel in the same format and then allow the user to drill down further into the specific detailed information for any parcel. This dashboard should be able to be filtered by district. | Off the Shelf | | | Reporting | | Yes, Flairdocs DOTTrack has the ability to provide a dashboard for WVDOT management which summarizes the status of right-of-way acquisition activities for each project through Flairdocs configurable Ad-hoc reporting dashboard tool.<br><br>Flairdocs comes with an outstanding Ad-Hoc reporting tool which is licensed through the third-party vendor IZENDA. The tool allows end users to define reports and dashboards via a wizard interface without having to write SQL expressions. This interface allows users to select tables and views as well as to specify filter such as project, region, district, etc., and aggregation logic to generate tabular, graphical and drill down reporting. This way users can create their own reports, charts and work within a personalized workspace and produce customized reports with nearly unlimited flexibility. |
| ROW-252 | 1 | Right-of-Way | Reporting | Provide a dashboard for WVDOT management which summarizes the status of utility relocation and railroad | Off the Shelf | | | Reporting | Izenda | Yes, Flairdocs DOTTrack has the ability to provide a dashboard for WVDOT management which summarizes the status of utility relocation and railroad agreement |

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| | | | | agreement activities for each project in a red, yellow, and green format based on user-defined variables for budget and schedule. Provide the capability to drill down within each project to see the status of each parcel in the same format and then allow the user to drill down further into the specific detailed information for any parcel. This dashboard should be able to be filtered by district. | | | | | | activities for each project through Flairdocs configurable Ad-hoc reporting dashboard tool.<br><br>Flairdocs comes with an outstanding Ad-Hoc reporting tool which is licensed through the third-party vendor IZENDA. The tool allows end users to define reports and dashboards via a wizard interface without having to write SQL expressions. This interface allows users to select tables and views as well as to specify filter such as project, region, district, etc., and aggregation logic to generate tabular, graphical and drill down reporting. This way users can create their own reports, charts and work within a personalized workspace and produce customized reports with nearly unlimited flexibility. |

## Utility Relocation and Railroad

| Req. # | Priority | Category | Sub-Category | Business (Functional) Requirement | Vendor Response | Customization Estimate, if Applicable | Capability Planned for Future Release | Core Module(s) | Third Party Solution (s) | Comments/Notes |
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| UTRR-01 | 1 | Utility Relocation and Railroad Agreements | General | Provide the ability to support management and tracking of utility relocation activities required for transportation projects according to the WVDOT utility relocation manual. | Off the Shelf | | | Utility/Railroad Coordination | | Yes, Flairdocs DOTTrack provides the ability to support management and tracking of utility relocation activities required for transportation projects according to the WVDOT utility relocation manual.<br><br>Flairdocs "Utility/Railroad Coordination" module provide full support and fulfil this requirement. The "Utilities Coordination" module allows users to create multiple utilities under a project and to capture details including, but not limited to, utility type, owner, size information, location, crossing information, station details, responsible party, recommendations, etc. It also allows users to capture contacts, alternatives, estimates, move planning, agreements, payments, workflow, etc. |
| UTRR-02 | 1 | Utility Relocation and Railroad Agreements | General | Provide the ability to support management and tracking of railroad agreements required for | Off the Shelf | | | Utility/Railroad Coordination | | Yes, Flairdocs DOTTrack provides the ability to support management and tracking of railroad agreements required for transportation projects.<br><br>Flairdocs "Utility/Railroad Coordination" module comes with the 'Agreement' panel to capture the railroad agreement along with details such as Agreement #, Agreement |

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| | | | | transportation projects. | | | | | | Entity, Agreement Type, Amount, Start Date/End Date, Executed Date, Comments, associated documents, etc. |
| UTRR -03 | 1 | Utility Relocation and Railroad Agreements | General | Provide the ability to enter, store, and display a ROW Utility Dashboard to define and maintain the relocation of utilities tied to state, district, and federal construction projects. | Off the Shelf | | | Utility/Railroad Coordination | | Yes, Flairdocs DOTTrack provides the ability to enter, store, and display a ROW Utility Dashboard to define and maintain the relocation of utilities tied to state, district, and federal construction projects.<br><br>Flairdocs ad-hoc reporting module comes with a dashboard feature and allows user to create personalized dashboard by using entities (tables, views), and add charts, tables, etc. |
| UTRR -04 | 1 | Utility Relocation and Railroad Agreements | General | Integrate with the WVDOT HUB application to obtain project identification and attribute information. | Off the Shelf with Configuration | | | Project | | Yes, Flairdocs DOTTrack provides the ability to integrate with the WVDOT HUB application to obtain project identification and attribute information.<br><br>Integration with WVDOT HUB can be done via direct database integration using the automation engine and model sharing as well as by Web Services.<br><br>In previous customer engagements, Flairdocs DOTTrack has provided integration with external enterprise systems dealing with various types of data. Flairdocs comes with a powerful out-of-the-box automation and scheduling engine which allows integration components or jobs to be added to the system. Jobs can be schedule based or system |

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| | | | | | | | | | | event based, allowing integration to happen as a batch process or as a real time response to system events. |
| UTRR-05 | 1 | Utility Relocation and Railroad Agreements | General | Provide the ability to enter, store, and display minimally the following information to manage utility relocations:<br>- Project Number and description as obtained from HUB;<br>- Utility company and utility company contact information;<br>- Responsibility;<br>- Overall Project Cost Estimate;<br>- Utility Coordinator Name;<br>- Project Manager Name;<br>- Consultant Name;<br>- Contractor Name; | Off the Shelf | | | Utility/Railroad Coordination | | Yes, Flairdocs DOTTrack provides the ability to enter, store, and display minimally the information as mentioned in the requirement.<br><br>Flairdocs "Utility/Railroad Coordination" module capture information underneath relevant panels such as:<br>- Utility Details<br>- Contacts<br>- Diary<br>- Alternatives<br>- Estimates<br>- Move Planning<br>- Agreements<br>- Payments<br>- Workflow<br>- Documents |

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| | | | | - Project Key;<br>- Utility Cost Estimate (Date and Amount);<br>- State share of cost (Supplemental and Total);<br>- Utility share of cost;<br>- Types of reimbursable cost (Design, construction, inspection and legal);<br>- County and District;<br>- Location (county/route milepost and Longitude and Latitude);<br>- Amount of right-of-way frontage and private frontage;<br>- Entity performing design work and relocation work;<br>- User-defined Status Codes;<br>- Overall | | | | | | |



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| | | | | ACTIVE/INACTIVE Flag;<br>- User-defined programs (i.e., ability to tie utility relocation to programs such as the "WV Roads to Prosperity Program");<br>- Project milestone schedule (see additional requirements following);<br>- Project Activity Dates (see additional requirements following);<br>- Comments (general and DDR Comments separately);<br>- Involved utility companies (see additional requirements following); and<br>- Other user-defined attributes. | | | | | | |



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| UTRR-06 | 1 | Utility Relocation and Railroad Agreements | General | Provide the ability to identify and link one or more utility companies to the project and the ability to define and track relevant information regarding each, including but not limited to:<br>Type of Utility (e.g., Gas, Electric, Railroad, etc.);<br>- VER Request Date;<br>- VER Received Date;<br>- Whether Utility is Present or Not and Whether it is Impacted;<br>- Who will do the work;<br>- Relocation Request Date;<br>- Relocation Received Date;<br>- Relocation Approved Date; | Off the Shelf | | | Utility/Railroad Coordination | | Yes, Flairdocs DOTTrack provides the ability to identify and link one or more utility companies to the project and the ability to define and track relevant information regarding each as mentioned in the requirement.<br><br>At the project level, the "Utility/Railroad Coordination" module allows to capture multiple utilities in a grid structure. Each utility has its own details including:<br>- Contacts<br>- Diary<br>- Alternatives<br>- Estimates<br>- Move Planning<br>- Agreements<br>- Payments<br>- Workflow<br>- Documents |

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| | | | | - Agreement Required (Y/N); - Type of Agreement (Normal, no reimbursement, supplemental, betterment, etc.); - NTP Date; - STEP; - Agreement Sent Date; - Agreement Received Date; - Relocation Started Date; - Utility Cleared Date' and - Free-form Comments/Notes field for Utility. | | | | | | |
| UTRR-07 | 1 | Utility Relocation and Railroad Agreements | General | System shall also allow for linking to the agreement record for a utility relocation or a railroad agreement various related documents stored in ProjectWise | Off the Shelf | | | Utility/Railroad Coordination, Integration | | Yes, Flairdocs DOTTrack provides the capability to integrate with ProjectWise and can reference agreement records via link sharing.<br><br>Flairdocs has an out-of-the-box integration with ProjectWise based on 10+ years of successful implementations of similar interfaces with DOTs and other customers.<br><br>Flairdocs supports the CMIS standard (Content Management Interoperability Services) and |

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| | | | | including request letter, WVDOT RW8.01 forms, invoices to verify contract work, relocation plan, working days schedule, copies of deeds/easements or affidavit. | | | | | | can be integrated with any in-house system that WVDOT has, such as ProjectWise. |
| UTRR-08 | 1 | Utility Relocation and Railroad Agreements | Forms Management | Provide the ability to create and auto-populate PE Letters, RR & Utility Agreements, and Notice to Proceed Letters. Provide capability to update all memos/letters that use the letterhead. | Off the Shelf | | | Document Management | | Yes, Flairdocs DOTTrack comes equipped with a Document Generation engine, wherein the Utility Relocation and Railroad agreement/documents can be generated based on a WVDOT pre-approved template, like:<br>1) PE Letters,<br>2) RR & Utility Agreements,<br>3) Notice to Proceed<br><br>Flairdocs 'Templates Editor' is a word plugin that will allow WVDOT to build any kind of letter that can include images, links (URLs). |
| UTRR-09 | 1 | Utility Relocation and Railroad Agreements | Forms Management | Ability to create and auto-populate forms with ability to manually override and update | Off the Shelf | | | Document Management | | Yes, Flairdocs DOTTrack supports the capability to transition the current paper-based forms to Online forms.<br><br>Flairdocs "Templates" editor allows users to create any kind of form, letter, etc., and allows for centralized management and standardization of documents across various |

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| | | | | forms/letter as needed. | | | | | | disciplines to streamline distribution of ROW forms. Templates are setup and managed by an application administrator and are used for document generation. During the document generation, the embedded data-base driven tags are replaced with their corresponding values. Users can download, print, and email these forms. Users can also edit a generated document and upload as a new version. |
| UTRR -10 | 1 | Utility Relocation and Railroad Agreements | Document Management | Provide the ability to attach and maintain associated external documents or attachments. Documents should be stored in ProjectWise and linked to for future retrieval from within the system. | Off the Shelf with Configuration | | | Document Management, Integration | | Yes, Flairdocs DOTTrack provides the ability to attach and maintain associated external documents or attachments.<br><br>Flairdocs "Document Management" allows users to either upload or generate or add link to documents stored in an external system such as ProjectWise.<br><br>Flairdocs has an out-of-the-box integration with ProjectWise based on 10+ years of successful implementations of similar interfaces with DOTs and other customers.<br><br>Flairdocs supports the CMIS standard (Content Management Interoperability Services) and can be integrated with any in-house system that WVDOT has, such as ProjectWise. |
| UTRR -11 | 1 | Utility Relocation and Railroad Agreements | Agreements | Provide the ability to document detailed utility or railroad relocation agreement. Allow for | Off the Shelf | | | Document Management | | Yes, Flairdocs DOTTrack provides the ability to document detailed utility or railroad relocation agreement, and allow for creation and maintenance of agreement templates and allow authorized users to change/updates these agreement templates which can then be utilized to create specific utility or railroad relocation agreements. |

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| | | | | creation and maintenance of agreement templates and allow authorized users to change/update these agreement templates which can then be utilized to create specific utility or railroad relocation agreements. | | | | | | Flairdocs "Templates" editor allows users to create any kind of form, letter, agreement, etc., and allows for centralized management and standardization of documents across various disciplines to streamline distribution of ROW forms. Templates are setup and managed by an application administrator and are used for document generation. During the document generation, the embedded data-base driven tags are replaced with their corresponding values. Users can download, print, and email these forms. Users can also edit a generated document and upload as a new version. |
| UTRR -12 | 1 | Utility Relocation and Railroad Agreements | Workflow | Provide the ability to provide an automated workflow to review/approve relocation agreement with review steps based on user-defined business rules. | Off the Shelf | | | Workflow Engine | | Yes, Flairdocs DOTTrack provides the ability to provide an automated workflow to review/approve a relocation agreement with review steps based on user-defined business rules.<br><br>Flairdocs workflow engine supports all the Right of Way and Utilities Management processes. The workflow reviewers at every step can provide comments, capture crucial dates, attach documents/forms and indicate approval or rejection with any notes about the revisions required.<br><br>Through the Flairdocs workflow engine, a user is not only notified of a workflow step assigned, but they can be prompted to |

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| | | | | | | | | | | complete a missing step or load a specific document before moving the workflow to the next step. In this way the user can keep track of the status of contract renewal and can track issues and resolutions with the forms.<br><br>Additionally, the system comes with pre-defined notifications, which are triggered throughout the workflow. |
| UTRR-13 | 1 | Utility Relocation and Railroad Agreements | Data Integration | Provide the ability to import changes to project information from HUB. | Off the Shelf with Configuration | | | Utility/Railroad Coordination, Integration | | Yes, Flairdocs DOTTrack provides the ability to integrate with the WVDOT HUB application to obtain project identification and attribute information.<br><br>Integration with WVDOT HUB can be done via direct database integration using the automation engine and model sharing as well as by Web Services.<br><br>In previous customer engagements, Flairdocs DOTTrack has provided integration with external enterprise systems dealing with various types of data. Flairdocs comes with a powerful out-of-the-box automation and scheduling engine which allows integration components or jobs to be added to the system. Jobs can be schedule based or system event based, allowing integration to happen as a batch process or as a real time response to system events. |
| UTRR-14 | 1 | Utility Relocation and Railroad Agreements | Data Integration | Provide the ability to integrate with the wvOASIS accounts | Off the Shelf with Configuration | | | Payments | | Yes, Flairdocs DOTTrack provides the ability to integrate with the WV OASIS accounts payable function to initiate payment request for any utility or railroad relocation cost to be reimbursed by the State. |

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| | | | | payable function to initiate payment request for any utility or railroad relocation cost to be reimbursed by the State. This should include pre-encumbrance for relocation amount against project and project phase. Please also refer to the Acquisition & Relocation Payments subcategory on the Right-of-Way tab. | | | | | | Flairdocs has the proven capability to integrate with various financial systems using various available web service calls or interfaces to request payment for approved transactions and expenditures from the client's payment preparation services.<br><br>Flairdocs works with a customized provider approach that can connect to external systems through a combination of different services such as database links, cross schema database views, XML, scheduled jobs, web services and batch updates. Additionally, Flairdocs currently exposes web services via the Flairdocs API to receive data from other systems. The electronic transactional flow that Flairsoft integrates starts when a user initiates a payment request within Flairdocs. The payment request is routed through a workflow within Flairdocs until it reaches the "Approved" status. After reaching the approved status, Flairdocs automatically sends the payment details to the OASIS system for processing. After the payment request has been processed and the check has been printed, the OASIS system automatically communicates the new status to Flairdocs.<br><br>Flairdocs provides the EAI layer, which will perform the necessary activities related to batch interfaces, e.g.,<br>• Invoking the necessary batch job<br>• Creating the output file<br>• Transferring the file to the predefined server |

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| | | | | | | | | | | and location<br>• Validating the file format and data quality<br>• Loading the data into the target system |
| UTRR-15 | 1 | Utility Relocation and Railroad Agreements | Data Integration | Integrate with the WVDOT transportation asset inventory function to pre-populate any available information about the utility or railroad assets which must be relocated. | Off the Shelf with Configuration | | | Integration | | Yes, Flairdocs DOTTrack provides the ability to integrate with the WVDOT transportation asset inventory function to pre-populate any available information about the utility or railroad assets which must be relocated.<br><br>Integration with WVDOT transportation asset inventory can be done via direct database integration using the automation engine and model sharing as well as by Web Services.<br><br>In previous customer engagements, Flairdocs DOTTrack has provided integration with external enterprise systems dealing with various types of data. Flairdocs comes with a powerful out-of-the-box automation and scheduling engine which allows integration components or jobs to be added to the system. Jobs can be schedule based or system event based, allowing integration to happen as a batch process or as a real time response to system events. |
| UTRR-16 | 1 | Utility Relocation and Railroad Agreements | Data Integration | Integrate with the WVDOT transportation asset inventory function to update the transportation asset inventory with the new location of the | Off the Shelf with Configuration | | | Integration | | Yes, Flairdocs DOTTrack provides the ability to integrate with the WVDOT transportation asset inventory function to update the transportation asset inventory with the new location of the utilities within the right-of-way or information about the railroad asset.<br><br>Integration with WVDOT transportation asset inventory can be done via direct database integration using the automation engine and |

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| | | | | utilities within the right-of-way or information about the railroad asset. | | | | | | model sharing as well as by Web Services.<br><br>In previous customer engagements, Flairdocs DOTTrack has provided integration with external enterprise systems dealing with various types of data. Flairdocs comes with a powerful out-of-the-box automation and scheduling engine which allows integration components or jobs to be added to the system. Jobs can be schedule based or system event based, allowing integration to happen as a batch process or as a real time response to system events. |
| UTRR -17 | 1 | Utility Relocation and Railroad Agreements | Data Integration | Integrate with the WVDOT CAD environment to allow linking to and displaying source data files associated with a utility or railroad relocation within the WVDOT CAD environment. | Off the Shelf with Configuration | | | Integration | | Yes, Flairdocs DOTTrack provides the ability to integrate with the WVDOT CAD environment to allow linking to and displaying source data files associated with a utility or railroad relocation within the WVDOT CAD environment.<br><br>Integration with WVDOT CAD environment can be done via direct database integration using the automation engine and model sharing as well as by Web Services.<br><br>In previous customer engagements, Flairdocs DOTTrack has provided integration with external enterprise systems dealing with various types of data. Flairdocs comes with a powerful out-of-the-box automation and scheduling engine which allows integration components or jobs to be added to the system. Jobs can be schedule based or system event based, allowing integration to happen |

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| | | | | | | | | | | as a batch process or as a real time response to system events. |
| UTRR -18 | 1 | Utility Relocation and Railroad Agreements | Data Integration | Integrate with the WVDOT CAD environment to support automatic update of utility and railroad relocation data based on any changes to the design plans. | Off the Shelf with Configuration | | | Integration | | Yes, Flairdocs DOTTrack provides the ability to integrate with the WVDOT CAD environment to support automatic update of utility and railroad relocation data based on any changes to the design plans.<br><br>Integration with WVDOT CAD environment can be done via direct database integration using the automation engine and model sharing as well as by Web Services.<br><br>In previous customer engagements, Flairdocs DOTTrack has provided integration with external enterprise systems dealing with various types of data. Flairdocs comes with a powerful out-of-the-box automation and scheduling engine which allows integration components or jobs to be added to the system. Jobs can be schedule based or system event based, allowing integration to happen as a batch process or as a real time response to system events. |
| UTRR -19 | 1 | Utility Relocation and Railroad Agreements | Data Integration | Integrate with the WVDOT CAD environment when a utility or railroad relocation is initially set-up to import information | Off the Shelf with Configuration | | | Integration | | Yes, Flairdocs DOTTrack provides the ability to integrate with the WVDOT CAD environment when a utility or railroad relocation is initially set-up to import information from the design plan sheets.<br><br>Integration with WVDOT CAD environment can be done via direct database integration using the automation engine and model sharing as well as by Web Services. |

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| | | | | from the design plan sheets. | | | | | | In previous customer engagements, Flairdocs DOTTrack has provided integration with external enterprise systems dealing with various types of data. Flairdocs comes with a powerful out-of-the-box automation and scheduling engine which allows integration components or jobs to be added to the system. Jobs can be schedule based or system event based, allowing integration to happen as a batch process or as a real time response to system events. |
| UTRR -20 | 1 | Utility Relocation and Railroad Agreements | Data Integration | Integrate with the WVDOT CAD environment or ProjectWise to store as built plan files if provided by utility or railroad. | Off the Shelf with Configuration | | | Integration | | Yes, Flairdocs DOTTrack provides the ability to integrate with the WVDOT CAD environment when a utility or railroad relocation is initially set-up to import information from the design plan sheets.<br><br>Integration with WVDOT CAD environment can be done via direct database integration using the automation engine and model sharing as well as by Web Services. |
| UTRR -21 | 1 | Utility Relocation and Railroad Agreements | GIS Integration | Provide a geospatial display of utility relocation and railroad agreement information via a GIS viewer within the utility relocation and railroad functionality. Please refer to Requirements | Off the Shelf with Configuration | | | GIS | | Yes, Flairdocs DOTTrack provides a geospatial display of utility relocation and railroad agreement information via a GIS viewer within the utility relocation and railroad functionality.<br><br>Flairdocs comes with out-of-box GIS viewer with lots of must and nice to have features including, advanced searches, layers, etc. |

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| | | | | ROW-024 through ROW-029 on the Right-of-Way tab which are also intended to apply to utility relocation and railroad agreement information. | | | | | | |
| UTRR-22 | 1 | Utility Relocation and Railroad Agreements | GIS Integration | Integrate with the WVDOT ArcGIS environment to allow users to select an area of interest in the WVDOT GIS and then drill down to utility relocation and railroad agreement information within the utility relocation and railroad agreements application. Please refer to Requirements ROW-030 through ROW-033 on the | Off the Shelf with Configuration | | | GIS, Integration | | Yes, Flairdocs DOTTrack can integrate with the WVDOT ArcGIS environment to allow users to select an area of interest in the WVDOT GIS and then drill down to utility relocation and railroad agreement information within the utility relocation and railroad agreements application.<br><br>In previous customer engagements, Flairdocs DOTTrack has provided integration with external enterprise GIS system by passing the necessary attributes needed by the external GIS system and getting back the data as needed.<br><br>Flairsoft has gone through the requirements as referred in the requirement. |

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| | | | | Right-of-Way tab which are intended to apply to utility relocation and railroad agreements. | | | | | | |
| UTRR -23 | 3 | Utility Relocation and Railroad Agreements | Notification | Provide the ability for the system to generate a notification to a utility when a parcel/project location is cleared and ready for Utilities to occupy. | Off the Shelf | | | Notification Engine | | Yes, Flairdocs DOTTrack provides the ability for the system to generate a notification to a utility when a parcel/project location is cleared and ready for Utilities to occupy.<br><br>Flairdocs "Notification Engine" handles all kinds of notifications either time or scheduled based. Based on the business scenario, Flairdocs "Notification Engine" can easily send to utility's registered email when the project/parcel location gets cleared. |
| UTRR -24 | 2 | Utility Relocation and Railroad Agreements | Notification | Provide a notification to the project manager and WVDOT staff member responsible for managing the specific relocation when the relocation is within a user-defined number of days of the target completion date | Off the Shelf | | | Workflow, Notification Engine | | Yes, Flairdocs DOTTrack provides a notification to the project manager and WVDOT staff member responsible for managing the specific relocation when the relocation is within a user-defined number of days of the target completion date and has not yet been completed.<br><br>Flairdocs "Workflow" module provides the option of "# of days" this activity should be completed. And, if the activity is not completed, then "Workflow" sends a reminder to the staff assigned to the activity. |

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| | | | | and has not yet been completed. | | | | | | |
| UTRR -25 | 1 | Utility Relocation and Railroad Agreements | Project Information | Provide the ability to document each utility or railroad asset requiring relocation for a project. | Off the Shelf | | | Utility/Railroad Coordination | | Yes, Flairdocs DOTTrack provides the ability to document each utility or railroad asset requiring relocation for a project.<br><br>Flairdocs "Utility/Railroad Coordination" module does capture all the utilities or railroad assets. All necessary details are captured including, but not limited to conflict#, utility type, utility owner, size, material, responsible party, status, crossing, test hole#, depth, Impact, station details, number of trains, train speed, etc. |
| UTRR -26 | 1 | Utility Relocation and Railroad Agreements | Project Information | Provide the ability to store name of utility or railroad. | Off the Shelf | | | Utility/Railroad Coordination | | Yes, Flairdocs DOTTrack provides the ability to store the name of utility or railroad.<br><br>Flairdocs "Utility/Railroad Coordination" module capture multiple utilities or railroad assets. All necessary details are captured including, but not limited to name of the utility, conflict#, utility type, utility owner, etc. |
| UTRR -27 | 1 | Utility Relocation and Railroad Agreements | Project Information | Provide the ability to store description of utility or railroad asset to be relocated. | Off the Shelf | | | Utility/Railroad Coordination | | Yes, Flairdocs DOTTrack provides the ability to store description of utility or railroad asset to be relocated.<br><br>Flairdocs "Utility/Railroad Coordination" module capture multiple utilities or railroad assets. All necessary details are captured including, but not limited to name of the utility, conflict#, utility type, utility owner, description, station information, etc. |

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| UTRR -28 | 1 | Utility Relocation and Railroad Agreements | Project Information | Provide the ability to store type of utility or railroad asset to be relocated. | Off the Shelf | | | Utility/Railroad Coordination | | Yes, Flairdocs DOTTrack provides the ability to store type of utility or railroad asset to be relocated.<br><br>Flairdocs "Utility/Railroad Coordination" module capture multiple utilities or railroad assets. All necessary details are captured including, but not limited to name of the utility, conflict#, utility type, utility owner, description, station information, etc. |
| UTRR -29 | 1 | Utility Relocation and Railroad Agreements | Project Information | Provide the ability to store location of utility or railroad by multiple location references including physical street address, geospatial reference, construction station, etc. | Off the Shelf | | | Utility/Railroad Coordination | | Yes, Flairdocs DOTTrack provides the ability to store location of utility or railroad by multiple location references including physical street address, geospatial reference, construction station, etc.<br><br>Flairdocs "Utility/Railroad Coordination" module capture multiple utilities or railroad assets. All necessary details are captured including, but not limited to location, station origin, start station, end station, start offset, end offset, GIS identifier, etc. |
| UTRR -30 | 1 | Utility Relocation and Railroad Agreements | Project Information | Provide the ability to store contact information for utility or railroad representative. | Off the Shelf | | | Utility/Railroad Coordination | | Yes, Flairdocs DOTTrack provides the ability to enter, store, and display minimally the information as mentioned in the requirement.<br><br>Flairdocs "Utility/Railroad Coordination" module can capture multiple contact information including, name, address, preferred contact, etc. |

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| UTRR-31 | 1 | Utility Relocation and Railroad Agreements | Project Information | Provide the ability to document a target date for completion of relocation. | Off the Shelf | | | Utility/Railroad Coordination | | Yes, Flairdocs DOTTrack provides the ability to document a target date for completion of relocation.<br><br>Flairdocs "Utility/Railroad Coordination" module captures all kind of dates including Target Completion Date, Date Completed, etc. |
| UTRR-32 | 1 | Utility Relocation and Railroad Agreements | Project Information | Provide the ability to document date relocation is completed. | Off the Shelf | | | Utility/Railroad Coordination | | Yes, Flairdocs DOTTrack provides the ability to document a target date for completion of relocation.<br><br>Flairdocs "Utility/Railroad Coordination" module captures all kind of dates including Target Completion Date, Date Completed, etc. |
| UTRR-33 | 1 | Utility Relocation and Railroad Agreements | Project Information | Provide the ability to document each discussion with the utility or railroad concerning the relocation including date, time, location of discussion, individuals from WVDOT and the utility/railroad participating and a summary of the discussion. | Off the Shelf | | | Utility/Railroad Coordination | | Yes, Flairdocs DOTTrack provides the ability to document each discussion with the utility or railroad concerning the relocation including date, time, location of discussion, individuals from WVDOT and the utility/railroad participating and a summary of the discussion.<br><br>Flairdocs "Utility/Railroad Coordination" via the "Diary" panel allows users to capture the discussions either happened internally or with the utility or railroad. You can specify the contacts, activity type, date, enter notes, upload documents, etc. |
| UTRR-34 | 1 | Utility Relocation and | Project Information | Provide the ability to document | Off the Shelf | | | Utility/Railroad | | Yes, Flairdocs DOTTrack can provide the ability to document estimated cost of relocation for the entire project either as a summary cost or |

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| | | Railroad Agreements | | estimated cost of relocation for each individual utility or railroad asset. | | | | Coordination | | as a roll-up from the individual cost estimates for each identified relocation activity.<br><br>Flairdocs "Utility/Railroad Coordination" captures multiple estimates and same can be available either on screen or via a report. The "Utility/Railroad Coordination Estimate" report present all the estimates and roll-up for the entire project. |
| UTRR-35 | 1 | Utility Relocation and Railroad Agreements | Project Information | Provide the ability to document estimated cost of relocation for the entire project either as a summary cost or as a roll-up from the individual cost estimates for each identified relocation activity. | Off the Shelf | | | Utility/Railroad Coordination | | Yes, Flairdocs DOTTrack can provide the ability to document estimated cost of relocation for the entire project either as a summary cost or as a roll-up from the individual cost estimates for each identified relocation activity.<br><br>Flairdocs "Utility/Railroad Coordination" captures multiple estimates and same can be available either on screen or via a report. The "Utility/Railroad Coordination Estimate" report present all the estimates and roll-up for the entire project. |
| UTRR-36 | 1 | Utility Relocation and Railroad Agreements | Project Information | Provide the ability to document in narrative format agreed to approach for completing the relocation. | Off the Shelf | | | Utility/Railroad Coordination | | Yes, Flairdocs DOTTrack provides the ability to document in narrative format agreed to approach for completing the relocation.<br><br>Flairdocs "Utility/Railroad Coordination" module provides the option to record the relocation approach in a no-limit text editor. Additionally, you can also attach document, as needed. |

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| UTRR -37 | 1 | Utility Relocation and Railroad Agreements | Project Information | Provide the ability to document party responsible for completing relocation (State, utility, railroad or other). | Off the Shelf | | | Utility/Railroad Coordination | | Yes, Flairdocs DOTTrack provides the ability to document party responsible for completing relocation (State, utility, railroad or other).<br><br>Flairdocs "Utility/Railroad Coordination" module captures multiple utilities or railroad assets. All necessary details are captured including, but not limited to, location, contact, responsible party completing relocation, etc. |
| UTRR -38 | 1 | Utility Relocation and Railroad Agreements | Project Information | Provide the ability to document the party responsible for cost associated with relocation (State, utility, railroad or other). | Off the Shelf | | | Utility/Railroad Coordination | | Yes, Flairdocs DOTTrack provides the ability to document the party responsible for cost associated with relocation (State, utility, railroad or other).<br><br>Flairdocs "Utility/Railroad Coordination" module captures multiple utilities or railroad assets. The estimates are captured under the sub module "Estimates". It allows users to capture every detail cost to engineering cost to utility, engineering cost to DOT, direct cost to utility, direct cost to DOT, etc. |
| UTRR -39 | 1 | Utility Relocation and Railroad Agreements | Project Information | Provide the ability to store a history of cost estimates for each relocation with the date of the estimate and a description of changes since the last cost estimate. | Off the Shelf | | | Utility/Railroad Coordination | | Yes, Flairdocs DOTTrack provides the ability to store a history of cost estimates for each relocation with the date of the estimate and a description of changes since the last cost estimate.<br><br>Flairdocs "Utility/Railroad Coordination" module captures multiple utilities or railroad assets. The estimates are captured under the sub module "Estimates". You can capture multiple estimates and add multiple revisions to each estimate. |

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| UTRR -40 | 1 | Utility Relocation and Railroad Agreements | Project Information | Provide the ability to store the WVDOT staff member responsible for managing relocation activity for the project. | Off the Shelf | | | Utility/Railroad Coordination | | Yes, Flairdocs DOTTrack provides the ability to store the WVDOT staff member responsible for managing relocation activity for the project.<br><br>Flairdocs "Utility/Railroad Coordination" module captures multiple utilities or railroad assets. You can associate multiple contacts by specifying a contact type (utility/railroad, DOT, etc.) and assignment associated with the contact. |
| UTRR -41 | 1 | Utility Relocation and Railroad Agreements | Monitoring Relocation Activities | Provide the ability to define key dates to track/record to maintain a Project Milestone Schedule. *(As an example, the legacy application maintains the following dates: Start CP Date, Start ROW Date, CP Completion Date, RW/U Certification Date, CP/RW Rdy Date, PS E Sub Date, Adv Cntr Date, Let Contract Date, Award Contract* | Off the Shelf | | | Project | | Yes, Flairdocs DOTTrack provides the ability to define key dates to track/record to maintain a Project Milestone Schedule.<br><br>Flairdocs "Project" module allows via the "Key Dates" panel to create multiple key dates by specifying the key date type including, but not limited to all the key dates as mentioned in the requirement. |

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| | | | | *Date, Start Construction Date, and Completion Date.)* | | | | | | |
| UTRR-42 | 1 | Utility Relocation and Railroad Agreements | Monitoring Relocation Activities | Provide the ability to define key dates to track/record to maintain a set of Project Activity Dates. *(As an example, the legacy application maintains the following dates: RFV Date, RW 1-2's Date, 1-2's Rdy Date, ROW Authorization Date, ROW Certification Date, 3's Ready Date, RFCE Date, PFR Date, UCM Date, RFUS Date, FFR Date, and FOR Date.)* | Off the Shelf | | | Project | | Yes, Flairdocs DOTTrack provides the ability to define key dates to track/record to maintain a Project Milestone Schedule.<br><br>Flairdocs "Project" module allows via the "Key Dates" panel to create multiple key dates by specifying the key date type including, but not limited to all the key dates as mentioned in the requirement. |
| UTRR-43 | 1 | Utility Relocation and Railroad Agreements | Monitoring Relocation Activities | Provide the ability to allow District staff to record inspection | Off the Shelf | | | Utility/Railroad Coordination | | Yes, Flairdocs DOTTrack provides the ability to allow District staff to record inspection activities in support of utility relocation or railroad agreement and to indicate when work is completed and inspected. |

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| | | | | activities in support of utility relocation or railroad agreement and to indicate when work is completed and inspected. | | | | | | Flairdocs "Utility/Railroad Coordination" via the sub module "Inspections" allows to capture inspection activities. You can capture multiple inspection activities including dates, documents, notes, etc. |

## Management Reporting

| Req. # | Priority | Category | Sub-Category | Business (Functional) Requirement | Vendor Response | Customization Estimate, if Applicable | Capability Planned for Future Release | Core Module(s) | Third Party Solution(s) | Comments/Notes |
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| RPT-001 | 1 | Management Reporting | General | Provide a wide range of pre-defined reports that support day-to-day right of way and utilities and railroad relocation management functions. Reports should be able to be scheduled and automatically generated and distributed (pushed to the user) by the operational system at a user defined time for publication. | Off the Shelf | | | Module-Reports | Izenda | Yes, Flairdocs DOTTrack provides a wide range of pre-defined reports that support day-to-day right of way and utilities and railroad relocation management functions. Reports should be able to be scheduled and automatically generated and distributed (pushed to the user) by the operational system at a user defined time for publication.<br><br>Flairdocs is equipped with a comprehensive "Reporting Engine" integrated within both canned (standard or pre-defined) and ad-hoc reports. The engine allows generated reports to be exported in various formats including PDF, excel, word, csv, etc. The reports can be printed, emailed, shared, or scheduled to run at a specific time. When scheduled to automatically run at a specific or recurring time, these reports can be delivered to the target recipient via email as a |

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| | | | | | | | | | | link or as an attachment in the desired format. |
| RPT - 002 | 2 | Management Reporting | General | Provide capability to copy and modify existing reports as the basis for a new report. | Off the Shelf | | | Module-Reports | Izenda | Yes, Flairdocs DOTTrack provides capability to copy and modify existing reports as the basis for a new report.<br><br>Flairdocs has a well-organized reporting engine which allows the authorized users to customize and save ad-hoc report/query format as a pre-defined report/query so that it is available for future use. The reporting engine also allows new canned reports to be added or modified too from a central administration screen that are available for future use. |
| RPT - 003 | 2 | Management Reporting | General | Provide tools within the Vendor solution to configure new reports. | Off the Shelf | | | Module-Reports | Izenda | Yes, Flairdocs DOTTrack provides tool to configure new reports.<br><br>Flairdocs comes with a comprehensive ad-hoc reporting engine that allows user to create ad-hoc reports as needed. The user can simply select the entities (database views or tables) that they wish to include in the report, and then the attributes (fields, columns) to display, summarize, and filter on. The ad-hoc reporting solution can be used to create any report with any combination of data. The output formats: standard colors and styles are all completely |

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| | | | | | | | | | | configurable.<br><br>The reporting engine allows canned reports to be added or modified too from a central administration screen. |
| RPT - 004 | 3 | Management Reporting | General | Provide an ad-hoc query tool within the Vendor solution. The adhoc query toolset within the Vendor solution will not require knowledge and training on its own proprietary language for the majority of users (non-power users). | Off the Shelf | | | Module-Reports | Izenda | Yes, Flairdocs DOTTrack provide an ad-hoc query tool within the solution. The ad-hoc query toolset within the Vendor solution will not require knowledge and training on its own proprietary language for the majority of users (non-power users).<br><br>Flairdocs comes with an outstanding Ad-Hoc reporting tool which is licensed through the third-party vendor IZENDA. The tool allows end users to define reports and dashboards via a wizard interface without having to write SQL expressions. This interface allows users to select tables and views as well as to specify filter and aggregation logic to generate tabular, graphical and drill down reporting. This way users can create their own reports, charts and work within a personalized workspace and produce customized reports with nearly unlimited flexibility. |
| RPT - 005 | 2 | Management Reporting | General | Provide the ability to integrate with a WVDOT business | Off the Shelf with Configuration | | | Module-Reports, Integration | | Yes, Flairdocs DOTTrack provides ability to integrate with a WVDOT business intelligence environment. |

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| | | | | intelligence environment. | | | | | | Flairdocs is designed to facilitate the reporting of current and historical right of way data using BI interfaces and reporting schemas and can easily be interfaced with WVDOT's business intelligence environment. Flairdocs comes with a powerful out-of-the-box automation and scheduling engine which allows integration components or jobs to be added to the system. Through slight configuration, Flairdocs can easily be integrated with WVDOT's business intelligence environment. |
| RPT - 006 | 3 | Management Reporting | General | Provide the ability to integrate other third-party reporting tools (Crystal Reports, PowerBI, etc.) with the Vendor solution. | Off the Shelf with Configuration | | | Module-Reports, Integration | | Yes, Flairdocs DOTTrack provides ability to integrate with other third-party reporting tools (Crystal Reports, PowerBI, etc.) with the Vendor solution.<br><br>Flairdocs has previously integrated with external reporting solutions such as Crystal Reports, PowerBI, SharePoint, etc. Flairdocs itself integrated with BI tools such as Izenda to provide excellent reporting features, allowing users to create ad-hoc reports for effective tracking and monitoring. Flairdocs comes with a powerful out-of-the-box automation and scheduling engine which allows integration components or jobs to be added to the system. Through slight configuration, Flairdocs can easily |

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| | | | | | | | | | | be integrated with third-party reporting tools. |
| RPT - 007 | 2 | Management Reporting | General | Provide an entity relationship diagram(s) to support development of end-user reports through the ad-hoc query tool within the Vendor solution or a third-party reporting application. | Off the Shelf | | | System | | Flairdocs ER is proprietary and can be shared upon request during the next phase of evaluation. |
| RPT - 008 | 2 | Management Reporting | General | Provide ability to view key performance indicators and other organizational performance data on a user-friendly intuitive dashboard. | Off the Shelf | | | Module-Reports | | Yes, Flairdocs DOTTrack provides ability to view key performance indicators and other organizational performance data on a user-friendly intuitive dashboard.<br><br>Flairdocs includes a dynamic and interactive dashboard tool that allows users to create customizable dashboards. A Summarized view of the information for easy supervisory tracking and review is available through the Flairdocs configurable dashboards. Flairdocs dashboard tool is highly configurable, easy to use (no code required), graphically represented, and easily accessible. The output is configurable as well, allow users to specify desired colors, ability to add custom headers, footer, text formatting, font types, graphics and other visual attributes. |

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| RPT - 009 | 1 | Management Reporting | General | Provide the capability to integrate with a future WVDOT business intelligence environment. | Off the Shelf with Configuration | | | Module-Reports, Integration | | Yes, Flairdocs DOTTrack provides ability to integrate with a future WVDOT business intelligence environment.<br><br>Flairdocs comes with a powerful out-of-the-box automation and scheduling engine, which allows custom integration components or jobs added as part of the configuration of the system. Flairsoft will create integration jobs which will sync data with the internal and external systems and services. Flairdocs will provide full support to integrate with all the inbound/outbound interfaces of future WVDOT's business intelligence environment. |
| RPT - 010 | 1 | Management Reporting | General | Provide a solution which is architected to support the ability to have 24-hour/7 day a week access (excluding defined maintenance windows) to the reporting functions. | Off the Shelf | | | System, Reporting | | Yes, Flairdocs DOTTrack supports the ability to have 24-hour/7 day a week access.<br><br>Flairdocs, being a web-based application is available 24*7 with no additional software installation needed. The reporting engine is completely integrated in Flairdocs and therefore also available 24*7 without any interruption. |
| RPT - 011 | 2 | Management Reporting | General | Provide user access to predefined reports available within the Vendor solution without requiring the | Off the Shelf | | | Module-Reports | | Yes, Flairdocs DOTTrack provide user access to predefined reports available within the solution without requiring the installation of any client software. |

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| | | | | installation of any client software. | | | | | | Flairdocs canned reporting engine allows predefined reports to be available through the Reports menu. These standard reports have security tied to them so that only users in particular role(s) can access/generate. |
| RPT - 012 | 2 | Management Reporting | General | Provide user access to the functionality of the adhoc query tool for a minimum of 80% of the available functionality without requiring the installation of any client software (it is recognized that some capabilities utilized by power users may require the installation of additional software on the client desktop). | Off the Shelf | | | Module-Reports | Izenda | Yes, Flairdocs DOTTrack provides user access to the functionality of the ad-hoc query tool for a minimum of 80% of the available functionality without requiring the installation of any client software.<br><br>Flairdocs comes with a comprehensive ad-hoc reporting engine that allows users to create ad-hoc reports. Users can simply select the entities (database views or tables) that they wish to include in the report, and then the attributes (fields, columns) to display, summarize, and filter on. Flairdocs ad-hoc reporting solution can be used to create any report with any combination of data. It allows users to create their own reports and charts and work within a personalized workspace, without requiring the installation of any type of additional software. |
| RPT - 013 | 2 | Management Reporting | General | Provide user access to the forecasting capabilities within the | Customization | Medium | Within 12 months | Reporting | | Flairsoft has previously worked on various forecasting capabilities for other similar clients and will |

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| | | | | Vendor solution for a minimum of 50% of the available forecasting capabilities without requiring the installation of any client software. | | | | | | work with WVDOT to have their forecasting capabilities within the solution. |
| RPT - 014 | 2 | Management Reporting | General | Provide user access to analysis, modelling and dashboarding tools within the Vendor solution for a minimum of 50% of the available capabilities within these functions without requiring the installation of any client software. | Off the Shelf | | | Module-Reports | | Yes, Flairdocs DOTTrack provides user access to analysis, modelling and dashboarding tools within the solution for a minimum of 50% of the available capabilities within these functions without requiring the installation of any client software.<br><br>Flairdocs offers a very comprehensive Dashboard tool that allows the user to create customizable dashboards without the need of any other software. Dashboards can be easily designed and utilized for analysis or monitoring purposes. Users can create a summarized view of project information, which can then be displayed on the dashboard for easy tracking in various layouts including, but not limited to charts, graph such as scatterplot, Funnel Chart, 3D Pie Chart, Donut Chart, Bar charts, Line Charts, etc. |
| RPT - 015 | 1 | Management Reporting | General | Leverage the roles and security definitions that will be deployed for the | Off the Shelf | | | Module-Admin / Reports | | Yes, Flairdocs DOTTrack solution leverage the roles and security definitions that will be deployed for |

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| | | | | main right of way management system within the reporting and business function to minimize duplication of security administration functions. | | | | | | the main right of way management system within the reporting and business function to minimize duplication of security administration functions.<br><br>Flairdocs provides a comprehensive and easily administered Centralized role-based configuration that allows controlled access to reporting and business areas of the solution. Each user is assigned a role and receives access permissions associated to the role. Based on role-based security, users are able to access data based on their individual permissions (read, write or no access). |
| RPT - 016 | 2 | Management Reporting | General | Support utilization of the same hardware and operating system specifications (architectural landscape) that are required for the operational platform for the reporting environment to the extent feasible. | Off the Shelf | | | System, Reporting | | Yes, Flairdocs DOTTrack supports utilization of the same hardware and operating system specifications (architectural landscape) that are required for the operational platform for the reporting environment.<br><br>The reporting engine is web-based and completely integrated in Flairdocs with no additional software needed on user's system. |
| RPT - 017 | 2 | Management Reporting | General | Provide a reporting solution which is architected to allow sizing of data repositories to meet | Off the Shelf | | | Reporting | | Yes, Flairdocs DOTTrack is architected to allow sizing of data repositories to meet changing business needs allowing clients and servers to be added, upgraded or |

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| | | | | changing business needs allowing clients and servers to be added, upgraded or removed as computing capacity needs change, without reconfiguring the operational system or reporting environment. | | | | | | removed as computing capacity needs change, without reconfiguring the operational system or reporting environment. |
| RPT - 018 | 2 | Management Reporting | Report Portal | Provide users with a personalized report portal that allows access to only those reports that the user is authorized to see consistent with role-based security definitions. | Off the Shelf | | | Module-Admin / Reports | | Yes, Flairdocs DOTTrack provides users with a personalized report portal that allows access to only those reports that the user is authorized to see consistent with role-based security definitions.<br><br>Flairdocs is highly secured, meaning, it allows system admin or authorized users to control what users can access, view reports and dashboards, etc. The access is controlled through the centralized security module, which allows role(s) assigned to the user. Each role contains access authorization and permissions to view or edit data. |
| RPT - 019 | 3 | Management Reporting | Report Portal | Display on the report's portal a list of reports that have been distributed to the user (i.e. the user has been granted authorization to view a report by the | Customization | Small | Within 12 months | Reporting | | Yes, Flairdocs DOTTrack can display the reports portal a list of reports that have been distributed to the user.<br><br>Flairdocs does allow to see if a report is shared and with whom, |

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| | | | | designated report publisher/owner). | | | | | | and with minor customization, the reporting inventory screen can also display a list of reports distributed to the user. |
| RPT - 020 | 3 | Management Reporting | Report Portal | Display on the reports portal a list of saved personalized reports and ad-hoc queries that the user has authority to either create or modify in the user's personal reports list. | Off the Shelf | | | Module-Reports | Izenda | Yes, Flairdocs DOTTrack provides display on the reports portal a list of saved personalized reports and ad-hoc queries that the user has authority to either create or modify in the user's personal reports list.<br><br>Flairdocs comes with a comprehensive 'Report List' that consists of a list of personalized reports. All the previously created reports will be listed based on the "Category" the user has saved. Also, the recently accessed reports will be listed under the 'Recent' list. |
| RPT - 021 | 3 | Management Reporting | Report Portal | Allow users to search existing reports inventory and subscribe to reports after requesting and receiving permission from the report owner/publisher. | Customization | Small | Within 12 months | Module-Admin / Reports | | Yes, Flairdocs DOTTrack allows users to search existing reports inventory and subscribe to reports after requesting and receiving permission from the report owner/publisher.<br><br>Users can search the reports via a shared reporting inventory screen and send a subscription request which will then go to the report owner. Based on the granted access, the report will then be available to requested user. |
| RPT - 022 | 3 | Management Reporting | Report Portal | Provide the ability for designated report publishers to un-publish | Customization | Small | Within 12 months | Reporting | | Yes, Flairdocs DOTTrack can provide the ability for designated report publishers to un-publish reports to |

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| | | | | reports to individual users or groups of users, with the un-publication subject to approval based on WVDOT business rules. | | | | | | individual users or groups of users, with the un-publication subject to approval based on WVDOT business rules.<br><br>Flairdocs reporting inventory screen can allow designated authorized user to remove the permissions from users and can have additional business rules as specified by WVDOT. |
| RPT - 023 | 3 | Management Reporting | Report Portal | Allow end-users to share saved personalized reports and ad-hoc queries for use by another user. | Off the Shelf | | | Module-Reports | Izenda | Yes, Flairdocs DOTTrack allows end-users to share saved personalized reports and ad-hoc queries for use by another user.<br><br>Flairdocs has a well-organized reporting engine which allows the authorized users to customize and save ad-hoc report/query format as a pre-defined report/query to share with other users as needed. Not only reports can be shared, but permissions such as view, edit, locked, etc., can also be applied. |
| RPT - 024 | 3 | Management Reporting | Report Portal | Allow end-users to delete shared reports from their personal reports list without deleting the shared report from another user's personal reports list. | Off the Shelf | | | Module-Admin / Reports | | Yes, Flairdocs DOTTrack allows end-users to delete shared reports from their personal reports list without deleting the shared report from another user's personal reports list.<br><br>Flairdocs provides a comprehensive and easily administered role-based configuration that allows controlling access to reporting. For this |

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| | | | | | | | | | | requirement, a copy of the report can be shared with other users with full permission to even delete the report, so the master copy or the one with the report owner is not touched. |
| RPT - 025 | 3 | Management Reporting | Report Portal | Allow users to refresh (run) saved personal reports or ad-hoc queries from the portal with an option to run in the background and send a notification to the user upon completion. | Off the Shelf | | | Reporting | Izenda | Yes, Flairdocs allows users to refresh (run) saved personal reports or ad-hoc queries from the portal with an option to run in the background and send a notification to the user upon completion.<br><br>Flairdocs, being a web-based system, the reports can be opened in another tab so that user can see when the report finishes executing. And, since multiple tabs can be opened, user can also send a message via the messaging module. |
| RPT - 026 | 3 | Management Reporting | Standard Report Features | Allow users to execute reports and modify report query parameters on-line and allow users to save modified report parameter sets as personal versions without impacting the base query. | Off the Shelf | | | Module-Reports | | Yes, Flairdocs DOTTrack allows users to execute reports and modify report query parameters on-line and allow users to save modified report parameter sets as personal versions without impacting the base query.<br><br>Flairdocs has a well-organized reporting engine which allows users to customize the base report with personalized filters, data, charts, permissions and save as a new version. |

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| RPT - 027 | 2 | Management Reporting | Standard Report Features | Provide drill down capability from summary information to the supporting detail transactions and drill up from the detail transaction to the summary information. | Off the Shelf | | | Module-Reports | Izenda | Yes, Flairdocs DOTTrack provides drill down capability from summary information to the supporting detail transactions and drill up from the detail transaction to the summary information.<br><br>Flairdocs offers a very comprehensive Dashboard tool that allows users to create customizable dashboards. Dashboards can be easily designed and utilized for analysis or monitoring purposes. Users can create a summarized view of information, which can then be displayed on the dashboard for easy tracking. The drill down capabilities allows user to expand the view and access related data, documents, task histories, etc., all through the same dashboard report. The ability to do so is provided in both ad-hoc reporting as well as the standard reports created in SSRS (SQL Server Reporting Services). |
| RPT - 028 | 2 | Management Reporting | Standard Report Features | Provide, as part of drill down functionality, the ability to print the expanded sections of the drill down results with the content of the original query results. | Off the Shelf | | | Module-Reports | | Yes, Flairdocs DOTTrack provides, as part of drill down functionality, the ability to print the expanded sections of the drill down results with the content of the original query results.<br><br>Flairdocs offers a very comprehensive Dashboard tool that |

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| | | | | | | | | | | allows the user to create customizable dashboards. Dashboards can be easily designed and utilized for analysis or even monitoring purposes. Users can create a summarized view of information, which can then be displayed on the dashboard for easy tracking. The drill down capabilities allows a user to expand the view and access related data, documents, task histories, etc., all through the same dashboard report link. Also, user can print or export the expanded sections of the drill down results with the content of the original query results. |
| RPT - 029 | 3 | Management Reporting | Standard Report Features | Link the report generator directly to the data dictionary to provide point and click data item selection and drag-and-drop formatting by the user. | Off the Shelf | | | Module-Reports | Izenda | Yes, Flairdocs DOTTrack provides the ability to link the report generator directly to the data dictionary to provide point and click data item selection and drag-and-drop formatting by the user.<br><br>Flairdocs ad-hoc reporting engine provides a very easy and flexible graphical reporting interface to build any report with any combination of data without having any special skills and with nearly limitless flexibility. An authorized user can select database tables/view, add/remove fields, change columns order with the help of drag option, apply |

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| RPT - 030 | 3 | Management Reporting | Standard Report Features | Allow users to define or modify the sort order of reports. | Customization | Small | Within 12 months | Reporting | | Yes, Flairdocs DOTTrack allows users to define or modify the sort order of reports.<br><br>Since, the sort order is automatically set based on the naming convention, and with minor customization can allow users to define & save sort order of reports. |
| RPT - 031 | 3 | Management Reporting | Standard Report Features | Allow users to search for data, transactions or documents using a range of data values. | Off the Shelf | | | Module-Reports | | Yes, Flairdocs DOTTrack allows users to search for data, transactions or documents using a range of data values.<br><br>Flairdocs search screen (both web & reporting) is highly intuitive and offers common search functions such as exact words of exact phrase (full text), wild card characters and Boolean expressions (and/or). Searches can be performed based on a number of criteria for both data and documents (e.g., document type, date uploaded, who uploaded, etc.). Users can either use individual search criteria or a |

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| | | | | | | | | | | combination of any of the available options. |
| RPT - 032 | 3 | Management Reporting | Standard Report Features | Provide authorized users with the capability to perform a search within report output/results set. | Off the Shelf | | | Module-Reports | Izenda | Yes, Flairdocs DOTTrack provides authorized users with the capability to perform a search within report output/results set.<br><br>Flairdocs provides various search criteria and filtering options in reports to locate specific project, property/parcel, documents very easily and effectively. |
| RPT - 033 | 3 | Management Reporting | Standard Report Features | Provide authorized users with the capability to perform searches with full "if..then..else" logic within a report output/results set. | Off the Shelf | | | Reporting | Izenda | Yes, Flairdocs DOTTrack provides authorized users with the capability to perform searches with full "if..then..else" logic within a report output/results set.<br><br>Flairdocs ad-hoc reporting engine provides built-in support to use expressions such as including, but not limited to:<br>- Add, multiply, subtract, or divide two or more existing fields;<br>- Convert integers into ratios based on other numerator/denominator fields;<br>- Concatenate or add text to field output;<br>- Aggregate functions;<br>- Expression functions like case-when (if-then-else), count, max, min, sum, etc.<br><br>Additionally, pre-built expressions |

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| | | | | | | | | | | can also be added in canned reports too. |
| RPT - 034 | 4 | Management Reporting | Standard Report Features | Provide authorized users with the capability to perform free-form text searching within a report output/results set. Search capability shall include the specification of words that are in a given range of words and shall include embedded, attached or linked documents. | Off the Shelf | | | Module-Reports | | Yes, Flairdocs DOTTrack provides authorized users with the capability to perform free-form text searching within report output/results set.<br><br>Flairdocs search screen is highly intuitive and offers common search functions such as exact words of exact phrase (full text), wild card characters and Boolean expressions (and/or). Searches can be performed based on a number of criteria for both data and documents (e.g., document type, date uploaded, who uploaded, etc.). Users can either use individual search criteria or a combination of any of the available options. |
| RPT - 035 | 2 | Management Reporting | Standard Report Features | Present data in both tabular and graphical formats. | Off the Shelf | | | Module-Reports | | Yes, Flairdocs DOTTrack provides facility to present data in both tabular and graphical formats.<br><br>Flairdocs offers a very comprehensive Dashboard tool that allows users to create customizable reports & dashboards. Users can create a summarized view, which can then be displayed in various layouts including but not limited to tabular, charts, graph such as scatterplot, Funnel Chart, 3D Pie Chart, Donut Chart, Bar charts, Line Charts, etc. |

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| RPT - 036 | 3 | Management Reporting | Standard Report Features | Provide reporting and analytical capabilities with a similar user interface/user experience to the extent practical as other Right of Way Management system functions (reporting toolset should not have a significantly different look and feel to the end-user from other parts of the Vendor system). | Off the Shelf | | | Module-Reports | | Yes, Flairdocs DOTTrack provides reporting and analytical capabilities with a similar user interface/user experience to the extent practical as other Right of Way Management system functions.<br><br>Flairdocs reporting engine is fully integrated. Users does not have to go out of base Flairdocs 'Right-of-Way Management' system for the reporting. The reporting engine uses the same look and feel, toolset & security as of the base Flairdocs system. |
| RPT - 037 | 3 | Management Reporting | Standard Report Features | Provide ability to allow the results from any online search or query performed within the Vendor solution to be printed. | Off the Shelf | | | Module-Reports | | Yes, Flairdocs DOTTrack provides ability to allow the results from any online search or query performed within the solution to be printed.<br><br>Flairdocs provides various search criteria and filtering options in reports to locate specific project, property records very easily and effectively. Flairdocs reporting engine can export and print both query and report results in a variety of different industry standard formats including, but not limited to .xls or .xlsx, .doc or .docx, CSV, XML, etc. |
| RPT - 038 | 2 | Management Reporting | Standard Report Features | Provide standard print capabilities such as those typically available in Windows-based | Off the Shelf | | | Module-Reports | Izenda | Yes, Flairdocs DOTTrack provides standard print capabilities such as those typically available in Windows-based products such as |

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| | | | | products such as print preview, print a range of pages, print a number of copies, etc. | | | | | | print preview, print a range of pages, print a number of copies, etc.<br><br>Flairdocs comes with a comprehensive Ad-hoc reporting and dashboard tool that allows almost all the printing capabilities. Flairdocs provides various printing options including but not limited to print preview, print a range of pages, print a number of copies, paper size, pages per sheet, margins, scale, etc. |
| RPT - 039 | 2 | Management Reporting | Standard Report Features | Provide ability to schedule a report to run automatically if certain conditions (business rules) are met. | Off the Shelf | | | Module-Reports | | Yes, Flairdocs DOTTrack provides ability to schedule a report to run automatically if certain conditions (business rules) are met.<br><br>Flairdocs supports the automatic generation of reports through the built-in time-based scheduler. Flairdocs scheduler provides configurability for planned generation of reports whenever required either weekly, bi-weekly, monthly, yearly, and then via Flairdocs job which will look for the pre-set logic and run the reports as scheduled. |
| RPT - 040 | 2 | Management Reporting | Standard Report Features | Support export of query and report results as an external database (for example in Microsoft Access or SQL Server readable formats). | Off the Shelf | | | Reporting | Izenda | Yes, Flairdocs DOTTrack allows to export of query and report results as an external database (for example in Microsoft Access or SQL Server readable formats). |

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| | | | | | | | | | | Flairdocs ad-hoc reporting engine allows user to generate the query which is used in creating the report and also save/export the results in different formats such as excel, csv, xml, etc. |
| RPT - 041 | 2 | Management Reporting | Standard Report Features | Support export of query and report results in a variety of different industry standard formats including but not limited to .xls or .xlsx, .doc or .docx, PDF, .txt, XML, ASCII, comma delimited, tab delimited, etc. | Off the Shelf | | | Module-Reports | Izenda | Yes, Flairdocs DOTTrack through the comprehensive Ad-hoc reporting and dashboard tool, supports export of query and report results in a variety of different industry standard formats including but not limited to .xls or .xlsx, .doc or .docx, PDF, .txt, XML, ASCII, comma delimited, tab delimited, etc. |
| RPT - 042 | 3 | Management Reporting | Standard Report Features | Provide for report distribution based on events, process milestones, or predefined data thresholds or values, e.g., based on data values contained within the report (i.e., conditional operators >, <, =, etc.) | Off the Shelf | | | Module-Reports | | Yes, Flairdocs DOTTrack provides report distribution based on events, process milestones, or predefined data thresholds or values, e.g., based on data values contained within the report (i.e., conditional operators >, <, =, etc.)<br><br>Flairdocs supports the automatic generation of reports through the built-in time-based scheduler. Flairdocs scheduler provides configurability for planned generation of reports whenever required either weekly, bi-weekly, monthly, yearly, and then via Flairdocs job which will look for the pre-set logic and run the reports as scheduled. |

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| RPT - 043 | 3 | Management Reporting | Standard Report Features | Provide the capability to integrate third party report distribution software solutions. | Off the Shelf with Configuration | | | Module-Reports, Integration | | Yes, Flairdocs DOTTrack provides capability to integrate third party report distribution software solutions.<br><br>Flairdocs comes with a powerful out-of-the-box automation and scheduling engine, which allows custom integration components or jobs to be added as part of the customization of the system. Through minor configuration, Flairdocs can easily be integrated with any third-party report distribution software solutions. Flairdocs itself comes with a comprehensive Ad-hoc reporting and dashboard tool which is an add-on to the system and is licensed through the third-party vendor IZENDA, a provider of a Business Intelligence (BI) and analytics platform. |
| RPT - 044 | 3 | Management Reporting | Standard Report Features | Provide functionality to distribute reports by a variety of methods such as sending links to reports via email, web, fax, or PDA. | Off the Shelf with Configuration | | | Module-Reports | | Yes, Flairdocs DOTTrack provides functionality to distribute reports by a variety of methods such as sending links to reports via email, web, fax, or PDA.<br><br>Flairdocs generated reports can be exported/distributed in various formats including PDF, excel, word, etc., and can be printed, emailed (both report and link), shared via web, etc. |

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| | | | | | | | | | | Flairsoft will work with WVDOT and ensure that all the desired methods are in place before the go-live. |
| RPT - 045 | 3 | Management Reporting | Standard Report Features | Support effective date selection and query including Boolean operations such as date ranges. | Off the Shelf | | | Reporting | | Yes, Flairdocs DOTTrack provides support for effective date selection and query including Boolean operations such as date ranges.<br><br>Flairdocs reporting engine allows users to use any column from the report as a filter. Based on the filter's data type, Flairdocs allows to set the filter to work accordingly as between, boolean, etc. |
| RPT - 046 | 3 | Management Reporting | Standard Report Features | Provide functionality for the user to incorporate formulas, functions, and mathematical calculations into reports as well as typical grouping, mathematical and statistical functions on data in reports (such as sum, count, average, etc.) | Off the Shelf | | | Module-Reports | Izenda | Yes, Flairdocs DOTTrack provides functionality for the user to incorporate formulas, functions, and mathematical calculations into reports as well as typical grouping, mathematical and statistical functions on data in reports (such as sum, count, average, etc.).<br><br>Flairdocs reporting framework is both user-friendly, intuitive, and provides the capability to include calculated or derived data on reports. The ad-hoc reporting tool provides users with the interface to write their custom calculations and formulas too. |
| RPT - 047 | 3 | Management Reporting | Standard Report Features | Provide the ability to create and specify report templates. | Off the Shelf | | | Module-Reports | Izenda | Yes, Flairdocs DOTTrack provides ability to create and specify report templates. |

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| | | | | | | | | | | Flairdocs supports a comprehensive reporting engine, integrated with both standard (canned) and ad-hoc (user-defined). The ad-hoc reporting engine allows users to create report templates and then allows report owner or shared users to simply "Save As" a copy of the template to customize it further. |
| RPT - 048 | 3 | Management Reporting | Standard Report Features | Provide wizards to guide the users through report building steps. | Off the Shelf | | | Module-Reports | | Yes, Flairdocs DOTTrack provides wizards to guide the users through report building steps.<br><br>Flairdocs reporting tool utilizes a web user interface wizard allowing end users to report, summarize, graph, and work with any data elements captured in our solution. Additionally, users get a complete documentation step-by-step to create and build reports. |
| RPT - 049 | 3 | Management Reporting | Standard Report Features | Provide cursor selection and drag-and-drop features to assist users in formatting of files, elements, and operands (e.g., +,-, /, *) from data dictionary or other pre-established lists. | Off the Shelf | | | Reporting | Izenda | Yes, Flairdocs DOTTrack provides cursor selection and drag-and-drop features to assist users in formatting of files, elements, and operands (e.g., +, -, /, *) from data dictionary or other pre-established lists.<br><br>Flairdocs ad-hoc reporting engine provides cursor selection and drag-and-drop interface to select entities (tables/entities), move fields/columns, drag columns to change order, etc. |

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| RPT - 050 | 3 | Management Reporting | Standard Report Features | Provide graphical report layout tools and drag-and-drop features to assist users in formatting reports and inquires. | Off the Shelf | | | Module-Reports | Izenda | Yes, Flairdocs DOTTrack provides graphical report layout tools and drag-and-drop features to assist users in formatting reports and inquires.<br><br>Flairdocs comes with ad-hoc Reporting & Dashboard tool, that provides easy charts, graph such as scatterplot, Funnel Chart, 3D Pie Chart, Donut Chart, Bar charts, Line Charts, gauges, etc., using simple cursor-based and/or drag and drop functionality. This process of creating analytical reports is so easy and user friendly that a non-technical or new user can create amazing reports in no time. |
| RPT - 051 | 3 | Management Reporting | Standard Report Features | Provide support for graphical data visualization features including but not limited to stacked bar charts, min/mid/max line graphs, regression lines, dashboard gauges, etc. | Off the Shelf | | | Module-Reports | Izenda | Yes, Flairdocs DOTTrack comes with Dashboard tool that provides support for graphical data visualization features including but not limited to stacked bar charts, min/mid/max line graphs, regression lines, dashboard gauges, graph such as scatterplot, Funnel Chart, 3D Pie Chart, Donut Chart, Bar charts, Line Charts, etc.<br><br>Flairdocs comes with ad-hoc Reporting & Dashboard tool, that provides easy charts, graph such as scatterplot, Funnel Chart, 3D Pie Chart, Donut Chart, Bar charts, Line Charts, gauges, etc., using simple |

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| | | | | | | | | | | drag and drop functionality. This process of creating analytical reports is so easy and user friendly that a non-technical or new user can create amazing reports in no time. |
| RPT - 052 | 3 | Management Reporting | Standard Report Features | Provide ability to link from reporting tool to Microsoft Office graphic, spreadsheet and presentation applications. | Off the Shelf | | | Reporting | | Yes, Flairdocs DOTTrack provides the ability to link from reporting tool via an embedded link to other external applications such as Microsoft Office graphic, spreadsheet and presentation applications. The links can be added very easily as needed in the user-defined custom reports or can be available in the pre-defined standard reports. |
| RPT - 053 | 3 | Management Reporting | Ad-hoc Query | Allow users to build ad-hoc queries to report on any fields in the Vendor solution for which they are authorized using one or more of a combination of different criteria; provide online access to a data dictionary showing data element and table to assist query building. | Off the Shelf | | | Module-Reports | Izenda | Yes, Flairdocs DOTTrack allows users to build ad-hoc queries to report on any fields in the Vendor solution for which they are authorized using one or more of a combination of different criteria; provide online access to a data dictionary showing data element and table to assist query building.<br><br>Flairdocs ad-hoc reporting engine provides a very easy and flexible graphical reporting interface to build any report with any combination of data without having any special skills and with nearly limitless flexibility. An authorized user can select database |

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| | | | | | | | | | | tables/view, add/remove fields, apply formatting/functions, add charts/gauges, etc. The output is configurable as well, allow users to specify desired colors, ability to add custom headers, footer, text formatting, font types, graphics and other visual attributes. |
| RPT - 054 | 3 | Management Reporting | Ad-hoc Query | Allow a user to save an ad-hoc query for later execution without impacting any base query that was used as a start point. | Off the Shelf | | | Module-Reports | Izenda | Yes, Flairdocs DOTTrack allow user to save an ad-hoc query for later execution without impacting any base query that was used as a start point.<br><br>Flairdocs has a well-organized reporting engine which allows the authorized users to customize and save an ad-hoc report/query format as a pre-defined report/query so that it is available for future use. The engine allows new canned reports to be added or modified for future use from a centralized administration screen. |
| RPT - 055 | 3 | Management Reporting | Ad-hoc Query | Display a user's saved ad-hoc queries by descriptive name on the user's report portal. | Off the Shelf | | | Module-Reports | Izenda | Yes, Flairdocs DOTTrack allows user to save ad-hoc queries by descriptive name on the user's report portal.<br><br>Flairdocs users can simply provide a name and choose the folder (container) to save the report. The system also allows to create new folders (containers) at the time of saving the report. |

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| RPT - 056 | 3 | Management Reporting | Ad-hoc Query | Allow a user to authorize one or more additional users to have access to a saved ad-hoc query through the report portal. | Off the Shelf | | | Module-Reports | Izenda | Yes, Flairdocs DOTTrack allow user to authorize one or more additional users to have access to a saved ad-hoc query through the report portal.<br><br>Flairdocs has a well-organized reporting engine which allows the authorized users to customize, save and share report/query. The report owner has the option to share with one or more users via role-based access permissions. |
| RPT - 057 | 3 | Management Reporting | Ad-hoc Query | Display any ad-hoc queries that are authorized (shared) by one user for use by a second user on the second user's report portal. | Off the Shelf | | | Reporting | Izenda | Yes, Flairdocs DOTTrack displays ad-hoc queries that are authorized (shared) by one user for use by a second user on the second user's report portal.<br><br>All the shared reports (ad-hoc queries) are automatically available to shared users under the "Reports" menu based on the access permissions. |
| RPT - 058 | 2 | Management Reporting | Ad-hoc Query | Provide ability to track data by user-defined performance indicators. | Off the Shelf | | | Module-Reports | | Yes, Flairdocs DOTTrack provides the ability to track data by user-defined performance indicators.<br><br>Flairdocs workflows capture all the necessary metadata such as who worked, when the work started, how long it was in the user's queue, etc. With this metadata, Flairdocs reporting engine allows to create performance-based report matrix as needed. |

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| RPT - 059 | 2 | Management Reporting | Report Administration | Provide a solution architected so as to centrally manage the reporting tool set to ensure that any updates are distributed to users and that all users are accessing the same version of the reporting software. | Off the Shelf | | | Module-Reports | | Yes, Flairdocs DOTTrack is architected in such a way that it centrally manages the reporting tool set to ensure that any updates are distributed to users and that all users are accessing the same version of the reporting software.<br><br>Flairdocs being a web-based application and no other installation required on user's machine, reports and related tools are all accessible via a web-based browser and same for all users based on access permissions. |
| RPT - 060 | 1 | Management Reporting | Report Administration | Ensure solution is architected so system performance is not impacted when a large report or inquiry is being run. | Off the Shelf | | | Module-Reports | | Yes, Flairdocs DOTTrack is a proven, scalable, easy to use, fully automated, adaptable and highly configurable turnkey system that is not impacted when a large report or inquiry is being run.<br><br>Flairdocs has been tested with both manual and automated test tools (like Selenium for regression, JMeter and Fiddler for performance, ZAP for security) on a scalability of up to 1,000 concurrent users, utilizing database connection pooling, shared and cached data and resources, and with AJAX technology for improved performance and scalability. In scenarios where reports sometimes can take little longer based on |

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| | | | | | | | | | | business rules, no. of records, etc., then such reports can be even scheduled to be delivered. |
| RPT - 061 | 3 | Management Reporting | Report Administration | Provide the ability to schedule, view and modify the start time for batch printing including any dependencies on certain business conditions or events; provide option to restrict batch printing of large volume outputs by job or to certain authorized users to minimize on paper usage. | Customization | Small | Within 12 months | Reporting | | Flairdocs can provide the ability to schedule, view and modify the start time for reports, and therefore, with some minor customization, the same can be applied for batch printing. Flairsoft will ensure that business conditions, option to restrict batch printing, as mentioned in the requirement can also be enforced. |
| RPT - 062 | 1 | Management Reporting | Report Administration | Enable users to run ad hoc reports and queries without degradation of system performance. | Off the Shelf | | | Module-Reports | | Yes, Flairdocs DOTTrack allows the users to run ad hoc reports and queries without degradation of system performance.<br><br>Flairdocs is a proven, scalable, easy to use, fully automated, adaptable and highly configurable turnkey system that has been tested with both manual and automated test tools (like Selenium for regression, JMeter and Fiddler for performance, ZAP for security) on a scalability of up to 1,000 concurrent users, utilizing database connection pooling, shared and cached data and resources, and with AJAX |

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| | | | | | | | | | | technology for improved performance and scalability. |
| RPT - 063 | 2 | Management Reporting | Report Administration | Allow the system administrator or other authorized user to define limits on the execution time for a report or query and/or the numbers being retrieved. | Customization | Small | Within 12 months | Reporting | | Yes, Flairdocs DOTTrack with some minor customization can allow the system administrator or other authorized user to define limits on the execution time for a report or query and/or the numbers being retrieved. |
| RPT - 064 | 2 | Management Reporting | Report Administration | Cancel automatically a query or report job if it fails to meet system administrator defined criteria (e.g., time limits, infinite loops, excessive pages, etc.). | Customization | Small | Within 12 months | Reporting | | Yes, Flairdocs DOTTrack via the reporting inventory screen with some minor customization can allow the ability to cancel automatically a query or report job if it fails to meet system administrator defined criteria (e.g., time limits, infinite loops, excessive pages, etc.). |
| RPT - 065 | 2 | Management Reporting | Report Administration | Provide the ability for authorized users or system administrator to terminate any query or report that significantly reduces system performance. | Customization | Small | Within 12 months | Reporting | | Yes, Flairdocs DOTTrack can allow the ability for authorized users or system administrator to terminate any query or report that significantly reduces system performance.<br><br>Flairdocs via the reporting inventory screen with some minor customization can allow authorized user to see if the scheduled report is fully executed or still running. In case it is still running, then the request can be terminated. |

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| RPT - 066 | 3 | Management Reporting | Report Administration | Allow system administrator or other authorized user to override parameters for an individual query or report. | Off the Shelf | | | Reporting | | Yes, Flairdocs DOTTrack allows system administrator or other authorized user to override parameters for an individual query or report.<br><br>Flairdocs allows all authorized users (admin, report owner, shared user with FULL permissions) to change the report parameters, layout, etc. |
| RPT - 067 | 3 | Management Reporting | Report Administration | Provide functionality to audit exports of report data and modifications to report definitions. | Customization | Medium | Within 12 months | Reporting | | Flairdocs, with medium level customization can provide functionality to audit exports of report data and modifications to report definitions. |
| RPT - 068 | 2 | Management Reporting | Report Administration | Provide the ability to configure reports such that information can be suppressed based on a user's role. | Off the Shelf | | | Module-Reports | | Yes, Flairdocs DOTTrack provides the ability to configure reports such that information can be suppressed based on a user's role.<br><br>Flairdocs provides a comprehensive and easily administered role-based configuration that allows controlling access to reporting and business areas of the solution. Each user is assigned a role and receives access permissions associated to the role. Based on role-based security, users are able to access data based on their individual permissions. |
| RPT - 069 | 2 | Management Reporting | Report Administration | Provide reports on user production statistics by user ID, time of day, length of job, etc. to determine who is | Customization | Small | Within 12 months | Reporting | Izenda | Yes, Flairdocs DOTTrack can provide reports on user production statistics by user ID, time of day, length of job, etc. to determine who is viewing a report, what reports are |

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| | | | | viewing a report, what reports are being used and resources consumed by department/user suitable for billing purposes. | | | | | | being used and resources consumed by department/user suitable for billing purposes.<br><br>Flairdocs centralized reporting inventory screen can produce such information and related reports can be taken out. |
| RPT - 070 | 2 | Management Reporting | Report Administration | Maintain an active metadata repository that contains definitions of all data elements and attributes within the Vendor's solution (maintain both product meta-data and user configured changes). | Off the Shelf | | | Reporting | | Yes, Flairdocs DOTTrack maintains an active metadata repository that contains definitions of all data elements and attributes within the solution.<br><br>Flairdocs ad-hoc reporting engine expose all entities (database tables/views) including all fields/columns. It allows to use these entities (along with joins) to create user-defined reports. The user created reports also remain in the repository with all the changes unless explicitly deleted. |

## Application Architecture

| Req. # | Priority | Category | Sub-Category | Business (Functional) Requirement | Vendor Response | Customization Estimate, if Applicable | Capability Planned for Future Release | Core Module(s) | Third Party Solution(s) | Comments/Notes |
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| APP-001 | 1 | Application Architecture | General | Provide a suite of fully-integrated application modules in which data captured in one module is readily available for use and updated as appropriate in other modules of the system. | Off the Shelf | | | Right of Way Acquisition Property Management Utility Relocation Railroad | | Yes, Flairdocs DOTTrack provides a suite of fully-integrated application modules in which data captured in one module is readily available for use and updated as appropriate in other modules of the system.<br><br>Flairdocs DOTTrack is designed in a way where utilizing the data from one module will update the related or dependent module.<br><br>For example, the data captured during the 'Create Project' process is available under 'Project Information' panel, and can be utilized or modified as the user needs. The same mechanism is implemented in the specific module of the application to reuse or utilize the initial data for further modification in another areas/module. |
| APP-002 | 1 | Application Architecture | General | Provide ability to share all related business information across functional areas and organizations, subject to | Off the Shelf | | | Right of Way Acquisition Property Management Utility | | Yes, Flairdocs DOTTrack provides the ability to share all related business information across functional areas and organizations, subject to application security, user-defined business rules |

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| | | | | application security and user-defined business rules and security considerations. | | | | Relocation Railroad | | and security considerations.<br><br>The system has a role-based security that allows the authorized user, typically the WVDOT administrator, to set up roles for permissions such as read, write and no access.<br><br>Users can access specific information once they are set up in the appropriate security role within Flairdocs, and they are then assigned to a task in the Assignments module. |
| APP - 003 | 1 | Application Architecture | General | Provide an integrated data management structure that is utilized across the proposed software solution minimizing system processing or administration required on the data integration points. | Off the Shelf | | | Integration | | Yes, Flairdocs DOTTrack provides an integrated data management structure that is utilized across the proposed software solution minimizing system processing or administration required on the data integration points.<br><br>Flairdocs supports several methods of integration with external systems, such as direct database integration, SOAP and/or REST API Web Services, spreadsheet/batch file imports/exports, integration via custom coding or middleware, and integration via standard protocols such as HTTPS, OAUTH, OAUTH2, etc. These integrations can be implemented as single-directional or bi-directional, as well as inbound or outbound, as determined by WVDOT needs.<br><br>Additionally, Flairsoft uses XML |

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| | | | | | | | | | | schemas to define SOA-based integration, which is similar to a Common Information Model. Flairdocs messaging is mostly based on SOAP/XML communication, object serialization and standardization in order to exchange data with other platforms. |
| APP - 004 | 1 | Application Architecture | General | Provide user-controlled definition and maintenance of system values and business rules in tables, system configuration files, coding, and business rules in data structures and interfaces without requiring programmer intervention to modify and providing the capability for an application administrator or other authorized users to manage and maintain system configurations, settings, and data tables. | Off the Shelf | | | Admin | | Yes, Flairdocs DOTTrack provides user-controlled definition and maintenance of system values and business rules in tables, system configuration files, coding, and business rules in data structures and interfaces without requiring programmer intervention to modify and providing the capability for an application administrator or other authorized users to manage and maintain system configurations, settings, and data tables.<br><br>Flairdocs supports a comprehensive Admin module providing high ease of use and configurability. The admin module contains numerous functions for convenience, including drag-drop workflow management, template administration, report generation, notification configuration, user management, role and access management, manage audit history and application logs, application configuration (dropdowns, notifications, etc.), and GIS configuration. Administrative features |

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| | | | | | | | | | | make it easier for the client to configure the application and its features for the individual needs for their users. |
| APP - 005 | 2 | Application Architecture | General | Update all related modules and tables immediately with a single entry; that is, any change to a project attribute or project status information is made only once but takes effect throughout the system. | Off the Shelf | | | Right of Way Acquisition Property Management Utility Relocation Railroad | | Year, Flairdocs DOTTrack has the ability to update all related modules and tables immediately with a single entry; that is, any change to a project attribute or project status information is made only once but takes effect throughout the system.<br><br>In Flairdocs DOTTrack, a user can update the project data (Project Name, Appropriation Name, or Project Stage) in the 'Project Information' panel and the same data will be updated automatically across all the related or dependent modules and panels, such as 'Project Snapshot,' "Project Status" trail, etc. |
| APP - 006 | 2 | Application Architecture | General | Provide means of altering tables and/or data structures to support user-defined fields and capability for system administrator or other authorized users to create new data items on-line and automatically update a global data dictionary with these new elements. | Off the Shelf | | | Admin | | Yes, Flairdocs DOTTrack provides means of altering tables and/or data structures to support user-defined fields and capability for system administrator or other authorized users to create new data items on-line and automatically update a global data dictionary with these new elements.<br><br>Under the 'Application Roles and Work Areas' panel of 'Admin' module a user can configure the tab that need to appear under a specific module. Also, the administrator can control the |

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| | | | | | | | | | | access (no access, read-only, write) of defined tabs for all users within the system. Additionally, through the 'System Configuration' panel of 'Admin' module a user can define the fields which need to be appear or are required under the panels of the module. |
| APP - 007 | 2 | Application Architecture | General | Provide application administrator or other authorized user with screen layout configuration capabilities including movement of fields on the screen and/or across tables, removal of fields, addition of user-defined fields, reorder or consolidation of tables, buttons to enable prints and selection of related reports, links to other business objects (such as CAD drawings, user manuals, project records, contract records, etc.) | Off the Shelf | | | Admin | | Yes, Flairdocs DOTTrack provides application administrator or other authorized user with screen layout configuration capabilities including movement of fields on the screen and/or across tables, removal of fields, addition of user-defined fields, reorder or consolidation of tables, buttons to enable prints and selection of related reports, links to other business objects (such as CAD drawings, user manuals, project records, contract records, etc.)<br><br>Flairdocs supports a comprehensive 'Admin' module providing high ease of use and configurability. The admin module contains numerous features that make it easier for any authorized user to configure the application and its features for the individual needs for their users. Under the 'Application Roles and Work Areas' panel of 'Admin' module a user can configure the tab that need to appear under a specific module. Additionally, through the 'System Configuration' panel of 'Admin' module a user can define the fields |

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| | | | | | | | | | | which need to be appear or are required under the panels of the module. |
| APP - 008 | 2 | Application Architecture | General | Support consistency in terms of field labels such that a screen label defined in one place would be referred to in the same way everywhere and separated by line of business, role, etc. | Off the Shelf | | | Design | | Yes, Flairdocs DOTTrack supports consistency in terms of field labels such that a screen label defined in one place would be referred to in the same way everywhere and separated by line of business, role, etc.<br><br>Flairdocs architecture is built upon Microsoft Framework design principles, based on modular and loosely coupled architecture which allows for maximum configurability, customization and ease of adding new features. The information entered in one screen can be directly fetched and input into another by pre-defined rules. |
| APP - 009 | 2 | Application Architecture | General | Within the system, utilize a design which provides the end user with a perspective of real-time update of data (even if some processes may be happening in the background to complete database updates); that is, users should not be required to toggle back and forth from a screen being used to perform a business process using a job queue to check the status of a | Off the Shelf | | | Application Architecture | | Yes, Flairdocs DOTTrack allows users to utilize a design within the system which provides the end user with a perspective of real-time update of data (even if some processes may be happening in the background to complete database updates); that is, users should not be required to toggle back and forth from a screen being used to perform a business process using a job queue to check the status of a batch/background task being able to proceed to the next screen in a series of screens required to perform a specific business function/task. |

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| | | | | batch/background task being able to proceed to the next screen in a series of screens required to perform a specific business function/task. | | | | | | Flairdocs architecture is built upon Microsoft Framework design principles that allow high application availability and reliability. Flairdocs supports a standard, multi-tiered approach, with business logic componentized to support customized installation and functionality separated from the presentation that consists of .aspx web forms and web user controls. |
| APP - 010 | 2 | Application Architecture | General | Perform transactions in real-time in the sense that online access will display the most current element value (e.g., if a user changes the value of a data element on one screen, the newly changed data value will be shown when the user moves to another screen with that same data element). | Off the Shelf | | | Design | | Yes, Flairdocs DOTTrack allows users to perform transactions in real time in the sense that online access will display the most current element value.<br><br>Flairdocs architecture is built upon Microsoft Framework design principles, based on modular and loosely coupled architecture which allows for maximum configurability, customization and ease of adding new features. The solution allows user to make change in values which are saved in real time and directly reflected on the other screen accessing the same data, as the user navigates between different tabs/screens. |
| APP - 011 | 1 | Application Architecture | General | Edit all system input according to user-defined business rules so that the rules are appropriately and consistently applied, and data is validated at the time the data is entered into the system | Off the Shelf | | | Admin | | Yes, Flairdocs DOTTrack allows users to edit all system input according to user-defined business rules so that the rules are appropriately and consistently applied, and data is validated at the time the data is entered into the system (on-line or via a batch transaction). |

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| | | | | (on-line or via a batch transaction). | | | | | | Flairdocs DOTTrack is a highly configurable system which allows the user to define the rules through its Admin module. This will help to avoid missing deadlines, track work, and manage complex workloads. The system allows to enable the notifications which will be sent when the defined rule is triggered. |
| APP - 012 | 2 | Application Architecture | General | Utilize effective-dated transactions and table updates (either dated for future action or dated to be retroactive) with the ability to specify data edits by type of transaction. | Off the Shelf | | | Payment | | Yes, Flairdocs DOTTrack allows user to utilize effective-dated transactions and table updates (either dated for future action or dated to be retroactive) with the ability to specify data edits by type of transaction.<br><br>Using the 'Payment' panel, the user can capture the payment details and all the key dates in the system. It allows the user to capture crucial information including but not limited to Payment Amount, Payment Type, Payment Sent Date, etc. The payment records can be classified based on the Payment Type and accordingly the other information will be captured. All the details saved against a payment can be tracked through the grid available at the top of the panel. |
| APP - 013 | 2 | Application Architecture | General | Support multiple concurrent application sessions for each user; each concurrent session must be able to support | Off the Shelf | | | | | Yes, Flairdocs DOTTrack supports multiple concurrent application sessions for each user; each concurrent session must be able to support the same security profile or a different |

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| | | | | the same security profile or a different profile if the user has multiple profiles. | | | | | | profile if the user has multiple profiles.<br><br>Flairsoft is proposing a proven, scalable, easy to use, fully automated, adaptable and highly configurable turnkey system – Flairdocs DOTTrack. Flairdocs DOTTrack platform is both powerful and adaptable to the complex and ever-changing business needs. Flairdocs DOTTrack uses DevOps automation release process and has been tested with both manual and automated test tools on a scalability of up to 1000 concurrent users, utilizing database connection pooling, shared and cached data and resources, and with AJAX technology for improved performance and scalability. |
| APP - 014 | 2 | Application Architecture | General | Provide capability for a user to have multiple screens or tabs open within a single user session. | Off the Shelf | | | Right of Way Acquisition Property Management Utility Relocation Railroad | | Yes, Flairdocs DOTTrack allows its users to open multiple panels with a single login session.<br><br>Flairdocs DOTTrack provides flexibility to its users to access the multiple projects, parcels and files by opening each screen in a dedicated tab or window. This is done by simply right clicking on the desired section and selecting 'Open Link in new Tab/Window'. The user can also compare the different panels of data by using this feature. |
| APP - 015 | 2 | Application | General | Maintain security logs and audit trails distinctly | Off the Shelf | | | | | Yes, Flairdocs DOTTrack maintains the security logs and audit trails distinctly for each concurrent user session. |

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| | | Architectu re | | for each concurrent user session. | | | | | | Flairdocs DOTTrack is equipped with functionality for maintaining transaction and system logs through Application Logs and Audit Reports. The Login Report makes it possible for the supervisor or 'Admin' to keep tabs on a user's login and logout time. This report can be pulled for all users across the system and can be filtered based on username and date. |
| APP - 016 | 2 | Applicatio n Architectu re | General | Support encryption, masking, or hiding of any fields with restricted access to only authorized users by department/business unit and role and responsibility. | Off the Shelf | | | | | Yes, Flairdocs DOTTrack supports encryption, masking, or hiding of any fields with restricted access to only authorized users by department/business unit and role and responsibility.<br><br>Flairdocs DOTTrack supports data encryption, at the data field level, according to the Federal Information Processing Standard (FIPS) Publication 140-2.<br><br>All of the audit record or any other redacted information is encrypted and stored in the database. Privacy regulations are enforced, such that only authorized individuals are able to see or modify redacted information. Only public information is displayed openly while private information is hidden.<br><br>Ability to view encrypted information is |

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| | | | | | | | | | | given as a special permission on the user's profile. Users without this permission will see encrypted data appear as ****** on the data entry forms. |
| APP - 017 | 2 | Application Architecture | General | Provide capability to indicate at the field level user classes or individual users who are authorized to view masked or encrypted fields. | Off the Shelf | | | Admin | | Yes, Flairdocs DOTTrack provides authorized users with the capability to indicate at the field level user classes or individual users who are authorized to view masked or encrypted fields.<br><br>Flairdocs' role-based security model available under the 'Admin' menu is extremely robust and provides fine grain control over the information each user can view and edit depending on their assigned system roles. Our state-of-the-art security model lets the administrator to control access for all users within the application. Multiple roles can be created with one of three permissions for each data entry screen (no access, read-only, write). In addition, multiple roles can be granted to a user which will define the access they have within the application. |
| APP - 018 | 2 | Application Architecture | General | Allow display of masked, hidden, or encrypted fields by an authorized user. | Off the Shelf | | | | | Yes, Flairdocs DOTTrack allows authorized user to access/view masked, hidden, or encrypted fields.<br><br>Flairdocs, at various places have masking or hiding or encrypting data as necessary. Users who can access such data get special privileges under their |

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| | | | | | | | | | | profile which can only assigned by system admin. |
| APP - 019 | 1 | Application Architecture | General | Comply with the Rehabilitation Act of 1973 and Americans with Disabilities Act (ADA) Section 508 standards for accessibility of all system functions. | Off the Shelf | | | | | Flairsoft is committed to developing applications that are accessible to individuals with disabilities. Flairdocs fulfils ADA compliance in the following areas:<br><br>Alternative and Associative Text:<br>• Flairdocs has an embedded, screen-based help functionality both at the screen and field level. The system provides context sensitive help describing how users can use the solution. Users can view the help content by clicking the help icon, and a popup appears detailing all the information regarding that screen. The system shows validation messages for the data validations and mandatory field requirements in scenarios when users forgot to fill mandatory fields. When needed, fields having associated logic are accompanied with the information icon to see further detail.<br>• Forms and help content are in an accessible format (e.g. not embedded in PDF)<br><br>Software Applications:<br>• No content provided in audio or video format only<br>• No inputs requiring a timed response; no auto-refresh used; system configurable session timeout |

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| | | | | | | | | | | Speech to text Agent Note:<br>• Flairdocs Mobile app supports<br>- Voice recognition and speech to text features to record Notes, Siri Integration, Map search, etc.<br>- Face-id/Fingerprint biometric authentication.<br><br>Graphics and Color:<br>• All the text content available in Flairdocs is of standard font size with good color contrast to make it easily readable and understandable. The font size increases or decreases proportionally when the browser's zoom feature is used.<br>• Font Sizes and Colors can be changed by the accessibility plugins.<br>• Compatible with Windows 10 magnifier tool<br><br>Usable Design: Flairdocs 3-panel layout has snapshots to always provide the user with context about where they are in the application and what record they are viewing. The navigation menus, tabs and content panel hierarchy are designed to make it easy for the user to understand how to navigate to another record or another screen within the same record in of the application.<br>• Logical tabbing order within data entry forms |

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| | | | | | | | | | | • No blinking, flashing, or other distracting features. |
| APP - 020 | 1 | Application Architecture | User Interface | Utilize a consistent user interface across the software (excluding proposed third party solutions) including user definable hot keys; screen naming functions; navigation patterns; consistent use of controls; and online help and menus (as defined by the user's security profile). | Off the Shelf | | | | | Flairdocs DOTTrack has the ability to utilize a consistent user interface across the software (excluding proposed third-party solutions) including user definable hot keys; screen naming functions; navigation patterns; consistent use of controls; and online help and menus (as defined by the user's security profile).<br><br>Flairdocs DOTTrack follows the MS UI standards and maintains consistency across all aspects of the interface's look and feel. This includes layout, text font, and alignment of various controls such as text boxes, list boxes, checkboxes etc. |
| APP - 021 | 2 | Application Architecture | User Interface | Ensure messages appear in a consistent format across all system functions for both batch and on-line processing. | Off the Shelf | | | | | Yes, Flairdocs DOTTrack follows a consistent error message format across all system functions for both batch and on-line processing. For batch processing, Flairsoft uses notification engine to schedule jobs and utilize similar standardized error handling methodology. |
| APP - 022 | 2 | Application Architecture | User Interface | Allow manual entry and also context specific drop-down lists of all valid values for each validated field where appropriate. | Off the Shelf | | | | | Yes, Flairdocs DOTTrack allows manual entry and context specific drop-down lists of all valid values for each validated field where appropriate.<br><br>Dropdown menus in the Flairdocs are configurable, thus should WVDOT need to add another value to a dropdown |

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| | | | | | | | | | | menu, and the System Administrator can do so without the need to contact Flairsoft. The configurability adds value to WVDOT in change request time and cost savings. |
| APP - 023 | 2 | Application Architecture | User Interface | Provide immediate transfer/paste of value[s] from a "pop up" list of values tables to the appropriate field when selected. | Off the Shelf | | | Admin | | Yes, Flairdocs DOTTrack has the ability to provide immediate transfer/paste of value(s) from a "pop up" list of values tables to appropriate field when selected.<br><br>Flairdocs DOTTrack is a highly configurable solution that allows the authorized users to configure a list of values for a specific field using the Manage Dropdown tool available under the admin module. All the configured values will be displayed under the respective module/panel. |
| APP - 024 | 2 | Application Architecture | User Interface | Architect so as to have interfaces proceed directly and automatically to the next appropriate field when data is entered, for example "Tabbing" through fields in a defined sequence. | Off the Shelf | | | User Interface | | Yes, Flairdocs DOTTrack has the ability to architect so as to have interfaces proceed directly and automatically to the next appropriate field when data is entered.<br><br>Flairdocs architecture is built upon Microsoft Framework design principles, based on modular and loosely coupled architecture which allows for maximum configurability, customization and ease of adding new features. The information entered in one screen can be directly fetched and input into another by pre-defined rules. |

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| APP - 025 | 2 | Application Architecture | User Interface | Allow user to directly access other input screens and modules without need for backing out of menus or menu paths. | Off the Shelf | | | User Interface | | Yes, Flairdocs DOTTrack allows user to directly access other input screens and modules without need for backing out of menus or menu paths. The Flairdocs three-panel layout allows user to easily navigate between various tabs and panels without the need for backing out of menus or a menu path. |
| APP - 026 | 2 | Application Architecture | User Interface | Allow navigation between multiple, related input screens without losing any information input on the original (or header) screen. | Off the Shelf | | | User Interface | | Yes, Flairdocs DOTTrack allows navigation between multiple, related input screens without losing any information input on the original (or header) screen. Flairdocs DOTTrack has a three-panel layout which makes it easy for the users to navigate between tabs and different panels. The panels and tabs can be configured as per user requirements and can be rearranged in a sequence as per need. |
| APP - 027 | 2 | Application Architecture | User Interface | Allow user to move backward within a menu structure and screens without losing previously entered data. | Off the Shelf | | | User Interface | | Yes, Flairdocs DOTTrack allows user to move backward within a menu structure and screens without losing previously entered data. Flairdocs DOTTrack has a three-panel layout that allows user to navigate between to various panels and tabs easily without losing previously entered data. |
| APP - 028 | 2 | Application Architecture | User Interface | Allow a user to cancel transaction and/or exit any document or screen without saving changes. | Off the Shelf | | | User Interface | | Yes, Flairdocs DOTTrack allows a user to cancel a transaction and/or exit any document or screen without saving changes. The solution allows the user to exit a document, panel, tab, or ongoing process any time, with or without saving the changes made. |

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| APP - 029 | 1 | Application Architecture | User Interface | Support cut and paste for copying data between screens. | Off the Shelf | | | | | Yes, Flairdocs DOTTrack allows the user to cut and paste the data within the same/different screens.<br><br>For example, a user can utilize the older comments or notes by copying something from one screen and pasting it into the other area or screen rather than typing it again. |
| APP - 030 | 2 | Application Architecture | User Interface | Provide a display that indicates (e.g., highlighting) all required fields for entry on any screen. | Off the Shelf | | | | | Yes, Flairdocs DOTTrack maintains the consistency to mark the mandatory fields' label with bold red letter.<br><br>Throughout the application, all the mandatory fields are highlighted with bold red letters and a warning popup is configured that shows the field names that need to be filled out in to proceed further. |
| APP - 031 | 2 | Application Architecture | User Interface | Provide a search and filter capability on user screens containing columns of data. | Off the Shelf | | | | | Yes, Flairdocs DOTTrack provides a search and filter capability on user screens containing columns of data.<br><br>Flairdocs DOTTrack presents the data in a grid view for a specific section where a single selection operation is required between multiple records. It also provides filters for all columns of a grid to allow search capability for a specific or required record from the list of records. |
| APP - 032 | 2 | Application Architecture | Functions and Features | Support use of keyboard data entry only (i.e., allow screen functions to | Off the Shelf with Configuration | | | | | Yes, Flairdocs DOTTrack supports use of keyboard data entry especially for data intensive screens using tabs. |

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| | | | | be performed without use of a mouse). | | | | | | |
| APP - 033 | 1 | Application Architecture | Functions and Features | Support the generation of email messages by the system based on various system/business events utilizing SMTP for outbound messages. | Off the Shelf | | | Notification | | Yes, Flairdocs DOTTrack supports the generation of email messages by the system based on various system/business events utilizing SMTP for outbound messages.<br><br>The solution comes with a comprehensive 'Notification' engine that allows an authorized user to create, manage and edit pre-configured time and event-based alerts and notifications within the system.<br><br>The 'Notification' engine allows a user to configure, change content, activate/deactivate, set recipients, etc. Based on the configured trigger, the system automatically triggers the alerts at different stages (e.g., Cutoff date, Status Change, etc.).<br><br>The system comes with pre-defined notifications which are triggered either through some event in the system or are scheduled-based. Users can also create custom personal alerts/reminders. |
| APP - 034 | 2 | Application Architecture | Functions and Features | Allow any master record or validation table entry to be activated or inactivated. | Off the Shelf | | | | | Flairdocs DOTTrack provides the capability for validation rules at point of entry such as mandatory data entry fields, document uploads, workflow triggers, notification trigger, required text type, such as numeric rather than |

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| | | | | | | | | | | alpha, number of numeric characters, such as for phone numbers/ zip codes, etc. The defined validation rules will be mandated for all users at the point of entry.<br><br>For activating or inactivating a field, code changes would be needed to provide the ability to define a required field validator or custom validators for a field.<br><br>Our support contract includes up to 100 hours per year where WVDOT can request form builder related field customization at no additional cost. |
| APP - 035 | 1 | Application Architecture | Functions and Features | Provide for wildcard, partial, and multi-term searches: Include ability to define must-have and optional criteria. | Off the Shelf | | | Search | | Yes, Flairdocs DOTTrack provides for wildcard, partial and multi-term searches.<br><br>Flairdocs' search screen is highly intuitive and offers common search functions such as exact words of exact phrase (full text), wild card characters and Boolean expressions (and/or). Searches can be performed based on a number of criteria. Users can either use individual search criteria or a combination of any of the available options. Flairdocs can pull a snapshot of the search content for any text or data. It provides the capability to navigate through the search results without the need of opening/downloading the document. |

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| | | | | | | | | | | The Content snapshot functionality in Flairdocs provides information like Document Type, Snippet of the text and Date when the document was uploaded. |
| APP - 036 | 2 | Application Architecture | Functions and Features | Provide capability to auto-populate the value of a field based on the value of a previously entered field using user-defined business rules and/or validations. | Off the Shelf | | | | | Yes, Flairdocs DOTTrack has the ability to auto populate the fields based on previously entered values.<br><br>For example, a 'Project Creation Date' is automatically taken by the system during the project creation step, and then is available under 'Project Information' panel in a read-only manner (i.e., auto populated). |
| APP - 037 | 2 | Application Architecture | Functions and Features | Allow overriding of system or user-defined defaults based on business rules with an audit trail within individual functions. | Off the Shelf | | | Admin | | Yes, Flairdocs DOTTrack allows overriding of system or user-defined defaults based on business rules with an audit trail within individual functions.<br><br>Flairdocs DOTTrack is a highly configurable system which allows the user to define the rules through its Admin module, which can override the default logics in the system. This will help to avoid missing deadlines, track work, and manage complex workloads. The system allows to enable the notifications which will be sent when the defined rule is triggered. |
| APP - 038 | 2 | Application Architecture | Functions and Features | Allow for descriptions on all transactions. | Off the Shelf | | | | | Yes, Flairdocs DOTTrack allows for descriptions on all transactions.<br><br>All transactions in the application are |

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| | | | | | | | | | | encrypted client side and decrypted server side using .NET Framework Cryptography Model patterns and best practices. New encryption and decryption keys are generated once a day by default. Flairdocs DOTTrack is secured with SSL encryption. Emails and files containing sensitive information will be encrypted using PGP, if applicable, or a comparable requested encryption method. |
| APP - 039 | 2 | Application Architecture | Functions and Features | Provide/support spell check capability. | Off the Shelf | | | | | Yes, Flairdocs DOTTrack application supports spell check capability.<br>The text boxes in the application have general word processing tool that includes spell check. |
| APP - 040 | 2 | Application Architecture | Functions and Features | Support text formatting in the system (i.e., the ability to support mixed case letters, word wrap, line wrap, and character count when there is a limit, etc.) | Off the Shelf | | | | | Yes, Flairdocs DOTTrack application supports text formatting.<br><br>The text boxes in the application have general word processing tools, such as word wrap, line wrap, character count, format painter, bold, italics, underline, strikethrough, alignment options, plus the ability to insert a table. |
| APP - 041 | 2 | Application Architecture | Functions and Features | Provide query features that supports alternate field lookup (e.g., using item name to look up item code or project name to look-up project number). | Off the Shelf | | | | | Yes, Flairdocs DOTTrack provides the capability to search and view an existing Project/parcel either by selecting from a list of open parcels or entering a specific parcel identifier.<br><br>Users through the 'Project/Parcel Snapshot' can easily search for an existing record either through name or number. Additionally, through the |

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| | | | | | | | | | | search field, user can type in a Project/Parcel name/ID to use the reverse look-up feature, narrowing the list of parcels and select the specific one they are looking for.<br><br>Flairdocs DOTTrack provides the full capability for users to search the business entity before creating a new one. Through the search lookups, users can search for an existing project record, and it will provide a list of relevant records based on the linked parameters entered for the search. |
| APP - 042 | 2 | Application Architecture | Functions and Features | Provide table look-up fields that can be linked to or refer to other tables. | Off the Shelf | | | | | Yes, Flairsoft can provide/share entity relationship diagram (ERD) for table look-up fields that can be linked to or refer to other tables. |
| APP - 043 | 2 | Application Architecture | Functions and Features | Utilize effective and expiration dates to version reference tables and data. | Off the Shelf with Configuration | | | | | This feature can be achieved by adding the time dimension to our ROW data in terms of its effective duration, however, it will trigger additional validation of data before being presented to a user, thus cause performance loss. We will like to discuss this requirements with WVDOT as we have not seen this being a real issues in supporting Right of Way and Property management processes. A user can easily turn the status of a project to inactive |
| APP - 044 | 1 | Application | Functions and Features | Provide capability to add, change, and inactivate | Off the Shelf with | | | | | Flairdocs allows making projects active or inactive from its user interface. Adding a table to database in Flairdocs |

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| | | Architecture | | reference tables in both batch and on-line mode. | Configuration | | | | | schema will require a careful design. Such capability is planned for the future release of Flairdocs. Our team is available to assist with such request through a customization route. Batch processing interface can be handled via Flairdocs notification engine feature. We would like to discuss this requirement with WVDOT in more details as based on our experience, this need has not been there with our current customers. |
| APP - 045 | 2 | Application Architecture | Functions and Features | Provide capability to recognize and capture rejected (bypassed) transactions for review, correction and reprocessing: Place batch loaded reference data into a suspended state if errors exist in non-key fields. This process should be non-blocking and the processing should continue. | Off the Shelf | | | Workflow | | Yes, Flairdocs DOTTrack provides users with the capability to recognize, and capture rejected (bypassed) transactions for review, correction and reprocessing: Place batch loaded reference data into a suspended state if errors exist in non-key fields. This process is non-blocking, and the processing continues.<br><br>The Flairdocs DOTTrack comprises of a workflow engine that supports all the right of way processes. The workflow reviewers at every step can provide comments, attach documents and indicate the approval or disapproval with any notes about revisions required. All the activities performed via workflow can be tracked using the Workflow History tool. |
| APP - 046 | 2 | Application | Functions and Features | Provide capability to perform cross-reference table validations. | Off the Shelf | | | | | Yes, Flairdocs DOTTrack provides the capability to perform cross-reference table validations. |

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| | | Architectu re | | | | | | | | Flairsoft uses the ER-Diagram and Data Dictionary to perform the cross-reference table validations in the proposed solution. The ER-Diagram helps us to check the relation between database tables that provides the details about constraint, column, and data type.<br><br>While the Data Dictionary helps to check the use of each table as well as a column. In these tables and columns, various Constraints, Views, Procedures, Functions, and Trigger details are available that allows us to understand the database architecture. |
| APP - 047 | 1 | Applicatio n Architectu re | Functions and Features | Support use of "digital signatures" or "online approvals" to initiate or approve a business event within the system using user authentication within the system via validation of user credentials at the time the user signed on to the system; Support these digital signatures for approvals and rejections of workflow tasks. | Off the Shelf | | | | | Yes, Flairdocs supports digital signatures.<br><br>The solution offers the ability to provide authenticated attestations or acknowledgements electronically for staff and contractors.<br><br>Additionally, jpeg images of user signatures can be stored in the User profile within the User Management module. The system can use that signature in generated documents based on a stored template. An example might be a general letter that is signed by the Right of Way Manager or Right of Way Agent. |

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| APP - 048 | 2 | Application Architecture | Functions and Features | Provide ability to integrate with third-party eSignature solutions to support electronic signature approval processes initiated within the software solution. | Off the Shelf | | | | | Yes, Flairdocs DOTTrack provides an easy document signature feature using DocuSign. It routes a document for signature and execution to external parties, to make it legally-binding, by initiating a signing process.<br><br>Our solution integrates with DocuSign using the REST API provided by DocuSign. The generated document can be sent to the required application users for signing through a workflow and notification engine, making it legally-binding by initiating a signing process and archiving the final version of the executed document on the Flairdocs 'Document Management' platform. |
| APP - 049 | 2 | Application Architecture | Functions and Features | Support mass changes to defined groups of transactions or data with appropriate audit trail. | Off the Shelf | | | Resources | | Yes, Flairdocs DOTTrack supports mass changes to defined groups of transactions or data with appropriate audit trail.<br><br>Flairdocs DOTTrack is designed in such a way that it provides comprehensive support to "Bulk Update" capabilities. It allows an authorized user to bulk update multiple data fields. Not only does the system allow updating multiple data fields, but it also provides the ability to upload and associate documents or attachments to multiple records simultaneously. |

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| APP - 050 | 2 | Application Architecture | Functions and Features | Provide capability to review and approve a batch load prior to execution. | Off the Shelf | | | | | Yes, Flairdocs DOTTrack has the capability to review and approve a batch load prior to execution.<br><br>Batch processing is done through automated jobs which run at the specific time set by the user. Additionally, Flairdocs built-in job component provides the option of running the automated jobs again outside the set time, if needed. If an error occurs during batch processing, the system discontinues the whole practice. The program would then be restarted, and it will execute from the beginning and follow the whole process again. |
| APP - 051 | 2 | Application Architecture | Functions and Features | Provide capability to back out (rollback) previously executed batch loads. | Off the Shelf | | | | | Yes, Flairdocs DOTTrack provides the capability to back out (rollback) previously executed batch loads.<br><br>If an error occurs during batch processing, the system discontinues the whole practice. The program would then be restarted, and it will execute from the beginning and follow the whole process again. |
| APP - 052 | 2 | Application Architecture | Functions and Features | Provide capability to define/set-up batch checkpoints. | Off the Shelf | | | | | Yes, Flairdocs DOTTrack provides capability to define/set-up batch checkpoints.<br><br>Batch processing is done through automated jobs which run at the specific time set by the user. Additionally, Flairdocs built-in job |

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| | | | | | | | | | | component provides the option of running the automated jobs again outside the set time, if needed. If an error occurs during batch processing, the system discontinues the whole practice. The program would then be restarted, and it will execute from the beginning and follow the whole process again. |
| APP-053 | 2 | Application Architecture | Functions and Features | Provide a sequential unique identifier for a batch process. | Off the Shelf | | | | | Yes, Flairdocs DOTTrack provides a sequential unique identifier for a batch process.<br><br>Batch processing is done through automated jobs which run at the specific time set by the user. Each job is implemented as a .NET class (C# or VB.NET) implementing a Flairdocs specific job with unique identifier. Additionally, Flairdocs built-in job component provides the option of running the automated jobs again outside the set time, if needed. |
| APP-054 | 3 | Application Architecture | Functions and Features | Support ability to add printable and non-printable notes to any field or document. | Off the Shelf | | | | | Yes, Flairdocs DOTTrack supports the ability to add printable and non-printable notes to any field or document.<br><br>Flairdocs is a comprehensive, scalable, mobile-ready, web-based solution that combines all aspects of real property rights into a single, powerful workflow and document management solution. Through slight configuration, the ability to add printable and non-printable |

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| | | | | | | | | | | notes to any field or document can be added in Flairdocs DOTTrack. |
| APP-055 | 2 | Application Architecture | Functions and Features | Support creation of user-defined form letters or business forms using system-defined naming standards configurable by the system administrator or authorized user. | Off the Shelf | | | Document Generation | | Yes, Flairdocs DOTTrack supports creation of user-defined form letters or business forms using system-defined naming standards configurable by the system administrator or authorized user.<br><br>Flairdocs DOTTrack comes with an out of the box Template Management tool for Document Generation. This tool is integrated with Microsoft Word that allows the VDOT team to directly create the standard template in the Microsoft Word with replaceable placeholders defined via a Microsoft Word add-in developed by Flairdocs DOTTrack. Users can tag replaceable text placeholders in document templates using the add-in and can apply formatting using the Word. In addition, the administrator can manage template content and the format of the template generated in the defined document group.<br><br>Furthermore, for the template designing as mentioned above, the Flairdocs team will work collaboratively with the WVDOT team to meet the template requirements and configure the templates in the application. |

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| APP - 056 | 2 | Application Architecture | Functions and Features | Provide capability to set-up standard document and letter templates at the department/business unit level for use throughout the system with names, titles, labels, pre-defined backgrounds, etc. using system-defined naming standards configurable by the system administrator or authorized user. | Off the Shelf | | | Document Generation | | Yes, Flairdocs DOTTrack provides the capability to set up standard document and letter templates at the department/business unit level.<br><br>Flairdocs DOTTrack comes equipped with a Document Generation functionality that provides the ability to generate and edit a standard letter and allow the user to print it out for hand delivery.<br><br>'Using the Document Management tool, the users can download, print or save a required letter in any format they wish for hand delivery, including a MS Word document for editing. They can then use them in the various necessary processes. |
| APP - 057 | 2 | Application Architecture | Functions and Features | Provide automatic date and time stamping of all documents generated by the system. | Off the Shelf | | | Document Generation | | Yes, Flairdocs DOTTrack provides automatic date and time stamping of all documents generated by the system.<br><br>Flairdocs DOTTrack can capture the key date when the document is uploaded or updated along with the owner details.<br><br>Flairdocs supports Metadata Attributes functionality to tag a document uploaded and/or generated while storing it for a particular project or property. These metadata attributes will be initially setup by Flairsoft during |

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| | | | | | | | | | | the initial system configuration and are configurable by your application administrator through the 'Admin' menu. |
| APP-058 | 2 | Application Architecture | Functions and Features | Provide functionality to copy a document in order to create a new document of the same type. | Off the Shelf | | | Document Generation | | Yes, Flairdocs DOTTrack has the functionality to copy a document in order to create a new document of the same type.<br><br>Flairdocs DOTTrack comes with an out of the box Template Management tool for Document Generation. This tool is integrated with Microsoft Word that allows the VDOT team to directly create the standard template in the Microsoft Word with replaceable placeholders defined via a Microsoft Word add-in developed by Flairdocs DOTTrack. Users can tag replaceable text placeholders in document templates using the add-in and can apply formatting using the Word. In addition, the administrator can manage template content and the format of the template generated in the defined document group. |
| APP-059 | 2 | Application Architecture | Functions and Features | Generate special clauses on documents as defined by users or by standard clauses. | Off the Shelf | | | Templates/Clauses Document Generation | | Yes, Flairdocs DOTTrack generates special clauses on documents as defined by users or by standard clauses.<br><br>The Template and Clause Maintenance module allows authorized users to manage document generation templates and clauses in MS Word |

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| | | | | | | | | | | format. When generating a document from a template, the user selects from a list of clauses that have been defined to be optionally included at specific locations within the associated template. The template designer supports dynamic tags that can be inserted into a template. These tags not only support text values but can also merge images and signature blocks into the template. Authorized users can maintain an editable clause library which allows those users to create, read, update, and delete legal clauses. The authorized user can also establish which panel in the system the template document should be available for generation and the output format of the document (MS Word or PDF). |
| APP - 060 | 2 | Application Architecture | Functions and Features | Provide ability to view multiple different file formats for attachment in all modules/functions including, but not limited to, Microsoft Office products, PDF's, and image file formats. | Off the Shelf | | | Document Management | | Yes, Flairdocs DOTTrack provides user with the ability to view multiple different file formats for attachment in all modules/functions including, but not limited to, MS Office products, PDF's, and image file formats.<br><br>The Document Management tool at Project/File level, allows the user to upload/view different types of documents irrespective of their format including, but not limited to, MS Office products, PDF's, and image file formats, from the application interface |

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| APP - 061 | 2 | Application Architecture | Functions and Features | Support ability to use the "print screen" function on any screen. | Off the Shelf | | | | | Yes, Flairdocs DOTTrack supports the ability to use the "print screen" function on any screen. |
| APP - 062 | 1 | Application Architecture | Functions and Features | Provide ability for authorized end-users to import from a .xls, csv, or a text file meeting import formatting requirements. | Off the Shelf | | | Data Import | | Yes, Flairdocs DOTTrack provides ability for authorized end-users to import from a .xls, CSV, or a text file, meeting import formatting requirements.<br><br>Flairdocs has a simplified process to import data at various levels of the system. Flairdocs provides an interface to pull and read data from spreadsheets and CSV, and then to import thousands of records quickly. The import process is customized to organization rules and data cleaning, based on those rules. As a result, it extracts the correct data and notifies the user of 'bad' or 'invalid' data to review |
| APP - 063 | 1 | Application Architecture | Workflows | Provide tools to model and modify pre-existing workflows or create new workflows (the workflows shall be implementable globally or by specific business units). | Off the Shelf | | | Workflows | | Yes, Flairdocs DOTTrack provides a 'Workflow Designer' feature under the "Admin" menu from where the user can pick a pre-configured workflow to edit or modify. The user can change the workflow 'Display Name', swap or reorder the workflow 'Steps,' add or edit the 'Data Bindings,' and define the 'expressions.' |
| APP - 064 | 1 | Application Architecture | Workflows | Support establishment of user-defined rules-based workflows for any system event or transaction. | Off the Shelf | | | Workflows | | Yes, Flairdocs DOTTrack supports user-defined rules-based workflows.<br><br>Flairdocs comes with a very sophisticated workflow designer with |

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| | | | | | | | | | | an integrated rules engine which allows the authorized user to create and modify workflows for WVDOT processes. The "Workflow Designer" allows users to create a parallel or sequential workflow by drag and drop functionality, assign/revoke role, and set permission to accept/reject/recommend/approve on each workflow step. The user can create prerequisites and post-conditions (e.g., checking for the existence of a specific document, field value, etc.) for each workflow step to meet WVDOT-defined conditions. |
| APP - 065 | 2 | Application Architecture | Workflows | Provide bi-directional electronic routing of documents for approval or other tasks through workflow. | Off the Shelf | | | Workflows | | Yes, Flairdocs DOTTrack provide bi-directional electronic routing of documents for approval or other tasks through workflow.<br><br>At every step, the reviewers can provide comments for corrections, attach additional documents, and indicate the approval or disapproval of documentation with any notes about revisions required. |
| APP - 066 | 2 | Application Architecture | Workflows | Support routing of workflow to multiple destinations based on various user-defined criteria. | Off the Shelf | | | Workflows | | Flairdocs DOTTrack supports routing of workflow to multiple destinations based on various user-defined criteria.<br><br>The Flairdocs DOTTrack workflow engine allows form and document data to be routed around the organization based on various facets such as role or task assignment. These engines |

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| | | | | | | | | | | facilitate the ability to inject custom business and validation rules as well as serve as process gates.<br><br>Workflows can be placed on any panel, as needed to facilitate WVDOT's processes such as title, appraisal, negotiation, or for approvals such as for agreements. Workflow reviewers can enter comments during the review and all information is tracked and time stamped. Using the workflow history link, one can see from who, to who and when each workflow step was received, reviewed/approved and the time it took to process each step. Additionally, mobile app users can also approve or reject workflows from the Flairdocs mobile app.<br><br>A key value to the Flairdocs Workflow Designer is that the workflow changes can be done by WVDOT without calling or paying Flairsoft for any additional charges. |
| APP - 067 | 2 | Application Architecture | Workflows | Integrate with WVOT identity management solution (Active Directory) to access organizational hierarchies and incumbent information for current employees in order to establish workflow routings. | Off the Shelf | | | Workflows | | Yes, Flairdocs DOTTrack will integrate the workflows with WVDOT identity management solution (Active Directory) to access organizational hierarchies and incumbent information for current employees in order to establish workflow routings.<br><br>Flairdocs access can be configured via application configuration settings to |

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| | | | | | | | | | | utilize Active Directory or forms authentication for users. The solution also allows the user and role information to be synced from Active Directory to the Flairdocs software. Once user logs into the application, further workflow permissions can be applied. |
| APP - 068 | 2 | Application Architecture | Workflows | Support parallel approvals and single-threaded approvals in the same approval path. | Off the Shelf | | | Workflows | | Yes, Flairdocs DOTTrack supports parallel approvals and single-threaded approvals in the same approval path.<br><br>Flairdocs workflow engine can create any kind of workflow either sequential or parallel or both in the same approval process. The workflow engine allows to add any number of steps and also to configure what all can be done on each step. |
| APP - 069 | 2 | Application Architecture | Workflows | Reverse any approvals and return the workflow transaction to the originating user and any other users who had previously approved the transaction in the event that one or more reviewers disapproves a transaction. | Off the Shelf | | | Workflows | | Yes, Flairdocs DOTTrack allows the user to reverse any approvals and return the workflow transaction to the originating user<br><br>In Flairdocs DOTTrack 'Workflow,' reviewers can provide comments for corrections at every step, attach additional documents, and indicate the approval or disapproval of documentation with any notes about revisions required. |
| APP - 070 | 2 | Application Architecture | Workflows | Allow workflow destination to be defined as specific users or a class of users or by using some | Off the Shelf | | | Workflows | | Yes, Flairdocs DOTTrack allows the workflow destination to be defined as specific users or a class of users or by using some other user-defined criteria. |

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| | | | | other user-defined criteria. | | | | | | Flairdocs DOTTrack workflow has different phases/steps, and a specific 'Reviewer' is associated with each step to approve or reject the workflow step. |
| APP - 071 | 1 | Application Architecture | Workflows | Allow for copying/extending preconfigured workflows to meet specific business requirements. | Off the Shelf | | | Workflows | | Yes, Flairdocs DOTTrack allows the user to copy/extend preconfigured workflows to meet specific business requirements.<br><br>Flairdocs DOTTrack workflow can be reconfigured under "Admin" within 'Workflow Designer.'<br><br>Flairdocs DOTTrack has a 'Workflow Designer' feature under the "Admin" menu where the user can pick a pre-configured workflow to edit or modify. A user can change the workflow 'Display Name,' swap or reorder the workflow 'Steps,' add or edit the 'Data Bindings,' and define the 'expressions.' |
| APP - 072 | 1 | Application Architecture | Workflows | Support definition of workflow events based on user-defined criteria including transaction code; department/business unit; user roles and responsibilities; user position in organization; data values and other user-defined values or parameters. | Off the Shelf | | | Workflows | | Yes, Flairdocs DOTTrack supports event-based workflows based on user-defined criteria including transaction code, business unit, user roles and responsibilities, data values and other user defined values.<br><br>Concurrent workflow tasks can be performed without any interruption between the modules. Each module workflow has its own workflow users, actions, and activities. |

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| APP - 073 | 2 | Application Architecture | Workflows | Allow user-defined standard approval timeframes. | Off the Shelf | | | Workflows | | Yes, Flairdocs allows user-defined standard approval timeframes.<br><br>The 'Workflow Designer' screen under the "Admin" module allows authorized user to set the timeframe for a particular workflow from the 'Role and Action' tab, where a user can select the 'Reviewer' and 'Action' and set the time in hours or days.<br><br>When a workflow has not progressed in an expected timeframe, a notice can go to the appropriate user. If the work is then not completed in an expected timeframe, the matter can escalate to the next level of supervision. At that point, the 'Status' will change to 'Backlog.' |
| APP - 074 | 2 | Application Architecture | Workflows | Allow user-defined alternative approval paths. | Off the Shelf | | | Workflows | | Yes, Flairdocs DOTTrack allows user-defined alternative approval paths.<br><br>The 'Workflow Activity' screen under the "Admin" module allows authorized users to delegate (re-route/re-assign) the workflow tasks to another user who will then be granted the same role for a limited period of time in order to complete the task. |
| APP - 075 | 1 | Application Architecture | Workflows | Support multiple levels of approvals for transactions based on profile security and other user-defined criteria. | Off the Shelf | | | Workflows | | Yes, Flairdocs DOTTrack supports multiple levels of approvals for transactions based on profile security and other user-defined criteria.<br><br>Flairdocs DOTTrack platform allows any |

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| | | | | | | | | | | number of steps for workflow or statuses. Each step has reverse/reject and approve options that can be selected in order to send the file/document to the previous or next step for further review. |
| APP - 076 | 1 | Application Architecture | Workflows | Allow a user to enter descriptive information in a note field or to upload and attach a file (Microsoft Office, Microsoft Office 365, PDF, JPEG, etc.) to content items within the workflow and store these notes with user id and date/time stamp. | Off the Shelf | | | Workflows | | Flairdocs DOTTrack allows a user to enter descriptive information in a note field or to upload and attach a file (MS Office, MS Office 365, PDF, JPEG, etc.) to content items within the workflow and store these notes with user ID and the date/time stamp.<br><br>Flairdocs DOTTrack workflow has the 'Notes' and 'Document' upload area that a user can utilize to capture the reviewer notes or to store the document they have uploaded. The workflow engine has capability to store the reviewer's user ID and the date/time stamp.<br><br>Users have access to the workflow history that shows each step of the review work, who did it, and when. |
| APP - 077 | 2 | Application Architecture | Workflows | Allow workflows to be designated as either 'informational' or 'action (such as approval) required. | Off the Shelf | | | Workflows | | Yes, Flairdocs DOTTrack allows workflows to be designated as either 'informational' or 'action' (such as approval) required.<br><br>Flairdocs DOTTrack workflow has the option to reject/decline and approve/submit options at each step. Every step has information like |

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| | | | | | | | | | | 'Reviewer Role' and 'Description' associated with it. |
| APP - 078 | 2 | Application Architecture | Workflows | Ensure a transaction is not finalized until all required approval workflows are complete. | Off the Shelf | | | Workflows | | Yes, Flairdocs DOTTrack ensures that a transaction is not finalized until all required approval workflows are complete.<br><br>Flairdocs DOTTrack workflow is designed in such a way that if the workflow is approved and submitted in the last stage, then only the further transaction can be processed, and the status trail can be updated. |
| APP - 079 | 2 | Application Architecture | Workflows | Allow a workflow to be designed to support either simultaneous actions or require consecutive actions, as defined by an authorized user. | Off the Shelf | | | Admin | | Yes, Flairdocs DOTTrack has the ability to allow a workflow to be designed to support either simultaneous actions or require consecutive actions, as defined by an authorized user.<br><br>Flairdocs DOTTrack comes with a drag-n-drop workflow designer that contains an integrated rules engine which allows the authorized user to create and modify workflows. The "Workflow Designer" screen is very simple and does not require any technical knowledge. The "Workflow Designer" allows users to create a parallel or sequential workflow by drag and drop functionality, assign/revoke role, and set permission to accept/reject/recommend/approve on each workflow step. The user can create prerequisites and post-conditions (e.g., checking for the |

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| | | | | | | | | | | existence of a specific document, field value, etc.) for each workflow step to meet WVDOT's defined conditions. |
| APP - 080 | 1 | Application Architecture | Workflows | Provide a dashboard which displays the status of workflows including workflows pending for a user-defined period of time. | Off the Shelf | | | Admin | | Yes, Flairdocs DOTTrack provides a dashboard that displays the status of workflows, including workflows pending for a user-defined period of time.<br><br>The 'Workflow Activity' screen under the 'Admin' module allows authorized users to review each workflow, i.e., current activity/task, assignment, status, etc. The 'History' option within every workflow allows users to review the complete audit trail, including assignment, review date, status, comments, etc. Reports such as 'Workflow Analytics' and 'Workflow Task Tracking' provide workflow details and bottlenecks on each workflow task/activity (i.e., number of times a task is sent back/rejected, time taken above average time to take an action, etc.). |
| APP - 081 | 1 | Application Architecture | Workflows | Provide capability for personnel, or their supervisors to delegate their approval authority to another individual or work group, along with allowing the delegate to access their "inbox" should that be desired by the user. This function is | Off the Shelf | | | Admin | | Yes, Flairdocs DOTTrack provides a capability for personnel or their supervisors to delegate their approval authority to another individual or work group, along with allowing the delegate to access their 'inbox,' should that be desired by the user. This function is primarily to allow for coverage when an employee is out on leave. |

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| | | | | primarily to allow for coverage when an employee is out on leave. | | | | | | The 'Workflow Activity' screen under the 'Admin' module allows an authorized user to delegate (re-route/re-assign) the workflow tasks to another user, who will then be granted the same role for either a limited period of time or permanently in order to complete the task. This is helpful should the original person leave and not be returning. |
| APP - 082 | 2 | Application Architecture | Workflows | Provide email notification of workflow items. | Off the Shelf | | | | | Yes, Flairdocs DOTTrack provides email notification of workflow items.<br><br>Flairdocs DOTTrack system comes with pre-defined notifications, which are triggered throughout the workflow, and all of the performed actions are tracked with the date and time of occurrence.<br><br>Notifications are embedded in the workflow engine. As soon as a workflow step is completed, a notification is triggered and forwarded to a predetermined recipient. |
| APP - 083 | 2 | Application Architecture | Workflows | Provide capability to allow an application system administrator to authorize a user to be able to opt in/opt out of email notifications. | Off the Shelf | | | Admin, My Profile | | Yes, Flairdocs DOTTrack has the ability to allow an application system administrator to authorize a user to be able to opt in/opt out of email.<br><br>Flairdocs DOTTrack through its 'My Profile' module, allows the user to set the preference for the mode of notification. A user can configure their My Profile to deliver notices via My |

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| | | | | | | | | | | Email, My Work Queue or My Email and My Work Queue. Using this feature, they can enable/disable the email notifications at any time. An authorized user like administrator has the ability to authorize a user to be able to opt in/opt out of email. |
| APP - 084 | 2 | Application Architecture | Workflows | Allow user with appropriate authorization to disable email notification (opt in/opt out capability). | Off the Shelf | | | My Profile | | Yes, Flairdocs DOTTrack has the ability to allow a user with appropriate authorization to disable email notifications.<br><br>Flairdocs DOTTrack comes with the in-built 'Notification Engine', that supports both event and time-based notifications. Flairdocs DOTTrack through its 'My Profile' module, allows the user to set the preference for the mode of notification. A user can configure their My Profile to deliver notices via My Email, My Work Queue or My Email and My Work Queue. Using this feature, they can enable/disable the email notifications at any time. |
| APP - 085 | 2 | Application Architecture | Workflows | Provide integrated workflow error handling. | Off the Shelf | | | | | Yes, Flairdocs DOTTrack has the ability to notify users automatically via email when items in their "inbox" have gone unprocessed for a user-defined period of time.<br><br>Reports such as 'Workflow Analytics' and 'Workflow Task Tracking' provide workflow details and bottlenecks on each workflow task/activity (i.e., |

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| APP - 086 | 2 | Application Architecture | Workflows | Track workflow approvals and rejections. | Off the Shelf | | | Admin | | Yes, Flairdocs DOTTrack tracks the workflow approvals and rejections.<br><br>At every step, Flairdocs DOTTrack workflow reviewers can provide comments, attach documents, and indicate the approval or rejection with any notes about revisions required.<br><br>The 'History' option within every workflow allows users to review the complete audit trail, including assignment, review date, status, comments, etc.<br><br>Reports such as 'Workflow Analytics' and 'Workflow Task Tracking' provide workflow details and bottlenecks on each workflow task/activity (i.e., number of times a task is sent back/rejected, time taken above average time to take an action, etc.). |
| APP - 087 | 1 | Application Architecture | Workflows | Support various user-defined transaction statuses, including approved, rejected, pending, under consideration, etc. | Off the Shelf | | | Workflows | | Yes, Flairdocs DOTTrack supports various user-defined transaction statuses, including approved, rejected, pending, under consideration, etc.<br><br>Flairdocs DOTTrack allows reviewers to indicate approval or rejection with any revisions required. Reviewers can enter comments during the review and all |

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| | | | | | | | | | | information is tracked and time stamped. |
| APP - 088 | 1 | Application Architecture | Workflows | Provide for the display of the status of items submitted to a workflow at any time. | Off the Shelf | | | Workflows | | Yes, Flairdocs DOTTrack provides a display of the status of items submitted to a workflow at any time.<br><br>The 'Workflow Activity' screen under the 'Admin' module allows authorized users to review each workflow, i.e., current activity/task, assignment, status, etc.<br><br>Reports such as 'Workflow Analytics' and 'Workflow Task Tracking' provide workflow details and bottlenecks on each workflow task/activity (i.e., number of times a task is sent back/rejected, the above average time action to complete an action, etc.). |
| APP - 089 | 1 | Application Architecture | Workflows | Maintain document status based on routing and approvals and allow authorized users to determine where the document is in the routing process. | Off the Shelf | | | Workflows | | The 'History' option within every workflow allows users to review the complete audit trail, including assignment, review date, status, comments, etc. |
| APP - 090 | 2 | Application Architecture | Workflows | Notify users automatically via email when items in their "inbox" have gone unprocessed for a user-defined period of time. | Off the Shelf | | | Admin | | Yes, Flairdocs DOTTrack has the ability to notify users automatically via email when items in their "inbox" have gone unprocessed for a user-defined period of time.<br><br>Flairdocs DOTTrack comes with the in-built 'Notification Engine', that supports both event and time-based |

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| | | | | | | | | | | notifications and works in-line with the Workflow Engine. Using the Notification Configuration feature, an authorized can configure, generate and easily distribute a notification through the 'Admin', notifying the recipient to complete the task in a specific period of time. If the deadline is reached and that task is not processed, then another notification will be sent to the recipient as a reminder and Flairdocs DOTTrack keep on reminding the recipient till the assigned task is completed. |
| APP - 091 | 2 | Application Architecture | Workflows | Route transactions automatically to a workgroup after a specific time of inaction (based on user-defined criteria). | Off the Shelf | | | Admin | | Yes, Flairdocs DOTTrack has the ability to route transactions automatically to a workgroup after a specific time of inaction (based on user-defined criteria).<br><br>Flairdocs DOTTrack is designed to handle all the Right of Way processes and provides authorized users the ability to manage their data and modify as needed. Flairdocs DOTTrack comes with a drag-n-drop workflow designer that contains an integrated rules engine which allows the authorized user to create and modify workflows. The user can create prerequisites and post-conditions (e.g., automatically routing workflow to a workgroup after a specific time of inaction, field value, etc.) for each workflow step to meet WVDOT's defined conditions. The |

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| | | | | | | | | | | workflow engine works in-line with the notification engine and the new workgroup will be sent a notification when the above-mentioned condition is met. |
| APP - 092 | 2 | Application Architecture | Workflows | Allow steps in the workflow to be bypassed by allowing approvers higher in the approval chain to approve transactions. Should this transaction be in the "inbox" of an approver lower in the approval chain automatically remove transaction from lower approver's inbox. | Off the Shelf | | | Admin, Messages | | Yes, Flairdocs DOTTrack allows steps in the workflow to be bypassed by allowing approvers higher in the chain to approve transactions.<br><br>The 'Workflow Activity' screen available under the 'Admin' module allows an authorized user to manage workflow reassignments and delegate unfinished tasks of a responsible person to another user with the same role access. The workflow tasks to another user who will then be granted the same role either for a limited period of time or permanently (in case the original person leaves and will not be back) in order to complete the task. Once the reassignment is made, a notification will be sent to the new user, which they can see through the Messages module. |
| APP - 093 | 2 | Application Architecture | Workflows | Support the use of a "master approver" for each workflow who may approve a transaction at any time whether included in the normal workflow or not. | Off the Shelf | | | Admin | | Yes, Flairdocs DOTTrack supports the use of a "master approver" for each workflow and they may approve a transaction at any time whether included in the normal workflow or not.<br><br>Flairdocs DOTTrack comes with a drag-n-drop workflow designer that contains |

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| | | | | | | | | | | an integrated rules engine which allows the authorized user to create and modify workflows. The 'Super Admin' at Flairdocs DOTTrack has the access rights to approve a normal workflow at any time. The 'Admin' module supports role-based privileges to users. |
| APP - 094 | 1 | Application Architecture | Mobile Technology | System should be "mobile-friendly" for mobile platforms/environments including iOS and Android. | Off the Shelf | | | | | Yes, Flairdocs DOTTrack provides an efficient, flexible way to control and administer access to all components of the solution using role-based security.<br><br>The Flairdocs DOTTrack provides role-based security model and based on the role, users get access permissions to retrieve the information they are required to. Our state-of-the-art security model lets the administrator to control access for all users within the application. Multiple roles can be created with one of three permissions for each data entry screen (no access, read-only, write). In addition, multiple roles can be granted to a user which will define the access they have within the application. |
| APP - 095 | 1 | Application Architecture | Mobile Technology | Utilize responsive design to ensure that web pages display accurately on a range of screen sizes and aspect ratios including smart phones, desktops, tablets, etc. | Off the Shelf | | | | | Yes, Flairdocs DOTTrack provides the capability to establish "security profiles" or templates by a user-defined job category or role and can apply the templates to individuals and/or user groups to grant privileges.<br><br>Flairdocs' role-based security model available under the 'Admin' menu is |

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| | | | | | | | | | | extremely robust and provides fine grain control over the information each user can view and edit depending on their assigned system roles. Our state-of-the-art security model lets the administrator to control access for all users within the application. Multiple roles can be created with one of three permissions for each data entry screen (no access, read-only, write). In addition, multiple roles can be granted to a user which will define the access they have within the application. |
| APP - 096 | 1 | Application Architecture | Security | Comply with WVDOT and any applicable State of West Virginia security policies. | Off the Shelf | | | | | Yes, Flairdocs DOTTrack complies with WVDOT and any applicable State of West Virginia security policies.<br><br>Flairdocs will work with WVDOT to establish an infrastructure within the WVDOT data center to support multiple environments for WVDOT testing and production deployment including hardware, software, and software settings. |
| APP - 097 | 1 | Application Architecture | Security | Comply with encryption requirements in Internal Revenue Service Publication 1075. | Off the Shelf | | | | | Flairsoft agrees to comply with and assume responsibility for compliance with the IRS 1075 requirements. Flairsoft's Controller closely monitors compliance with all state and federal guidelines including IRS mandates. |
| APP - 098 | 1 | Application Architecture | Security | Comply with Federal Information Processing Standard (FIPS) 140 or most current. | Off the Shelf | | | | | Yes, Flairdocs DOTTrack complies with Federal Information Processing Standard (FIPS) 140.<br><br>Flairdocs DOTTrack supports data |

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| | | | | | | | | | | encryption, at the data field level, according to the Federal Information Processing Standard (FIPS) Publication 140-2. |
| APP - 099 | 1 | Application Architecture | Security | Comply with ISO/IEC 15408: Common Criteria for Information Technology Security Evaluation. | Off the Shelf | | | | | Flairdocs DOTTrack is developed using the ISO 9001 quality management principles and was certified in 2017. Flairdocs is designed and managed in alignment with best security practices, and a variety of IT security standards. |
| APP - 100 | 1 | Application Architecture | Security | Support digital certificates. | Off the Shelf | | | | | Flairdocs DOTTrack supports customer provided certificates on devices. The Flairsoft team shall work with WVDOT to understand WVDOT's standards and preferred vendor for digital certificates in order to ensure it works smoothly. Our team has successfully performed such integration in a number of previous projects. Additionally, we leverage the AWS public key infrastructure for internal server communication.<br><br>Flairsoft utilizes third-party certificates for typical vulnerabilities leading to MITM attacks include Email hijacking, wi-fi eavesdropping and session hijacking. The use of SSL/TLS (HTTPS) shall provide an effective means to prevent "man in the middle" attacks, so long as the certificate private keys are secure. All external communication goes through these channels and then through our key protection, who has access to ssl certificates and procedure |

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| | | | | | | | | | | inside our organization for securing them. Optionally, we mitigate MITM risks by making a secure connection using Virtual Private Network (VPN). Flairsoft will team with WVDOT to agree on the best approach that also maps to DOT's standards and guidelines. |
| APP - 101 | 1 | Application Architecture | Security | Support public key infrastructure (PKI). | Off the Shelf | | | | | Yes, Flairdocs DOTTrack supports public key infrastructure. The application will use secure data transmission protocols, including transport layer security (TLS) and public key authentication, signing and/or encryption while establishing remote access to State systems and networks.<br>Flairdocs system utilizes encryption protocols to ensure that data in transit is persistently encrypted, such as PGP, S/MIME or transmission over Secure Sockets Layer (SSL) with 256-bit encryption. Sensitive data stored in the registry, config files or other configuration management mechanisms can be stored encrypted. Sensitive data would include passwords and connection strings, or any other data which includes information that could be used to gain unauthorized access or elevation of privilege to network resources. |
| APP - 102 | 1 | Application Architecture | Security | Support Transport Layer Security (TLS) > 1.2. | Off the Shelf | | | | | Yes, Flairdocs DOTTrack supports Transport Layer Security (TLS) > 1.2.<br><br>Flairdocs provides for secure |

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| | | | | | | | | | | communications that are encrypted to provide confidentiality based on FIPS 140-2 approved encryption Transport Layer Security (TLS) communication protocols. |
| APP - 103 | 1 | Application Architecture | Security | Provide an efficient, flexible way to control and administer access to all components of the solution using role-based security. | Off the Shelf | | | Admin | | Yes, Flairdocs DOTTrack provides an efficient, flexible way to control and administer access to all components of the solution using role-based security.<br><br>The Flairdocs DOTTrack provides role-based security model and based on the role, users get access permissions to retrieve the information they are required to. Our state-of-the-art security model lets the administrator to control access for all users within the application. Multiple roles can be created with one of three permissions for each data entry screen (no access, read-only, write). In addition, multiple roles can be granted to a user which will define the access they have within the application. |
| APP - 104 | 1 | Application Architecture | Security | Provide role-based security and privileges and access rights by position and department/business unit. | Off the Shelf | | | | | Yes, Flairdocs DOTTrack provides role-based security and privileges, and access rights by position and department/business unit.<br><br>Flairdocs DOTTrack has a role-based security that allows the authorized user, typically the WVDOT administrator, to set up roles with permissions including read, write or no access. |

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| APP - 105 | 1 | Application Architecture | Security | Provide granular management and administrator control over transactions, forms access, field updates, row locking, interfacing events, data queries and other types of authorizations using role-based security. | Off the Shelf | | | | Yes, Flairdocs DOTTrack provides granular management and administrator control over transactions, forms access, field updates, row locking, interfacing events, data queries and other types of authorizations using role-based security.<br><br>Flairdocs' security model under the 'Admin' menu is role-based, meaning the WVDOT system administrator can set the permissions for all user roles. The administrator can create a role for any screen or panel in the system with all necessary access, whether read, write (ability to edit), or no access. The 'User Management' tool also grants access to the documents and reports. |
| APP - 106 | 1 | Application Architecture | Security | Provide capability to establish "security profiles" or templates by user-defined job category or role, and to apply the templates to individuals and to user groups to grant privileges. | Off the Shelf | | | Admin | | Yes, Flairdocs DOTTrack provides the capability to establish "security profiles" or templates by a user-defined job category or role and can apply the templates to individuals and/or user groups to grant privileges.<br><br>Flairdocs' role-based security model available under the 'Admin' menu is extremely robust and provides fine grain control over the information each user can view and edit depending on their assigned system roles. Our state-of-the-art security model lets the administrator to control access for all users within the application. Multiple |

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| | | | | | | | | | | roles can be created with one of three permissions for each data entry screen (no access, read-only, write). In addition, multiple roles can be granted to a user which will define the access they have within the application. |
| APP - 107 | 1 | Application Architecture | Security | Restrict display of system functions upon sign-in to the software to only the options, functions, menu selections, screens, and data fields to which the user or business unit has rights to. | Off the Shelf | | | | | Yes, Flairdocs DOTTrack restricts display of system functions upon sign-in to the software to only the options, functions, menu selections, screens, and data fields in which the user or business unit has rights to.<br><br>Flairdocs' comprehensive role-based and assignment-based security model provides definite access to the application.<br><br>When the user logs into the system, they will only have navigation to the screens which they have read-only or read/write access and will not see the navigation to any other screens. When they attempt to navigate to a project or parcel, they will only see the projects and parcels on which they have been assigned the task of 'Title Search.'<br><br>The power to change and configure security accesses resides in the 'Admin' module. |
| APP - 108 | 1 | Application Architecture | Security | Provide ability to ensure that if two or more distinct security roles are needed to perform a | Off the Shelf with Configuration | | | | | In Flairdocs, a user can be assigned multiple roles. With minor customization, we can allow a user to specify which role he/she using when |

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| | | | | business function and all needed roles are held by the same user, the user must log on separately under each security role in order to perform the full business transaction. Further, if a user has approval privileges over a business process that they also enter data for, the user shall NOT be able to approve their own work or requests. User-generated work or requests must be approved by a different/independent approver (such as a supervisor). | | | | | | approving the workflow. Also, with minor customization, Flairdocs can easily enforce the business rule where the user having the permission to approve a business process shall not be able to do it for self-generated work or requests. |
| APP - 109 | 1 | Application Architecture | Security | Provide ability for the system within the security function of the application to allow an authorized user to configure available controls, actions, and access for interfaces based upon user role / privileges. | Off the Shelf | | | | | Yes, within the security function of Flairdocs DOTTrack, there is ability for the system to allow an authorized user to configure available controls, actions, and access for interfaces based upon user role/privileges.<br><br>Application administrators can create, delete, and define access permissions for each role. Each user is assigned one or more roles in the system. By using roles, the client can manage detailed control of who has read, write, or no permission to each screen and menu item in the application. A user can also |

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| | | | | | | | | | | assign roles to have access to specific projects or geographic regions as the part of their role.<br><br>The User Management tool also grants access to the documents and reports. The system has a role-based security that allows the authorized user, typically the WVDOT administrator, to set up roles with permissions including read, write or no access. |
| APP - 110 | 1 | Application Architecture | Security | Integrate with Active Directory to define users to the system, including following user information: unique user identification; user first name; user last name; department/business unit; user email address; and effective date of user access to the system. | Off the Shelf | | | | | Yes, Flairdocs DOTTrack integrates with Active Directory to define users to the system, including the following user information: unique user identification, user first name, user last name, department/business unit, user email address, and effective date of user access to the system.<br><br>Flairdocs DOTTrack integrates seamlessly with Active Directory authentication and authorization to allow users to connect through an LDAP connection string. Application access can be set up via application configuration settings to utilize Active Directory or forms authentication for external users.<br><br>The solution allows the user/role information to be synced from Active Directory to the Flairdocs software, including unique user identification, first name, last name, |

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| | | | | | | | | | | department/business unit, and email address. |
| APP - 111 | 1 | Application Architecture | Security | Allow the system administrator or other authorized users to define user access groups based on job responsibilities to ensure separation of duties; the system administrator must be able to define a group name, a description of the role and capabilities of the user group. Additional fields may be offered for further separation, finer grouping. | Off the Shelf | | | | | Yes, Flairdocs DOTTrack allows the system administrator or other authorized users to define user access groups based on job responsibilities to ensure separation of duties. The system administrator is able to define a group name, a description of the role, and capabilities of the user group. Additional fields may be offered for further separation, finer grouping.<br><br>Flairdocs provides a fine-grained, role-based authorization security model that seamlessly integrates with network user authorization systems such as LDAP and Active Directory. This security solution also provides a comprehensive and easily administered role-based configuration that allows controlling access to public and private functional areas of the solution. The Flairdocs state-of-the-art security model allows system administrator to modify user profile and manage access and activities based on region or assignment. Access to privileged data and system features are limited to privileged users.<br><br>Flairdocs supports a comprehensive role and region-based security model. Each user is assigned a role and receives access permissions associated |

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| | | | | | | | | | | to the role.<br><br>Key features associated with Flairdocs role-based security:<br>a. Define roles or user groups. Allows creation of a new role that can be linked to a region or district.<br>b. Define role content. Allows definition of 'Read,' 'Write' or 'No Access' for a tab/panel for each role.<br>c. Define security. Allows to define security of a user based on a region (work area) or assignment. |
| APP - 112 | 1 | Application Architecture | Security | Integrate with Active Directory to obtain user groups and assignments of users to those groups. Provide capability to grant user groups access to each system function and establish the type of access to be allowed (add, change, inquire, delete) along with an effective start and end date for this access. | Off the Shelf | | | | | Yes, Flairdocs DOTTrack can integrate with Active Directory to obtain user groups and assignments of users to those groups. It provides capability to grant user groups access to each system function and establish the type of access to be allowed (add, change, inquire, delete) along with an effective start and end date for this access.<br><br>Flairdocs DOTTrack can integrate seamlessly with Federated Services via Active Directory (AD) to provide a single-sign-on (SSO) capability. Flairdocs' security authentication module supports both internal and external users' access based on their granted permissions. The application will allow internal users to access the application through their single-sign-on. |





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| | | | | | | | | | | Flairdocs' access can be configured via application configuration settings to utilize Active Directory or forms authentication for external users. The solution also allows the user and role information to be synced from Active Directory to the Flairdocs software. Once user logs into the application, further permissions can be applied. |
| APP - 113 | 1 | Application Architecture | Security | Allow system administrator, or other authorized user, to assign users to one or more user groups including an effective-date and optional end-date for inclusion in each user group. | Off the Shelf | | | | | Yes, Flairdocs DOTTrack allows system administrator, or other authorized user, to assign users to one or more user groups including an effective-date and optional end-date for inclusion in each user group.<br><br>The solution state-of-the-art security model lets system admin to modify user profile and manage access and activities based on region or assignment. Access to privileged data and system features are limited to privileged users.<br><br>Flairdocs supports a comprehensive role and region-based security model. Each user is assigned a role and receives access permissions associated to the role.<br><br>Key feature associated with Flairdocs role-based security:<br>a. Define roles or user groups: Allows to create a new role that can be linked to a region or district. |

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| | | | | | | | | | | b. Define role content: Allows to define Read, Write or No Access definition for a tab/panel for each role.<br>c. Define security: Allows to define security of a user based on a region (work area) or assignment. |
| APP - 114 | 1 | Application Architecture | Security | Allow system administrator or other authorized users to remove users from one or more user groups including recording of an effective date for end of inclusion in each user group. | Off the Shelf | | | | | Yes, Flairdocs DOTTrack allows system administrator or other authorized users to remove users from one or more user groups including recording of an effective date for end of inclusion in each user group.<br><br>The solution state-of-the-art security model lets system admin to modify user profile and manage access and activities based on region or assignment. Access to privileged data and system features are limited to privileged users. |
| APP - 115 | 2 | Application Architecture | Security | Log incidents of invalid password attempts which exceed a system-configurable maximum allowable number of attempts capturing user identification entered, type of violation (invalid user id, invalid password or invalid id and password) and date and time of the violation; place the incident log in the audit trail log. | Off the Shelf | | | | | Yes, Flairdocs DOTTrack provides comprehensive support for configuring minimum password features based on defined configurable criteria for password management including Maximum Password Age Before Forced Password Change, Maximum Failed Logins Before Lockout, Failed Login Reset Duration, Number of Historical Passwords Disallowed, and Minimum Length and Complexity (via a Regular Expression). The password complexity can follow all of the single-sign-on requirements for internal and also have a separate complexity configuration for |

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| | | | | | | | | | | the external users. As an example, one possible configuration for password complexity is requiring one upper case character, one lower case character, one special character and a minimum overall length.<br><br>The very first step in such cases is to promptly isolate such incident and take measures to counter the anticipated breach, which can be done by removing access, updating system software, reviewing system and application logs, etc. Flairsoft categorizes an incident into 3 levels, and depending on the type of incident, appropriate actions are taken. Incident reporting is much more stringent for all of our Federal/DoD projects.<br><br>I. Level One violations include actions that take place within the division during the normal course of business.<br>II. Level Two violations involve inappropriate actions initiated inside or outside of the firewall.<br>III. Level Three violations include deliberate attacks on the Flairsoft systems, initiated internally or externally. |
| APP - 116 | 2 | Application Architecture | Security | Log incidents of security violations within the system capturing user identification, IP address with X-Forward IP if load | Off the Shelf | | | | | Yes, Flairdocs integrated security model monitors the application and if something gets triggered, they look it over and act accordingly. |

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| | | | | balancer is involved, system function for which unauthorized access was attempted and date and time of security violation. | | | | | | Flairdocs uses IDS/IPS solutions that offer key features to protect EC2 instances and the applications running on EC2 instances. IDS features typically include alerting administrators of possible incidents, logging information, and reporting attempts. In addition to IDS features, Intrusion Prevention Systems are designed to actively prevent or block intrusions that are detected. This may include action against attacks by dropping malicious packets, blocking traffic from the source address, and resetting the connection altogether. AWS monitoring tools are designed to detect unusual or unauthorized activities and conditions at ingress and egress communication points. These tools monitor server and network usage, port scanning activities, application usage, and unauthorized intrusion attempts. The tools can set custom performance metrics thresholds for unusual activity. |
| APP - 117 | 2 | Application Architecture | Security | Allow the system administrator or authorized users to generate a formatted user-defined report of invalid password attempts or security violations within the system. | Off the Shelf | | | | | Yes, Flairdocs DOTTrack allows system administrator or authorized users to generate a formatted user-defined report of invalid password attempts or security violations within the system.<br><br>The state-of-the-art security model lets the authorized user, through 'Admin > Application Log' to export the logs in the required format. |

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| APP - 118 | 2 | Application Architecture | Security | Provide an online function for review of the logs of invalid password attempts or security violations by the system administrator or other authorized users. | Off the Shelf | | | | | Yes, Flairdocs DOTTrack provides online function for review of the logs of invalid password attempts or security violations by the system administrator or other authorized users.<br><br>Cloud Hosted Model<br>If Flairdocs is hosted on AWS, all the system logs are centrally managed by Amazon CloudWatch. The log event recorded by CloudWatch contains two properties: the timestamp of when the event occurred, and the raw event message. Event messages are UTF-8 encoded.<br><br>On-premises Model<br>For the on-premise model, Flairdocs maintains a centralized application log which can be viewed by an authorized user through Admin > Application Log menu. All the logs are maintained and stored in the following format:<br>Date: Time : Level : User : Login Details<br><br>Additionally, the state-of-the-art security model lets the authorized user, through 'Admin > Application Log' to export the logs in the required format. |
| APP - 119 | 1 | Application Architecture | Security | Ensure report and ad-hoc query results are subject to the system security model such that users cannot access data through reports and | Off the Shelf | | | | | Yes, Flairdocs DOTTrack ensures report and ad-hoc query results are subject to the system security model such that users cannot access data through reports and queries for which they are not authorized in the operational |

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| | | | | queries for which they are not authorized in the operational system. | | | | | | system.<br><br>• Our state-of-the-art security model lets the administrator control access for all users within the application. Multiple roles can be created with permission (no access, read-only, write) assigned to each role. In addition, multiple roles can be granted to a user which will define the access they have within the application. All these features provide enough flexibility for the administrator to define the correct level of access for each user.<br>• The access to the database is controlled using a single account and the information for this account is maintained within our application so that unauthorized access can be prevented.<br>• Our state-of-the-art security model lets the administrator control access for all users within the application.<br>• Once archived (closed), a project becomes read-only and can only be edited by un-archiving (re-opening) the project.<br>• Authorized users have the ability to un-archive (re-open) a project if needed.<br>• Flairdocs provides single sign-on capability.<br>• Flairdocs installation with LDAP uses membership to active directory groups for authorizing access within the |

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| | | | | | | | | | | application. In addition, the application roles assigned to the users controls what screens and documents that they have access to. |
| APP - 120 | 1 | Application Architecture | Security | Support access to the software solution by authorized third-party business partners through VPN or VDI technology, subject to WVDOT and State of West Virginia security procedures for external access. | Off the Shelf | | | | | Yes, Flairdocs DOTTrack support access to the software solution by authorized third-party business partners through VPN or VDI technology, subject to WVDOT and State of West Virginia security procedures for external access.<br><br>Flairsoft will team with WVDOT to agree on the best approach that also maps to WVDOT's standards and guidelines. |
| APP - 121 | 1 | Application Architecture | Security | Provide capability for the system to allow users to choose from a list of security roles (user or group based) if the user has more than one role available to them. | Off the Shelf | | | | | Yes, Flairdocs DOTTrack provides capability for the system to allow users to choose from a list of security roles (user or group based) if the user has more than one role available to them.<br><br>Flairdocs allows the system admin or authorized user to configure/manage the solution using many features including:<br><br>• User Management - to setup internal users, contact information, assign roles, activate/de-activate, etc.<br>• Contact Management - to manage external users, contact information, license information, etc.<br>• Security (Role & Access) - to manage roles/access for both internal and |

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| | | | | | | | | | | external users.<br><br>Additionally, Flairsoft will provide system Administrator manual to WVDOT. These manuals will explain relevant information for the system administrator, including and not limited to security roles authorization, adjusting system parameters, monitoring and solving system logs, the backup procedure. |
| APP - 122 | 2 | Application Architecture | Security | Provide capability for the system administrator or an authorized user to delegate proxy roles to other users with an expiration date and provide capability to notify user of the new proxy; Start and end dates shall be within 30 calendar days of each other. | Off the Shelf | | | | | Yes, Flairdocs provides the capability for the system administrator or authorized user to delegate proxy roles to other users with an expiration date and provides capability to notify a user of the new proxy. The start and end dates shall be within 30 calendar days of each other.<br><br>For example, the 'Workflow Activity' screen under the 'Admin' module allows authorized users to delegate (reroute/reassign) the workflow tasks to another user, who will then be granted the same role for a limited period of time in order to complete the task. The time can be set for 30 days by the 'Admin.' |
| APP - 123 | 1 | Application Architecture | Security | Allow system administrator or other authorized user to define the allowable period for user inactivity while logged on; such time | Off the Shelf | | | | | Yes, Flairdocs DOTTrack allows WVDOT administrators to adjust user session timeout limits.<br><br>The WVDOT Flairdocs system admin, through System Configuration under |

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| | | | | shall be consistent with WVDOT and State of West Virginia security policy. | | | | | | the Admin module, can configure the logout settings, e.g., 'session timeout limit' and configure when to show the 'session timeout' pop-up to users during inactivity. The system will automatically show the pop-up before the actual logout time, which indicates the amount of time remaining and provides the user with the option to click a button to remain logged in. |
| APP - 124 | 1 | Application Architecture | Security | Disconnect or log out a user session when it exceeds the allowable period of inactivity as established by the system administrator and configured in the system. | Off the Shelf | | | | | Yes, Flairdocs DOTTrack disconnects or logs out a user session when it exceeds the allowable period of inactivity, as established by the system administrator and configured in the system.<br><br>Flairdocs DOTTrack logs out a user session when it exceeds the allowable period of inactivity. The user will need to login again to enter the application. |
| APP - 125 | 2 | Application Architecture | Security | Warn user that they will be disconnected before automatically logging user out of the system. | Off the Shelf | | | | | Yes, Flairdocs DOTTrack has the ability to warn the users that they will be disconnected before automatically logging a user out of the system.<br><br>Flairdocs DOTTrack warns its user if the application is in an inactive stage for a certain period of time via a popup. The warning message has two buttons, 'Logout' and 'Stay Connected.' This period of time is configurable. |
| APP - 126 | 1 | Application | Security | Ensure security on report creation or distribution software so that a user | Off the Shelf | | | | | Yes, Flairdocs DOTTrack ensures security on report creation or distribution software so that a user |

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| | | Architectu re | | cannot view/create a report containing data that they are not authorized to see within the system. | | | | | | cannot view/create a report containing data that they are not authorized to see within the system.<br><br>Flairdocs implements its own security model, the security model can be tied with WVDOT Active Directory for single sign-in authentication if desired. Once a user logs into the application, further permissions can be applied using a fine-grained authorization scheme that enables object level security at the field or micro level. |
| APP - 127 | 1 | Applicatio n Architectu re | Audit Trail | Maintain an audit trail of all user actions that update and access the database including at a minimum user id, action performed, and time/date stamp; this includes any update via online, batch, web services or self-service functions. | Off the Shelf | | | | | Yes, Flairdocs DOTTrack maintains an audit trail of all user actions that update and access the database.<br><br>For tracking and monitoring purposes, the Flairdocs DOTTrack database maintains the track history of each operation (create, delete, and update) performed in the application. All of this tracking information is displayed in the Audit Report. Users with Admin rights can turn this on or off, as well as select different modules of the system for auditing at any time. |
| APP - 128 | 1 | Applicatio n Architectu re | Audit Trail | Provide a standardized audit trail format / row for each data structure (whether that's a table row or document depending on database type) in the system and | Off the Shelf | | | | | Yes, Flairdocs DOTTrack provides standardized audit trail format / row for each data structure (whether that's a table row or document depending on database type) in the system and track information including but not limited to: timestamp when the record was |

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| | | | | track information including but not limited to: timestamp when the record was inserted, changed or deleted; user id or program id inserting, changing or deleting the record; copy of record before change/deletion; and copy of record after addition/change. | | | | | | inserted, changed or deleted; user id or program id inserting, changing or deleting the record; copy of record before change/deletion; and copy of record after addition/change.<br>provides audit-tracking reports for user access, usage logs, and key data structures.<br><br>The solution allows tracking of each operation (create, delete and update) performed in the application for monitoring purposes.<br><br>The solution comes with built-in functionality for maintaining audit-tracking reports including, but not limited to, transaction logs, system logs, access and usage logs (login details), and critical organization data structures.<br><br>For tracking and monitoring purposes, the system maintains the history of the information changed (who, when and what) from an audit perspective, e.g., changes to owners, assignments, etc., and can be accessed through the Auditing report. The system also provides the full capability to access the document's version history to see who, when and what was uploaded. To trace the history of changes to data in the system, the application supports a fully functional canned report 'Audit |

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| | | | | | | | | | | Report'. Authorized users can view this Audit Report and generate it through the system whenever required. The report can be filtered by tab, panel, user, date, etc.<br><br>It also provides other key data structure reports such as Agent KPI, Workflow Analytics, and Project Predictive Analysis. |
| APP - 129 | 1 | Application Architecture | Audit Trail | Provide an audit trail for each interface program which shows user or program initiating an interface, the date and time of interface execution and the interface completion status (Completed, Completed with Errors, Cancelled, Ended with Errors, etc.). | Off the Shelf | | | | | Yes, Flairdocs DOTTrack provides an audit trail for each interface program which shows user or program initiating an interface, the date and time of interface execution, and the interface completion status (Completed, Completed with Errors, Cancelled, Ended with Errors, etc.).<br><br>Flairdocs DOTTrack comes with built-in functionality for maintaining transaction logs and system logs. For tracking and monitoring purposes, the system maintains the history of the information changed from an audit perspective – who, when, and what. This could include changes to owners, permittee, etc. This can be accessed through the Auditing report. The system Admin can turn different modules on or off for auditing.<br><br>These audit logs can be configured with SMTP to generate email alerts for log categories with 'Error.' |

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| | | | | | | | | | | For server-based issues in an on-premises model, Flairsoft recommends WVDOT use MS's "System Center Operations Manager," which is a performance monitoring solution. |
| APP-130 | 2 | Application Architecture | Archiving | Provide reporting and analysis tools which guide a system data administrator in determining which data is appropriate and safe to archive. | Off the Shelf | | | | | Yes, Flairdocs DOTTrack provides reporting and analysis tools which guide a system data administrator in determining which data is appropriate and safe to archive.<br><br>The solution supports data archiving through custom scheduled jobs. Once the acquisition process is completed, and six months (or defined period of time) has passed beyond the "Construction Completion Date", the project status will be updated to "Archived". This validation can be re-configured based on the requirement. However, once archived, projects can be searched in the system, but no changes are permitted. Only specific users will have permissions to access the archived data. |
| APP-131 | 2 | Application Architecture | Archiving | Provide capability to store specific data elements for an indefinite period of time while other data may be able to be archived after user-defined periods based on record retention policies. | Off the Shelf | | | | | Yes, Flairdocs DOTTrack provides the capability to store specific data elements for an indefinite period of time, while other data may be able to be archived after user-defined periods based on record retention policies.<br><br>Typically, data, documents, and report archiving functionality is done via the |

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| | | | | | | | | | | scheduling engine. Jobs can be configured by Flairsoft to flag a project as archived based on complex business rules. For example, if the 'Project Completion Date' is greater than six months from today, the system would then automatically archive the project. |
| APP - 132 | 2 | Application Architecture | Archiving | Provide authorized user with ability to mark (and unmark) records for deletion but not removed database until archived. | Off the Shelf | | | | | Yes, all deleted documents/data are kept for a period of time (time-period is configurable via admin module), in case the wrong data/document is accidentally deleted. Additionally, an audit history is maintained when a data/document is deleted to know who, what and when was deleted. |
| APP - 133 | 2 | Application Architecture | Archiving | Provide capability to purge, archive, and restore inactive records based on user-defined criteria and tracking history. | Off the Shelf | | | | | Yes, Flairdocs DOTTrack provides capability to purge, archive, and restore inactive records based on user-defined criteria and tracking history.<br><br>The solution provides an integrated toolset(s) for administrative purging of data.<br><br>It supports data archiving through custom scheduled jobs. Once the acquisition process is completed, and six months (or defined period of time) has passed beyond the "Construction Completion Date", the project status will be updated to "Archived". This validation can be re-configured based on the requirement. However, once archived, projects can be searched in the system, but no changes are |

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| | | | | | | | | | | permitted. Only specific users will have permissions to access the archived data.<br><br>Likewise, data purging is done via Flairdocs custom scheduled jobs based on the requirements. |
| APP - 134 | 2 | Application Architecture | Archiving | Allow system administrator to define archiving criteria for different types of data. | Off the Shelf | | | | | Yes, Flairdocs DOTTrack allows the system administrator to define archiving criteria for different types of data.<br><br>Typically, data, documents, and report-archiving functionality is done via the scheduling engine. Jobs can be configured by Flairsoft to flag a project as archived based on complex business rules. |
| APP - 135 | 2 | Application Architecture | Archiving | Provide an automated archiving routine that archives data following the user-defined archiving rules; the process shall be able to be scheduled or manually initiated by an authorized user. | Off the Shelf | | | | | Yes, Flairdocs DOTTrack provides an automated archiving routine that archives data following the user-defined archiving rules; the process shall be able to be scheduled or manually initiated by an authorized user.<br><br>Flairdocs DOTTrack supports the archiving functionality to be done via the scheduling engine based on user-defined archiving and complex business rules. |
| APP - 136 | 2 | Application Architecture | Archiving | Provide for restoration of archived data by various parameters including the date range of the | Off the Shelf | | | | | Yes, Flairdocs DOTTrack provides for restoration of archived data by various parameters including the date range of the archiving process and other user- |

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| | | | | archiving process and other user-defined business rules. | | | | | | defined business rules.<br><br>The solution supports data archiving through custom scheduled jobs. Once the acquisition process is completed, and six months (or defined period of time) has passed beyond the "Construction Completion Date", the project status will be updated to "Archived". This validation can be re-configured based on the requirement. |
| APP - 137 | 2 | Application Architecture | Archiving | Provide a flexible, automated archival routine to archive inactive reference data; this archival routine must validate that other table entries do not use the inactive data before archiving it and maintain overall system referential data integrity. | Off the Shelf | | | | | Yes, Flairdocs DOTTrack provides a flexible, automated archival routine to archive inactive reference data; this archival routine must validate that other table entries do not use the inactive data before archiving it and maintain overall system referential data integrity<br><br>During the archive process, the records receive an archive flag and are moved from the main tables to archive tables in the SQL Server with a date/time stamp, while keeping all the permit information intact. The associated documents with metadata will be marked as archived in the document management system. |
| APP - 138 | 1 | Application Architecture | Help | Provided a centrally stored and maintained system wide help function. | Off the Shelf | | | | | Yes, Flairdocs DOTTrack provides a centrally stored and maintained, system-wide help function.<br><br>Flairdocs DOTTrack provides a centralized help area under 'Admin' |

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| | | | | | | | | | | where the users can access the help content based on the tab or panel selection. |
| APP-139 | 1 | Application Architecture | Help | Provide context-sensitive, field-level on-line help features for all screen elements, screen errors, and error codes. | Off the Shelf | | | | | Yes, Flairdocs provides tool tips for various data elements on the screen |
| APP-140 | 2 | Application Architecture | Help | Utilize an on-line help feature which directs the user either to a help screen specific to the field they are on if help is available for that field or to a help screen which is specific to the screen they are on if no field level help is available. | Off the Shelf | | | | | Yes, Flairdocs has an embedded, screen-based help functionality on each screen. The system provides context sensitive help describing page and data field functionality. Users can view the help content by clicking the help icon. A popup appears detailing all the information regarding that screen.<br><br>An Administrator can add/modify 'Help Content' for each panel/screen.<br><br>All the required fields in the data entry screen are in bold format, meaning fields are required/mandatory, and then, when the user adds or edits, the system highlights the missing or invalid fields. |
| APP-141 | 1 | Application Architecture | Help | Provide table-driven error message handling. | Off the Shelf | | | | | Yes, Flairdocs DOTTrack provides table-driven error message handling.<br><br>The solution provides ability to lookup error messages to an integrated on-line help function.<br><br>On each panel in the system, Flairdocs |

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| | | | | | | | | | | provides a "Help" icon.<br><br>Flairdocs has an embedded, screen-based help functionality at the menu, screen and field levels. The system provides context sensitive help describing how users can use the solution. Users can view the help content by clicking the help icon, and a popup appears detailing all the information regarding that screen. |
| APP - 142 | 1 | Application Architecture | Help | Allow authorized users to modify and maintain error message text. | Off the Shelf | | | | | Yes, Flairdocs DOTTrack allows authorized users to modify and maintain error message text.<br><br>Flairsoft team will collaborate with WVDOT team and gather more information how they want the integrated on-line help to feature to be modified to include the information related to error messages. |
| APP - 143 | 2 | Application Architecture | Help | Ensure an error message points the user to the field in error (e.g., by identifying the field name, field number or providing a link to tab to the field). | Off the Shelf | | | | | Yes, Flairdocs DOTTrack ensures that an error message points the user to the field in error.<br><br>For example, during creation of an 'Agent Log' there are few mandatory fields in the form that need to be completed in order to save the agent log record (i.e., Type of Contact, Activity Date etc.). If any of those fields are missing, then the system will throw an error/warning message including the field name(s) missing. |

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| APP - 144 | 2 | Application Architecture | Help | Provide capability to identify processing or navigation path for a screen. | Off the Shelf | | | | | Yes, Flairdocs DOTTrack provides capability to identify processing or navigation path for a screen.<br><br>Flairsoft brought to the industry an innovative 3-panel layout which provides the user with an easy-to-use interface to navigate the solution. Our solution allows the user to easily access, review and organize data. The layout smartly displays information through snapshots and panels and helps to organize the data and screens associated with a parcel and project. The user has a clear view of the Project Snapshot reflecting high level details of the associated project at all times.<br><br>In a single screen, user can view all the required information related to the project and file without any navigation.<br>• Flairdocs proves to be extremely user-friendly, and can be easily accessed by any user whether technically skilled or non-technical without any intricacy.<br>• Depending upon the context, Flairdocs shows tabs that correspond to selected project or parcel.<br>• Real time status snapshot display on project and parcel level.<br>• Consistency across the application for lookups of projects.<br>• Administrative features make it easier for the client to customize to the |

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| | | | | | | | | | | individual needs of users.<br>• Visual clues for GIS, mandatory fields, workflow status, etc.<br>• User-friendly navigation and Context sensitive help. |
| APP - 145 | 2 | Application Architecture | Help | Allow customization of help files provided with the system by the application system administrator or other authorized users to incorporate WVDOT-wide or business unit/department specific information. | Off the Shelf | | | | | An administrator can edit the help content under 'Admin' > 'Help Content' by selecting the panel name which is related to that particular information. |
| APP - 146 | 2 | Application Architecture | Help | Allow customization of help files by the system administrator or other authorized user by department/business unit or by roles and responsibilities within the proposed system: users must be able to modify the part of the help text that they are authorized to maintain without impacting other help text. | Off the Shelf | | | | | Flairdocs DOTTrack allows authorized users to edit the help content under 'Admin' > 'Help Content.' A user is only able to select the tab and panel for which they have the read/write access. |
| APP - 147 | 2 | Application Architecture | Help | Ensure all customized help text and files carry forward automatically during system updates and upgrades. | Off the Shelf | | | | | Yes, Flairdocs DOTTrack ensures all customized help text and files carry forward automatically during system updates and upgrades.<br><br>The solution has an embedded, screen- |

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| | | | | | | | | | | based help functionality both at the screen and field level. The system provides context sensitive help describing how users can use the solution. Users can view the help content by clicking the help icon, and a popup appears detailing all the information regarding that screen. WVDOT has access through the Help Content feature in the admin menu to create, edit and even provide links to the appropriate section of a user manual or right of way manual.<br><br>Flairsoft team will collaborate with WVDOT team and gather more information on how they want the integrated help library online feature to be modified to include the relevant information. |
| APP - 148 | 1 | Application Architecture | User Documentation | Provide user documentation that is comprehensive, clear and easy to use (e.g., user documentation must provide quick answers to questions regarding the navigation of application screens, execution of pre-defined reports, and use of the ad-hoc query capability); it must also contain clear and thorough descriptions of all screen and batch | Off the Shelf | | | | | Yes, Flairsoft will provide several types of system documentation for users to reference and assist in understanding Flairdocs features and functionality, including, but not limited to:<br><br>• User documentation – This will give the general information that users need to use the product. User documentation will include the following documents:<br><br>We can create a Beginner's Guide so that the first-time user can experience entering data using a simple step by |

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| | | | | processing functions, screen data, programs, system reports, and any processing parameters. | | | | | | step process to get the user familiar with the system. We will set up hypothetical entries to allow persons who have never used a data system, to gain experience.<br><br>o User reference guide – User manual will help staff including field personnel to get a better understanding of our system and easily access it to do routine entries. Guide includes a detailed explanation of the system functionality, which helps in using the system effectively. We use the following format for the user manuals: a) Screen capture; b) General description of the screen; c) A detailed description of screen components<br>• Administrator guide - This manual will explain relevant information for a system administrator including, but not limited to, user management, user security roles and permissions, managing dropdown values, managing assignments, configuring workflows, system configuration, monitoring system logs, and more.<br>• Installation guide – This manual explains the installation procedure for Flairdocs software, including database and application components.<br><br>Online help – Includes context-sensitive help for staff/external users within the solution. |

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| APP - 149 | 1 | Application Architecture | User Documentation | Provide all system documentation and manuals electronically. | Off the Shelf | | | | | Yes, all the documentation and manual referenced in above requirement App-148 would be provided electronically. |
| APP - 150 | 1 | Application Architecture | User Documentation | Provide search functions for on-line documentation, across all documentation and within component pieces of the on-line documentation. | Off the Shelf | | | | | Yes, Flairdocs provides online documentation in a searchable PDF format that can be either downloaded or referred online. |
| APP - 151 | 2 | Application Architecture | User Documentation | Allow system administrator to authorize components of the system documentation to be available for download by authorized users. | Off the Shelf | | | | | Yes, Flairdocs DOTTrack allows system administrator to authorize components of the system documentation to be available for download by authorized users.<br><br>The solution is secured by a role-based access system that allows users to view only the data that is assigned to them. Users can edit only those documents that they have permission to change as the whole application is built on the theory 'adhere to the principle of least privilege'. Users with appropriate access and permissions can use the appropriate modules, view or manipulate certain data, and perform certain functions within the system. Only System Administrators can grant and configure user and role access and permissions. |
| APP - 152 | 2 | Application | User Documentation | Provide capability to allow authorized users to download user | Off the Shelf | | | | | Yes, Flairdocs DOTTrack provides the capability to allow authorized users to download user documentation |

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| | | Architecture | | documentation approved by the system administrator for distribution as one or multiple PDF files. | | | | | | approved by the system administrator for distribution as one or multiple PDF files.<br><br>Generated forms, templates, reports, and documents can be downloaded and saved in Word, Excel, .pdf, .txt., and .csv format, or can be printed by the authorized users. |
| APP - 153 | 2 | Application Architecture | User Documentation | Enable users to incorporate user-defined documentation into system documentation (e.g., user procedures, business rules, etc.), which is accessible in the same manner as documentation from the software provider. | Off the Shelf | | | | | Yes, authorized users can upload or update the system documentation based on user procedures, business rules, etc. |
| APP - 154 | 2 | Application Architecture | User Documentation | Support version control for user-defined documentation. | Off the Shelf | | | | | Yes, Flairdocs DOTTrack supports version control for user-defined documentation.<br><br>Flairdocs has a very comprehensive approach regarding the security of the documents. A user can generate or upload multiple versions and Flairdocs always keep the latest and greatest in front, keeping the older versions as history. Only authorized users with special permissions (assigned via 'role') can upload or generate documents. An audit history is maintained when a document is uploaded to provide information for who, what and when. |

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| APP - 155 | 1 | Application Architecture | Upgradeability | Provide capability for all upgrade and patched processes for the system to automatically re-apply configurations and customizations made by WVDOT (Should these customizations/configurations have to manually be re-applied; the system shall identify these exceptions for manual re-application before applying any upgrade/patch software). | Off the Shelf | | | | | Yes, Flairsoft provides capability for all upgrade and patched processes for the system to automatically re-apply configurations and customizations made by WVDOT.<br><br>Flairsoft will make available to WVDOT all releases of the upgrades, patches, and repairs, with regularly scheduled maintenance releases during the maintenance period.<br><br>Flairsoft will follow WVDOT's defined deployment processes. When installing upgrades, patches, and repairs, Flairsoft will evaluate the impact on current configurations and will test fully before moving to production.<br><br>As Flairsoft upgrades the product and provides service packs that may contain new features/functionality, we will also include all customization/bug fixes to meet the WVDOT RFP requirements that were included in previous service packs (cumulative). Service packs are generally scheduled quarterly for the base Flairdocs product platform if needed. Occasionally, and based upon need, these service packs can occur more frequently during the maintenance period. |

## Technical Architecture

| Req. # | Priority | Category | Sub-Category | Business (Functional) Requirement | Vendor Response | Customization Estimate, if Applicable | Capability Planned for Future Release | Core Module(s) | Third Party Solution (s) | Comments/Notes |
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| TEC-001 | 1 | Technical Architecture | General | Provide a solution architecture with expandable configurations and customizations, along with the capability to scale more or less for concurrent users and data storage as needed. | Off the Shelf | | | | | Yes, Flairdocs provides solution architecture with expandable configurations and customizations, along with the capability to scale more or less for concurrent users and data storage as needed.<br><br>The solution architecture is built upon Microsoft Framework design principles, based on modular and loosely coupled architecture which allows for maximum configurability, customization and ease of adding new features.<br><br>The solution supports a standard, multi-tiered approach, which includes:<br><br>• Web Application Tier<br>• Business Application Tier<br>• Data Tier<br><br>The solution also provides capability to scale more or less for concurrent users. As the solution does not limit to the number of users to access the |

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| | | | | | | | | | | | application concurrently and data storage as needed. |

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| TEC-002 | 1 | Technical Architecture | General | Utilize a vendor-independent design that is based on non-proprietary technology and does not require the solution to be operated on proprietary hardware or operating system platforms. | Off the Shelf | | | | | Yes, Flairdocs utilize a vendor-independent design that is based on non-proprietary technology and does not require the solution to be operated on proprietary hardware or operating system platforms.<br><br>The solution runtime executes on virtual servers running a server edition of Windows, such as Windows 2019 with all recent security patches installed.<br><br>The solution uses Microsoft's ASP.NET technology which runs best using the integrated .NET 4.7.2 framework with web server 7.0 or higher. The core modules are developed based on Microsoft's design patterns to ensure software standards. |

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| TEC-003 | 1 | Technical Architecture | General | Implement a system design architected to allow system availability on a continuous basis, (i.e., 24x7). Support high availability including during patches and updates. Provide a robust data recovery architecture design that minimizes system downtime. | Off the Shelf with Configuration | | | | | Off the shelf cloud hosting includes one web server instance to host the application. We have experienced very little unplanned downtime in the 7 years that we have provided our Software as a Service (SaaS) solution. That said, to meet the industry standard terminology of "high-availability" and the redundancy it requires, it would require additional configuration and cost. We recommend WVDOT to discuss a way to schedule downtime in a way during non-usage time (say between 2-4AM). Flairsoft is able to provide zero downtime (blue green deployment), but our current cost and assumption includes ability to schedule minimal downtime during non-use hours.<br><br>We will work with WVDOT staff to update, patch, and repair Flairdocs™ application software components in the development, test, and training environments, and develop software changes for promotion to production. For implementation of updates, patches, and repairs of Flairdocs™ application, we will have the WVDOT's approval prior to the release of the updates, patches, and repairs, with regularly scheduled maintenance releases.<br><br>The solution will utilize the tools |

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| | | | | | | | | | | provided by Amazon Web Services data center and the AWS snapshots data center for data recovery. Having multiple geographic regions and availability zones allows our client's data to remain resilient in the face of most failure modes, including natural disasters or system failures. As per WVDOT guidelines to not include confidential information, we can share data center locations during evaluation upon request. The maximum down time of the application in the last 4 years has been 30 minutes. |

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| TEC-004 | 1 | Technical Architecture | General | Utilize a service-oriented architecture (SOA) to facilitate seamless integration with heterogeneous internal and external systems. | Off the Shelf | | | | | Yes, Flairdocs utilize a service-oriented architecture (SOA) to facilitate seamless integration with heterogeneous internal and external systems.<br><br>All Flairdocs integrations support several methods of integration with external systems such as database direct, SOAP Web Services, REST Web Services, and spreadsheet/batch file imports/exports. |
| TEC-005 | 1 | Technical Architecture | General | Provide the SOA capability which is platform and protocol independent and complies with Advancing Open Standards for the Information Society (OASIS) standards such as WS-Security, WS-Reliability, etc. and utilizing other open-standards (such as JSON, XML, OAuth and SAML). | Off the Shelf | | | | | Our APIs are built on SOAP interfaces, but many have been converted to REST. Over time, we will be converting all services to REST as it is the current industry standard. |

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| TEC-006 | 2 | Technical Architecture | General | Support virtualization for all tiers. | Off the Shelf | | | | | Yes, Flairdocs support virtualizations for all tiers.<br><br>Flairdocs is a flexible solution that can easily be installed in a virtual environment and can be configured to run in both single server and virtual server environments. Flairdocs has been implemented for virtualization though Windows Server 2008 R2 on a 32bit and 64bit Intel platform. |
| TEC-007 | 1 | Technical Architecture | General | Provide a browser-based interface. | Off the Shelf | | | | | Yes, Flairdocs DOTTrack provides browser-based interface.<br><br>It is built on the Microsoft ASP.NET framework. Flairdocs is a highly configurable and modular web-based business process automation system which can be accessed from any web browser, and only requires a working internet connection to run. |
| TEC-008 | 1 | Technical Architecture | General | Deliver content via the current and most recent previous supported browser versions that include but are not limited to Microsoft Edge, Google Chrome, Mozilla Firefox and Safari. | Off the Shelf | | | | | Yes, Flairdocs DOTTrack is fully compatible with all major web browsers such as Microsoft Edge, Google Chrome, Mozilla Firefox and Apple Safari. |

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| TEC-009 | 1 | Technical Architecture | General | Ensure that content can be delivered via a web browser without requiring browser security settings to be lowered beyond typical industry standards in order for system functionality to perform properly. | Off the Shelf | | | | | Flairdocs does not require any security customizations beyond allowing cookies and enabling JavaScript in order to function properly. |
| TEC-010 | 1 | Technical Architecture | General | Deliver content via browser without Active X controls or plug-in support (such as Java Runtime Environment, Adobe Flash, etc.) | Off the Shelf | | | | | Yes, Flairdocs delivers content via browser without Active X controls or plug-in support (such as Java Runtime Environment, Adobe Flash, etc.)<br><br>The solution is designed on HTML5.0, to be accessed through all kinds of mobile devices without having the application installed. Being a browser-based application, no plug-ins are required to be installed on any mobile device and can be simply accessed directly through a web link. |





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| TEC-011 | 1 | Technical Architecture | General | Deliver content via web browser capability available on the iOS and Android. | Off the Shelf | | | | | Flairdocs utilizes native mobile applications for iOS and Android which are highly intuitive and industry's best practices. The primary web-based application is functional on iOS and Android devices, but ease of use is not guaranteed due to the reduced screen size and does not optimize user interface to leverage native platform's powerful features.<br><br>Flairdocs mobile app provides users a personalized and interactive experience by leveraging core product capabilities on mobile phones, tablets and iPads.<br><br>The mobile app has all the core features of the Flairdocs web application and can be used by field users to review project documentation, as well as update and record information. Users can search and locate information on landowners and land parcels. While still in the field, user can record notes, capture photos, and record voice memos from the meeting with the landowner, which are automatically synchronized with the main database.<br><br>The native mobile app utilizes smartphone features including, but not limited to the camera and GPS, |

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| | | | | | | | | | | providing fast performance and a high degree of reliability. The native mobile app also supports an offline mode which can be used when there is no internet connection. The offline mode uses a local database to download and store data on the mobile device and once the device is on a network, data can be synchronized with the main application database. The mobile app offers a common UI for all users and relies on the same security as the web application, meaning both the desktop and mobile versions have the same permissions and settings. |

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| TEC-012 | 2 | Technical Architecture | General | Ensure any additional required software required on a desktop can be deployed through industry standard Office Automation push technology. | Off the Shelf | | | | | Yes, Flairdocs ensures any additional required software required on a desktop can be deployed through industry standard Office Automation push technology.<br><br>The solution is a pure web-based application and requires only a web browser and working internet connection to run. Flairdocs is fully compatible with all major web browsers such as Microsoft Edge, Internet Explorer 11, Google Chrome, Mozilla Firefox, Android browser and Apple Safari without any plugin or software installation. |
| TEC-013 | 2 | Technical Architecture | General | Support the following character sets: UTF-8 Unicode, UTF-16 Unicode, and ASCII. | Modification to Base Code | | | | | Flairdocs supports UTF-16 natively. Flairsoft will like to discuss motivations behind the need for UTF-16 Unicode as we believe we meet such requirements for this kind of application. Integrations can be customized to support other character sets. |
| TEC-014 | 2 | Technical Architecture | General | Utilize application stack at all points in terms of the operating system, network, database, desktop, and storage. | Off the Shelf | | | | | Yes, the Flairdocs application uses the application stack. |

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| TEC-015 | 2 | Technical Architecture | General | Ensure Web and security server is 64 bit. | Off the Shelf | | | | | Yes, Flairdocs ensures web and security server is 64 bits. |
| TEC-016 | 2 | Technical Architecture | Enterprise Application Integration | Support connectivity services through TCP/IP IPPB v4 IPPB v6. | Off the Shelf | | | | | Yes, Flairdocs supports connectivity services through TCP/IP and such compatibility issues are be taken care of as a part of SaaS offering. |
| TEC-017 | 2 | Technical Architecture | Enterprise Application Integration | Provide connectivity across and between WVDOT's network zones. | Off the Shelf with Configuration | | | | | Firewall configurations will be necessary by both parties to facilitate secure network integration. |
| TEC-018 | 2 | Technical Architecture | Enterprise Application Integration | Provide communication services that guarantee message delivery and handles queuing and encryption for various types of communication (e.g., publish and subscribe, request/reply, etc.) | Modification to Base Code | | | | | Flairdocs uses standard REST protocols for message delivery. We will like to understand better the need for this requirement as our solution is very comprehensive and does not have a need for a secure message queueing-based architecture. |
| TEC-019 | 2 | Technical Architecture | Enterprise Application Integration | Provide configurable data-transformation services to handle data | Off the Shelf with Configuration | | | | | Flairdocs provides data import capabilities via spreadsheet upload (such as line list etc.). This import feature does have robust data validation features that is consistent with data integrity rules within the |

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| | | | | validation, calculations, lookups, padding, scrambling, truncation, etc. | | | | | | main application on data entry screens. We would like to better understand the need for this requirement. |

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| TEC-020 | 2 | Technical Architecture | Enterprise Application Integration | Provide ability to link software solution business process flows with business process flows in other state and WVDOT applications to support automating a business transaction which crosses application systems (for example, linking a workflow with an ERP workflow such as payments to outside entities). | Modification to Base Code | | | | | Yes, Flairdocs provides ability to link software solution business process flows with business process flows in other state and WVDOT applications to support automating a business transaction which crosses application systems (for example, linking a workflow with an ERP workflow such as payments to outside entities).<br><br>The solution has proven capability to integrate with payment systems using various available web service calls or interfaces to request payments for approved transactions and expenditures from the client's payment preparation services. We have done similar integration with a client in the past.<br><br>The solution works with a customized provider approach that is capable of connecting to external systems through a combination of different services such as database links, cross schema database views, XML, scheduled jobs, web services and batch updates. Additionally, solution currently exposes web services via the Flairdocs API to receive data from other systems. The process flow that Flairdocs integrates starts when a user initiates a payment request within Flairdocs. The payment |

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| | | | | | | | | | | request is routed through a workflow within Flairdocs until it reaches the "Approved" status. After reaching the approved status, Flairdocs automatically sends the payment details to Financial for processing. The Oracle Financial system automatically confirms receipt of the payment request, and the workflow status is automatically updated to "Submitted". After the payment request has been processed and the check has been printed, the financial system automatically communicates the new status to Flairdocs. |

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| TEC-021 | 2 | Technical Architecture | Data Integration | Provide capability for bulk data uploads/imports from CSV or through API calls. | Off the Shelf with Configuration | | | | | Yes, Flairdocs provides capability for bulk data uploads/imports from CSV or through API calls.<br><br>The solution is fully capable of importing CSV files without any customization. It provides an interface to pull and read data (including Line list - Property Owners, Agent Logs, Stipulations, Title, Payable & Receivables, Names & Addresses) from Spreadsheets and CSV, and also import thousands of records quickly.<br><br>We have built a robust import tool for our client, that allows them to import a very broad set of data. |
| TEC-022 | 2 | Technical Architecture | Data Integration | Support multiple data-transfer methods such as XML, JSON, CSV and flat files (e.g. ASCII, variable and/or fixed length, comma-delimited, etc.) | Off the Shelf with Configuration | | | | | Yes, Flairdocs DOTTrack support multiple data-transfer methods such as XML, JSON, CSV and flat files (e.g., ASCII, variable and/or fixed length, comma-delimited, etc.)<br><br>The solution is fully capable of importing XML and CSV files without any customization. It provides an interface to pull and read data from Spreadsheets and CSV, and also import thousands of records quickly.<br><br>Our data migration/transfer experience is not limited to database conversions. We recognize that many |

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| | | | | | | | | | | times the source of data will be flat files, spreadsheets, and/or any number of legacy repository and data formats, and we have provided migration for all types of resources. |
| TEC-023 | 2 | Technical Architecture | Data Integration | Provide capability of exposing business objects and processes as Web services through robust technical frameworks such as RESTful JSON microservices. Web services, APIs, etc., must maintain the same referential integrity as batch and on-line user transactions. This should include | Off the Shelf | | | | | Yes, Flairdocs provides capability of exposing business objects and processes as Web services through robust technical frameworks such as RESTful JSON microservices. Web services, APIs, etc., by maintain the same referential integrity as batch and on-line user transactions. We will include Application Programming Interfaces [API] and API programming documentation containing proper use (such as related RESTful commands) and valid parameters and parameter values that may be utilized, along with expected return data structure and example(s) (XML, JSON, etc...). As a substitute to the latter, in lieu of providing an API with documentation (or additionally). We will provide |

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| | | | | Application Programming Interfaces [API] and API programming documentation containing proper use (such as related RESTful commands) and valid parameters and parameter values that may be utilized, along with expected return data structure and example(s) (XML, JSON, etc...). As a substitute to the latter, in lieu of providing an API with documentation (or additionally), provide access directly to the database, tables, and columns with documentation of database table structure, table purpose, and | | | | | | access directly to the database, tables, and columns with documentation of database table structure, table purpose, and associated ER diagrams.<br><br>As per WVDOT guidelines to not include any confidential information, we can share above requested documents during evaluation upon request. |



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| | | | | associated ER diagrams. | | | | | | |



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| TEC-024 | 2 | Technical Architecture | Data Integration | Support data encryption where appropriate based on user-defined business rules following Advanced Encryption Standards (AES) for data both in transit and at rest in all file structures. | Off the Shelf with Configuration | | | | | Yes, Flairdocs provides support data encryption where appropriate based on user-defined business rules following Advanced Encryption Standards (AES) for data both in transit and at rest in all file structures. All currently identified sensitive data fields are stored encrypted in database.<br><br>The solution database server offers encryption of the client data at-rest. By default, the application secures data communication with SSL 256-bit encryption and the industry standard AES-256 encryption algorithm on EBS storage volumes in AWS.<br><br>All the data in the AWS environment is encrypted by default using the AES-256 algorithm. While the environment itself is secured and encrypted, select database values are encrypted.<br>EBS Volume Encryption:<br>Amazon EBS encryption offers a simple encryption solution for the volumes without the need to build, maintain, and secure key management infrastructure. The following types of data are encrypted when we create an encrypted EBS volume and attach it to a supported instance type: |

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| | | | | | | | | | | • Data at rest inside the volume<br>• All data moving between the volume and the instance<br>• All snapshots created from the volume<br>• All volumes created from those snapshots<br>Encryption operations occur on the servers that host EC2 instances, ensuring the security of both data-at-rest and data-in-transit between an instance and its attached EBS storage. Optionally, WVDOT can opt for an enterprise version of database (SQLServer) at an additional cost, that has a number of enterprise features including encryption at rest. |

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| TEC-025 | 2 | Technical Architecture | Data Integration | Encrypt any data with personally identifiable information in transit and at rest in all file structures. | Off the Shelf with Configuration | | | | | Yes, Flairdocs DOT Track encrypts data with personally identifiable information in transit and at rest in all file structures in select fields we have identified. We will work with WVDOT to ensure the PII list is understood between two parties. There are performance overheads with such encryption which may also restrict ability to search datasets on primary keys that may contain PII information.<br><br>Please refer to above (TEC-024) response for more information. |

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| TEC-026 | 2 | Technical Architecture | Data Integration | Provide capability for data in the software solution to be extensible to authorized users from both an exposure and consumption standpoint. | Off the Shelf | | | | | Yes, Flairdocs provides capability for data in the software solution to be extensible to authorized users from both an exposure and consumption standpoint.<br><br>Each user is assigned one or more roles and receives access permissions associated to their assigned roles. An authorized user, typically and application administrator, can perform the jobs below:<br><br>• Define roles or user groups: Admins can create a new role that can be linked to a region or district.<br>• Define role content: For each role, an admin can define Read, Write or No Access definitions for each panel or sub process under a process tab.<br>• Define role menu permission: Each menu item can be individually enabled or disabled for each role.<br>• Define regional task management: Authorized users can define and manage user tasks for each region by specifying the function or assignment of the task.<br>• Define assignment and role mapping: Flairdocs allows managing parcel, project or regional assignment by roles.<br><br>The administrator can define the assignments available at the parcel, |

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| | | | | | | | | | | | project, or regional level and map each assignment to one or more user roles. When assigning users to those tasks, only users matching the assignment-role mapping criteria are presented as options. |

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| TEC-027 | 2 | Technical Architecture | Data Integration | Provide capability to execute interfaces with other systems on a pre-defined schedule or on the request of an authorized user. | Off the Shelf | | | | | Yes, Flairdocs provides capability to interfaces/integrate with internal and external systems such as direct database integration, SOAP and/or REST API Web Services, spreadsheet/batch file imports/exports, integration via custom coding or middleware. These integrations can be implemented as single-directional or bi-directional as well as inbound/outbound as determined by WVDOT needs.<br><br>The solution comes out-of-the-box with a powerful automation and scheduling engine, which allows custom integration components or jobs to be added as part of the customization of the system. Jobs can be scheduled or event-based, allowing integration to happen as a batch process or as a real-time response to system events. The solution will create integration jobs which will sync data with the internal and external systems and services. |
| TEC-028 | 2 | Technical Architecture | Data Integration | Edit interfaced data by applying the same business rules that are defined for the equivalent | Off the Shelf | | | | | Data coming through the REST services use the same services that the website uses. |





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| | | | | transaction entered through the system. | | | | | | |
| TEC-029 | 2 | Technical Architecture | Data Integration | Generate an error report for any validation issues or other errors identified during execution of a data load or an interface program. | Off the Shelf | | | | | Yes, Flairdocs generate an error report for any validation issues or other errors identified during execution of a data load or an interface program.<br><br>The solution will run a trial migration and validate the process WVDOT will use to provide sample data. This validation is best accomplished by Flairsoft and WVDOT data experts working closely together.<br><br>Pre-migration validation is performed to make sure data can be migrated without causing data integrity issues, duplication or data loss due to data truncation.<br><br>The next step is data cleansing by using the migration utility to identify records with missing or non-conforming critical data values. A report is generated with validation errors and actions to be taken. The following are some of the data unification rules that are applied to perform data cleansing:<br>• Make identifiers unique;<br>• Convert null values into standardized Not Available/Not Provided values; |

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| | | | | | | | | | | • Convert phone numbers and ZIP codes to a standardized form;<br>• Validate fields against fields in Flairdocs; |

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| TEC-030 | 2 | Technical Architecture | Data Integration | Display validation errors on-line within a job history function or print in a report format at user option. | Off the Shelf | | | | | Yes, Flairdocs display validation errors on-line within a job history function or print in a report format at user option.<br><br>The solution loads data from WVDOT legacy system, transforms it and then writes the data to the Flairdocs format and schema. Only upon resolution of the errors is the migration performed.<br><br>Upon successful migration of the data, Flairdocs will display the data that has been transferred over. From that point forward, migrated data will be handled no differently than new data entered into the system. |
| TEC-031 | 2 | Technical Architecture | Data Integration | Place records not passing validation into a suspense file or table within the software solution. | Off the Shelf with Configuration | | | | | Our solution allows a user to import data using EXCEL based format. Our customers can export their data from CSV format etc. to XCEL format and then that can be imported into Flairdocs. Users can easily edit the data using Microsoft Excel and reprocess the batch. Records not passing validation are rejected by the system along with error messages describing the failure. The source data can then be corrected and re-submitted. Optionally, our system can persist such errors. |

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| TEC-032 | 2 | Technical Architecture | Data Integration | Allow correction of suspended records within the software solution. | Off the Shelf with Configuration | | | | | Yes, Flairdocs allows correction of suspended records or records that failed validation along with appropriate error messages using an EXCEL based integration or data import.<br>Flairdocs data import utility loads data from WVDOT's current systems, transforms it and then writes the data to Flairdocs' format and schema. Only upon the updating of the source data using XCEL and resolving the errors with migration is the migration is performed. |
| TEC-033 | 2 | Technical Architecture | Data Integration | Provide capability to validate data during both the initial load step and during processing steps. | Off the Shelf | | | | | This is available with spreadsheet uploads using Flairdocs file import feature. This validation provides a comprehensive list of errors on support data import format. Key error types are duplicate primary keys, missing mandatory fields etc. |
| TEC-034 | 2 | Technical Architecture | Data Integration | Allow the system administrator or other authorized users to browse the suspense file in the system. | Off the Shelf with Configuration | | | | | Error messages for failed upload records during Flairdocs File Import process may be viewed by the authorized user or admin. Data files can be updated in their native formats such as CSV or XCEL and resubmitted to successfully complete data import into Flairdocs. |

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| TEC-035 | 2 | Technical Architecture | Data Integration | Provide facilities for verification and batch controls tools to ensure the complete file was received and that the file was not a duplicate. | Off the Shelf with Configuration | | | | | Select fields and IDs are set up to prevent duplication. The solution can identify potential duplicate records based on business rules. Flairdocs assigns a unique identification number for each application or record created within the system thus eliminating insertion of a duplicate application ID, which also is a primary key in our schema. |
| TEC-036 | 2 | Technical Architecture | ETL Tools | Provide data integration and data management tools with a range of extract, transform, and load (ETL) capabilities. | Off the Shelf with Configuration | | | | | Yes, Flairdocs provide data integration and data management tools with a range of extract, transform, and load (ETL) capabilities. Such tools include specific SQL scripts, custom data import tools built by our team over 2 decades to migrate data from a common staging area to Flairdocs based target system. A critical part of our process involves comprehensive analysis, ETL, validation and load cycle to ensure migrated data is properly accessible in target system. We have leveraged a number of data translation tools and our home-grown tools that map data populated to staging area from source tables to Flairdocs schema. Clients will have ensured a clean data is available for import to Flairdocs |

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| TEC-037 | 2 | Technical Architecture | ETL Tools | Support ability to integrate third-party ETL tools to perform ETL functions. | Off the Shelf | | | | | We have worked with a number of ETL tool such as Informatica, SSIS etc. If firewall exceptions can be configured, then it can accommodate integration with ETL tools. As per WVDOT guidelines to not include confidential information, we can share information related to third party ETL tools during evaluation upon request. |
| TEC-038 | 2 | Technical Architecture | ETL Tools | Utilize scripting or other object-oriented structured languages to define advanced transformation routines/procedures. | Modification to Base Code | | | | | Flairdocs has utilized ETL based approach for enterprise data import, data conversion and data migration for large-scale customers. |
| TEC-039 | 2 | Technical Architecture | ETL Tools | Provide 'data exchange management' to schedule and monitor inbound and outbound files, notify appropriate contacts in the event of problems, automatically detect duplicate files, and perform other data interchange | Off the Shelf | | | | | Flairdocs provides a job scheduling tool that allows you to schedule, view the status of job executions, and send email notifications. |

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| | | | | management functions. | | | | | | |
| TEC-040 | 2 | Technical Architecture | ETL Tools | Validate and handle exceptions during transformation. | Off the Shelf | | | | | Yes, Flairdocs validate and handle exceptions during transformation.<br><br>The solution has several in-built capabilities to monitor the system health through Application Logs and Audit Trails. The application logs track all the changes and throws exceptions for error handling within the system. Application Logs are only accessible with admin rights only. |
| TEC-041 | 2 | Technical Architecture | ETL Tools | Verify and maintain referential integrity as part of any transformation process. | Off the Shelf | | | | | Yes, Flairdocs verify and maintain referential integrity as part of any transformation process.<br><br>The solution database structure and data dictionary documentation: This manual maintains and list system tables and fields and referential integrity within tables with an explanation of each table.<br><br>As per WVDOT guidelines to not include any confidential information, we can share database structure and data dictionary document/manual during evaluation upon request. |

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| TEC-042 | 2 | Technical Architecture | ETL Tools | Provide the capability to override the default source mapping and use specific SQL statements. | Off the Shelf with Configuration | | | | | Yes, Flairdocs provides capability to override the default source mapping and use specific SQL statements.<br><br>Access to Flairdocs databases is done through APIs or as a read-only user. Additional configurations can be made to map values.<br><br>The solution supports Direct Database SQL Statements (select/insert/update/delete) for data exchange. |
| TEC-043 | 2 | Technical Architecture | ETL Tools | Provide ability to map data from multiple source systems and into multiple target source systems. | Off the Shelf with Configuration | | | | | Yes, Flairdocs provides ability to map data from multiple source systems and into multiple target source systems.<br><br>Flairdocs has performed data mapping from multiple sources to multiple target systems for our previous clients systems by implementing the same approach as stated in above responses. |
| TEC-044 | 2 | Technical Architecture | ETL Tools | Provide ability to schedule and monitor the extraction, cleansing, transformation, and loading processes. | Off the Shelf with Configuration | | | | | Yes, Flairdocs provides ability to schedule and monitor the extraction, cleansing, transformation, and loading processes.<br><br>Our cloud-based solution provides all requested information mentioned above. |

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| TEC-045 | 2 | Technical Architecture | ETL Tools | Provide ability to rebuild/reload transactions from a specific date/time forward. | Off the Shelf | | | | | Yes, Flairdocs cloud-based solution provides ability to rebuild/reload transactions from a specific date/time forward.<br><br>We can modify and re-run the batch transaction only authorized users will have this privileged. |
| TEC-046 | 1 | Technical Architecture | System Tools | Provide report design and generation tools within the system solution. | Third Party | | | Module-Reports | Yes | Yes, Flairdocs provides integrated toolset(s) for report design, development, generation, and distribution.<br><br>The solution is equipped with a comprehensive "Reporting Engine" integrated within the solution for report design and generation. Flairdocs comes with a comprehensive ad-hoc reporting and dashboard tool. This smart component is an add-on to the system and is licensed through the third-party vendor. |
| TEC-047 | 1 | Technical Architecture | System Tools | Provide end-user interface design tools within the system solution. | Off the Shelf | | | | Yes | Yes, Flairdocs provides end-user interface design tools within the system solution.<br><br>The Flairdocs 7.0 designer tools allow power users to update and maintain the business functionality inside the Flairdocs 7.0 application without the need for change requests and custom programming from Flairsoft. |

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| TEC-048 | 2 | Technical Architecture | System Tools | Provide tools for system monitoring within the system solution. | Third Party | | | | Yes | Yes, Flairdocs provides tools for system monitoring within the system solution.<br><br>As Flairdocs is suggesting cloud-based solution to WVDOT. We use Third party tool to monitor performance metrics, database spacing, and load issues. It allows the collection of custom metrics from Flairdocs to monitor operational performance, troubleshoot issues, and spot trends. User activity is an example of a custom metric the customer can collect and monitor over a period. This tool also provides the data and actionable insights to monitor and respond to system-wide performance changes, optimize resource utilization, and get a unified view of operational health. |
| TEC-049 | 2 | Technical Architecture | System Tools | Provide configuration management tools within the system solution. | Off the Shelf | | | Module-Admin | | Yes, Flairdocs provides configuration management tools within the system solution.<br><br>The solution security model under Admin menu is role-based, with permissions (Read, Write or None) set per role and user. The User Management tool also grants access to the documents and reports. When cloud hosted, the Flairdocs application uses the server security measures provided by cloud-based solution to its customers. |

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| TEC-050 | 2 | Technical Architecture | System Tools | Provide source management tools within the system solution. | Third Party | | | | Yes | Yes, Flairdocs provide source management tools within the system solution.<br><br>Flairsoft uses several tools to do the code reviews. After a development iteration is completed a code review is triggered. Once the code review is done then we do the security code reviews. This review focuses on finding flaws in each of the following areas: Authentication, authorization, security configuration, session management, logging, data validation, error handling, and encryption. The tool analyses the responses to each request it sends, looking for any indication of a potential vulnerability. |
| TEC-051 | 2 | Technical Architecture | System Tools | Provide ability to work with third-party configuration management and source management tools. | Off the Shelf | | | | Yes | Yes, Flairdocs can work with third-party configuration management and source management tools. We will request additional information about this requirement. |

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| TEC-052 | 2 | Technical Architecture | System Tools | Provide tools for Application Program Interface (API) maintenance within the system solution. | Off the Shelf | | | | | Yes, Flairdocs provides an API handling solution for implementing, securing, and consuming API's. The multi-functional service layer can utilize API gateway services from currently assigned tool, or any other provider, and protects sensitive data while allowing access to authorized applications or users.<br><br>The assigned tool is very easy to integrate with Flairdocs interfaces thus enabling WVDOT to manage end-to-end interface for designing, implementing, securing, managing, monitoring, and publishing Flairdocs APIs. |
| TEC-053 | 1 | Technical Architecture | Database | Maintain referential integrity of data through either database referential integrity declarations or application code. | Off the Shelf | | | | | Yes, Flairdocs database design utilizes referential integrity<br>for all relational tables to ensure data integrity and prevent the possibility of orphaned records. |
| TEC-054 | 1 | Technical Architecture | Database | Support data replication, load balancing and synchronization across multiple physical or virtual servers as appropriate. | Modification to Base Code | | | | | Flairdocs can customize support for data replication, load balancing and synchronization across multiple physical or virtual servers as a customization. |

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| TEC-055 | 1 | Technical Architecture | Database | Leverage DBMS database features and database and application design to reduce contention between updates by online users and those of concurrently running batch processes. | Off the Shelf | | | | | Yes, Flairdocs leverage DBMS database features and database and application design to reduce contention between updates by online users and those of concurrently running batch processes. However, for a SaaS deployment, this will be Flairsoft's responsibility. |
| TEC-056 | 1 | Technical Architecture | Database | Ensure that on-line search queries will not be delayed by waiting for locks to be released. | Off the Shelf | | | | | Yes, Flairdocs ensures that on-line search queries will not be delayed by waiting for locks to be released.<br><br>We can manage on-line search queries and it will not be delayed by waiting for locks to be released by using "With NoLock" feature/filter. |
| TEC-057 | 1 | Technical Architecture | Database | Ensure in a two-user scenario when both users retrieve data and attempt to update data one after another, to avoid loss of updates and/or to avoid overwriting of each other's data the system must | Off the Shelf | | | | | Flairdocs is a web-based application and uses session management in coordination with .NET and SQL Server to allow multiple users to access and update system data at the same time. In a scenario where the same record is being accessed and modified by multiple users, the system puts the incoming changes in the queue and accepts them based on whose changes came first. By using SQL Server that support transactional integrity and |

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| | | | | notify the second user as the data is being updated by the first user (provide selection of "first in wins", last, etc.). | | | | | | concurrency, multiple users can access the same record at the same time. We would like to get more context to this issue. |
| TEC-058 | 1 | Technical Architecture | Database | Ensure that in a two-transaction read/update cycle, the user will always update ONLY what was being read, avoiding the so-called 'update collision' or 'deadly embrace'. | Off the Shelf | | | | | Yes, Flairdocs ensures that in a two-transaction read/update cycle, the user will always update ONLY what was being read, avoiding the so-called 'update collision' or 'deadly embrace'. |
| TEC-059 | 1 | Technical Architecture | Database | Support automatic "clean up" of partial database updates after suspended network sessions or after other failures. | Off the Shelf | | | | | Yes, Flairdocs support automatic "clean up" of partial database updates after suspended network sessions or after other failures.<br><br>We creates transactions while performing any operation in the database, if transaction is completed then only it will update the database else the whole transaction will be reverted. |

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| TEC-060 | 2 | Technical Architecture | Database | Allow database structure changes to be made with a minimal impact to system availability. | Off the Shelf | | | | | Yes, Flairdocs allows database structure changes to be made with a minimal impact to system availability. |
| TEC-061 | 1 | Technical Architecture | Database | Provide utilities which support automatic replication of table updates to multiple databases; provide replication of tables across application instances (test, training, dev, QA, prod, etc.). | Off the Shelf | | | | | Yes, Flairdocs provides utilities which support automatic replication of table updates to multiple databases; provide replication of tables across application instances (test, training, dev, QA, prod, etc.).<br><br>We have setup log shipping for one of our clients to sync the database. |
| TEC-062 | 1 | Technical Architecture | Database | Support record-locking at the row level. | Off the Shelf | | | | | Yes, Flairdocs support record-locking at the row level.<br><br>We will manage this from database side (Rowlock). For example: ROWLOCK means that SQL will lock only the affected row, and not the entire table or the page in the table where the data is stored when performing the delete. This will only affect other people reading from the table at the same time as your delete is running. |

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| TEC-063 | 1 | Technical Architecture | Database | Support configuration of data attributes by the system administrator. | Off the Shelf | | | Module-Admin Module | | Yes, Flairdocs support configuration of data attributes by the system administrator.<br><br>Document Metadata Attributes - Admin can use this tool to create and edit the document metadata attributes, specify which metadata attributes are required and editable for each document group, and set lookup rules for a document metadata attribute to be defined on a launch point /document group level. |
| TEC-064 | 1 | Technical Architecture | Database | Provide structured query language (SQL) capabilities for database queries. | Off the Shelf | | | | | Yes, Flairdocs provide structured query language (SQL) capabilities for database queries. |
| TEC-065 | 2 | Technical Architecture | Database | Include new data items automatically in migration paths during software upgrades. | Off the Shelf | | | | | Flairdocs provides migration tools to perform delivered software upgrades, and all those customizations are tracked and are not lost during the upgrade process. When delivering software upgrades that change the data model, including when data migration is required, SQL files are included in the application release which performs the migration as part of the upgrade process. Each SQL file is assigned a unique patch ID and is logged in a database table upon successful execution. This process provides tracking of the upgrades that can be reviewed at any |

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| | | | | | | | | | | time by querying the aforementioned table to see which SQL files have been run. |
| TEC-066 | 1 | Technical Architecture | Reliability | Provide a solution which is architected to enable support for 99.99% availability of the production environment for online inquiry and updates seven days a week (other than for a defined maintenance window and other scheduled outages approved by WVDOT). | Customization | Medium | | | | Flairdocs can be customized to enable support for 99.99% availability of the production environment for online inquiry and updates seven days a week (other than for a defined maintenance window and other scheduled outages approved by WVDOT). |

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| TEC-067 | 1 | Technical Architecture | Performance | Provide a solution which is architected to support up to **300** concurrent users across all system functions; respondent must be able to provide WVDOT with documented evidence of the ability of its proposed system solution to support these user volumes at the required performance levels as part of the evaluation and selection process. | Off the Shelf with Configuration | | | | | Flairdocs can be customized to support up to 300 concurrent users across all system functions.<br><br>Using a major cloud provider as a runtime host allows us to scale the performance of the application to fit reasonable expectations. |
| TEC-068 | 1 | Technical Architecture | Performance | Provide a solution which is architected to fully process a transaction within the application and database environments within one | Off the Shelf with Configuration | | | | | Flairdocs provide a solution which is architected to fully process a transaction within the application. Flairdocs can configure performance to fit usage patterns.<br><br>Most transactions are within the industry standard of under 3 seconds. Some transactions, such as reporting, import, export, document |

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| | | | | second of receipt of the transaction 75% of the time and all transactions within five seconds for **300** concurrent users. | | | | | | upload/generate, or search, could take longer and will depend on the size and data transformation needed. |
| TEC-069 | 1 | Technical Architecture | Performance | Provide a solution which is architected to support best practice load-balancing techniques. | Off the Shelf with Configuration | | | | | Flairdocs runs on a major cloud provider and can be configured to meet reasonable performance benchmarks. |
| TEC-070 | 1 | Technical Architecture | Performance | Ensure that batch processing does not adversely impact on-line responsiveness or availability. | Off the Shelf | | | | | Yes, Flairdocs ensures that batch processing does not adversely impact on-line responsiveness or availability.<br><br>Business application tier – This tier provides the core runtime engines and business entities for the Flairdocs system. This tier is typically deployed with the web application tier but can also be split out if needed. Typically, scenarios for this are when time sensitive integration components (batch processes or web services) with high resource demands are part of the implementation. In cases such as this, the business tier and these components can be deployed to another server so that they do not |

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| TEC-071 | 1 | Technical Architecture | Performance | Provide a solution architected to support implementation of application controlled parallel batch processing. | Off the Shelf | | | | | Flairdocs comes out-of-the-box with a powerful automation and scheduling engine, which allows custom integration components or jobs to be added as part of the customization of the system. Jobs can be scheduled or event-based, allowing integration to happen as a batch process or as a real-time response to system events. Each job is implemented as a .NET class (C# or VB.NET), implementing a Flairdocs specific job interface. Flairsoft will create integration jobs which will sync data with the internal and external systems and services. |

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| TEC-072 | 1 | Technical Architecture | Performance | Provide support for user session isolation such that a failure in one session has no impact on other user sessions. | Off the Shelf | | | | | Yes, Flairdocs provide support for user session isolation such that a failure in one session has no impact on other user sessions.<br><br>The solution supports multiple users accessing and updating system data. The solution is a web-based application and uses session management in coordination with .NET and SQL Server to allow multiple users to access and update system data at the same time. |
| TEC-073 | 1 | Technical Architecture | Performance | Provide a solution architected to support access to data for pre-defined reports, ad-hoc queries, and business intelligence without impacting online transaction performance. | Off the Shelf | | | | | Flairdocs provides a solution architected to support access to data for pre-defined reports, ad-hoc queries, and business intelligence transactions.<br><br>Most transactions are within the industry standard of under 3 seconds. Some transactions, such as reporting, import, export, document upload/generate, or search, could take longer and will depend on the size and data transformation needed. In addition, the infrastructure and network configuration could also affect the performance. |

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| TEC-074 | 2 | Technical Architecture | Performance | Support utilization of industry leading third-party performance monitoring tools for real-time monitoring by administrators of response time, system use and capacity, concurrent users, and system errors. | Off the Shelf | | | | Yes | Yes, Flairdocs support utilization of industry leading third-party performance monitoring tools for real-time monitoring by administrators of response time, system use and capacity, concurrent users, and system errors.<br><br>The solution is offering/suggesting a cloud-based solution to WVDOT that involves third party monitoring tools for real time monitoring. We will share more information about tools used during evaluation upon request. |
| TEC-075 | 2 | Technical Architecture | Performance | Support utilization of industry leading third-party performance testing tools with proposed software solution to verify compliance with performance requirements. | Off the Shelf with Configuration | | | | Yes | Yes, Flairdocs Support utilization of industry leading third-party performance testing tools with proposed software solution to verify compliance with performance requirements.<br><br>Our Quality Assurance team uses third party testing tools with proposed software solution to verify compliance with performance requirements. We will share more information about tools used during evaluation upon request. |
| TEC-076 | 1 | Technical Architecture | Performance | Provide ability to integrate with DBMS tools which allow the database administrator or | Off the Shelf | | | | | Yes, Flairdocs provide ability to integrate with DBMS tools which allow the database administrator or authorized user to tune the system for performance. |

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| | | | | authorized user to tune the system for performance. | | | | | | |
| TEC-077 | 2 | Technical Architecture | Performance | Provide for an automatic timeout for ad hoc queries (e.g., 10 minutes) configurable by the system administrator. | Off the Shelf | | | | | Flairdocs allows the application administrator to configure the session timeout through the web config file. Currently the session timeout for Flairdocs application is 10 minutes and it can be configured as per WVDOT's requirement. However, this is specific to certain execution contexts. APIs will timeout. When performing direct database queries, it is generally recommended that user consult Flairsoft DBAs who can advise not writing queries that will take over 10 minutes to execute. |
| TEC-078 | 1 | Technical Architecture | Business Continuity | Provide an architecture which supports fail-over to a parallel load-balanced environment on a real-time basis. | Off the Shelf with Configuration | | | | | Yes, Flairdocs provide an architecture which<br>supports fail-over to a parallel load-balanced environment on a real-time basis.<br><br>We have architected a DR site with Application Server Ready and database that is a hot standby of the current PROD database. More detailed information will be provided in a Business Continuity plan during evaluation upon request. |

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| TEC-079 | 1 | Technical Architecture | Business Continuity | Provide a system design architected to ensure that normal system operations are restored within four hours of a catastrophic disruption of a production system component 99% of the time. | Off the Shelf with Configuration | | | | | Yes, Flairdocs provide a system design architected to ensure that normal system operations are restored within four hours of a catastrophic disruption of a production system component 99% of the time. |
| TEC-080 | 1 | Technical Architecture | Business Continuity | Provide the capability to perform full backups, incremental backups, and recovery capabilities for data and application components. Back-ups shall not require maintenance windows; backups shall be able to function in the background of a production SOA or clustered | Off the Shelf | | | | | Yes, Flairdocs provide the capability to perform full backups, incremental backups, and recovery capabilities for data and application components. Back-ups shall not require maintenance windows; backups shall be able to function in the background of a production SOA or clustered environment and not impact system availability.<br><br>We are proposing database transaction-level incremental backup every 2 hours and a full backup twice a day. We have architected a DR site with Application Server Ready and database that is a hot standby of the current PROD database. In an AWS hosted architecture, this is hosted in a different AWS region, and should the primary site go down, we will fail |

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| | | | | environment and not impact system availability. | | | | | | over to the DR site quickly, as the DR site is already built up. Flairdocs hosted models utilize online backup software to ensure data is secure and recoverable in the event of a disaster. |

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| TEC-081 | 1 | Technical Architecture | Business Continuity | Provide a system design which supports the capability to provide disaster recovery at an off-site location. | Off the Shelf | | | | | Yes, Flairdocs provides a system design which supports the capability to provide disaster recovery at an off-site location.<br><br>Flairsoft will utilize the tools provided by Amazon Web Services/Azure data center and the iBackup location data center for data recovery. Having multiple geographic regions and availability zones, allows our client's data to remain resilient in the face of most failure modes, including natural disasters or system failures. We recommend using the US East (Ohio) as the primary region with the failover/DR location of US East (Northern Virginia) and are flexible to working with the WVDOT team to configure AWS regions per their preferences. |
| TEC-082 | 1 | Technical Architecture | Business Continuity | Allow for maintenance of a current back-up of the system solution including application data and system tables and configurations to be utilized for restoration in the event of catastrophic | Off the Shelf | | | | | Yes, Flairdocs cloud hosted solution allows for maintenance of a current back-up of the system solution including application data and system tables and configurations to be utilized for restoration in the event of catastrophic failure and loss of data. |

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| | | | | failure and loss of data. | | | | | | |
| TEC-083 | 1 | Technical Architecture | Supportability | Construct using current but mature industry-standard application development tools, techniques and standards that can be maintained for the expected life of the system. | Off the Shelf | | | | | Yes, Flairdocs construct using current but mature industry-standard application development tools, techniques and standards that can be maintained for the expected life of the system.<br><br>We are always focus on providing quality work by adopting industry standards in terms of tools, techniques and providing maintenance support for smooth working of the application.<br><br>We follow industry's best practices for providing updates and generally offers quarterly updates to our clients under maintenance agreements. We work with our clients to discuss which updates may be applicable to their needs. Some updates may be mandatory due to security and OS system level issues and will be applied to all of the Flairdocs releases.<br><br>When cloud hosted, the Flairdocs application uses the server security measures provided to its customers. This ensures Flairdocs is designed and |

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| | | | | | | | | | | managed in alignment with best security practices. |
| TEC-084 | 1 | Technical Architecture | Supportability | Allow at a minimum for configuration across multiple environments including production, patch, user acceptance test, system test, user training, | Off the Shelf with Configuration | | | | | Flairdocs generally uses dev, test, and production environments. It can be customized to set up additional environments. |

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| | | | | development and sand box. | | | | | | |
| TEC-085 | 1 | Technical Architecture | Supportability | Provide production support for the last two major releases of the proposed software solution. | Off the Shelf | | | | | Does not apply to SaaS solution - the latest version is always running. |
| TEC-086 | 1 | Technical Architecture | Networking | Support execution of the proposed software solution over a TCP/IP network with a minimum speed of 10mb/sec. | Off the Shelf | | | | | Yes, Flairdocs support execution of the proposed software solution over a TCP/IP network with a minimum speed of 10mb/sec. |
| TEC-087 | 1 | Technical Architecture | Networking | Identify access requirements through firewalls and follow standard port designations, where possible. | Off the Shelf with Configuration | | | | | Flairdocs will work with you to provide firewall rule changes necessary to enable requested integrations. |

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| TEC-088 | 1 | Technical Architecture | Custom Development | Ensure any program code provided by the systems integrator or any of its software providers within the proposed system solution passes industry standard vulnerability checks prior to promotion into the WVDOT environment. | Off the Shelf | | | | | Flairsoft ensures that the application is secure from any vulnerabilities, and meets the stated security requirements like authorization, authentication, availability, confidentiality, and integrity. We ensure that the application is rigorously tested for all possible threats and vulnerabilities.<br><br>Our Quality Assurance team uses the security testing tool to detect any security vulnerabilities in the application. Our QA team creates an automation testing strategy and plan, record test scripts, attacks on the application/server through test scripts and examine the generated security testing reports. Detected vulnerability are then logged and a report is created. These reports are then shared with developers to resolve the security vulnerabilities. |
| TEC-089 | 2 | Technical Architecture | Custom Development | Allow authorized technical staff to create new tables. | Customisation | Large | Within 12 months | | | Flairdocs internal authorized technical staff can create new tables. Client access to databases is read-only. In future version of our product, clients are able to do this using designer tools. |
| TEC-090 | 2 | Technical Architecture | Custom Development | Allow authorized technical staff to create new fields. | Customisation | Large | Within 12 months | | | Flairdocs internal authorized technical staff can create new tables. Client access to databases is read-only. In future version of our product, clients are able to do this using designer tools. |

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| TEC-091 | 2 | Technical Architecture | Custom Development | Allow authorized technical staff to create new objects. | Modification to Base Code | | | | | Flairdocs internal authorized technical staff can create new tables. Client access to databases is read-only. In future version of our product, clients are able to do this using designer tools. |
| TEC-092 | 2 | Technical Architecture | Custom Development | Allow authorized technical staff to change field structure. | Modification to Base Code | | | | | Flairdocs internal authorized technical staff can create new tables. Client access to databases is read-only. In future version of our product, clients are able to do this using designer tools. |
| TEC-093 | 2 | Technical Architecture | Custom Development | Allow for identification/reporting of new user-defined tables. | Off the Shelf with Configuration | | | | | Yes, Flairdocs allows for identification/reporting of new user-defined tables.<br><br>The system is extensible too with other modules to add new objects such as tables, fields, screens, etc., that are not in the existing requirements. |
| TEC-094 | 2 | Technical Architecture | Custom Development | Allow for identification/reporting of new user-defined fields. | Off the Shelf with Configuration | | | | | Yes, Flairdocs allows for identification/reporting of new user-defined fields.<br><br>The system is extensible too with other modules to add new objects such as tables, fields, screens, etc., that are not in the existing requirements. |
| TEC-095 | 2 | Technical Architecture | Custom Development | Allow for identification/reporting of new user-defined objects. | Off the Shelf with Configuration | | | | | The system is extensible too with other modules to add new objects such as tables, fields, screens, etc., that are not in the existing requirements. |

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| TEC-096 | 2 | Technical Architecture | Custom Development | Support inclusion of any user-defined or developed objects (user-defined tables, fields, and other objects, etc.) in the upgrade path. | Off the Shelf | | | | | Yes, Flairdocs support inclusion of any user-defined or developed objects (user-defined tables, fields, and other objects, etc.) in the upgrade path.<br><br>We follows industry's best practices for providing upgrades and generally offers quarterly upgrades to our clients under maintenance agreements. We work with our clients to discuss which upgrades may be applicable to their needs and also include the new user-defined objects in the product upgrade path to make it more useful. |
| TEC-097 | 2 | Technical Architecture | Job Scheduling and Processing | Provide a central enterprise job scheduler which can schedule jobs (across platforms and across multiple servers within a platform). | Off the Shelf | | | | | Flairdocs automation engine (scheduler) which processes background events and scheduled jobs. Flairdocs works with a customized provider approach that can connect to external systems through a combination of different services such as database links, cross schema database views, XML, scheduled jobs, web services and batch updates. |
| TEC-098 | 1 | Technical Architecture | Job Scheduling and Processing | Integrate with a software scheduler to provide job scheduling functionality for the system solution. | Off the Shelf | | | | | Flairdocs comes with an out-of-the-box powerful automation and scheduling engine which allows integration components or jobs to be added to the system. Jobs can be scheduled based, or system event based, allowing integration to happen as a batch process or as a real-time response to system events. |

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| TEC-099 | 1 | Technical Architecture | Job Scheduling and Processing | Provide capability to design/manage a batch job stream with multiple dependencies. | Off the Shelf with Configuration | | | | | Flairdocs can be customized to integrate with complex batch jobs. |
| TEC-100 | 2 | Technical Architecture | Job Scheduling and Processing | Provide capability to notify designated users via email or text based on job and job completion status. The user shall be able to tailor whether or not they see a notification based on statuses such as Completed, Completed with Errors, Incomplete, Failed, Not run. For example, a user may elect to not see any notifications for Completed jobs, just the exceptions like Errors, Incomplete, Failed, etc. | Modification to Base Code | | | Module-Notification | | Flairdocs supports email notifications. Users can disable email notifications - though they will still appear in the "Work Queue" within the application. Rules to filter notifications by type can be configured within your email client. |

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| TEC-101 | 2 | Technical Architecture | Job Scheduling and Processing | Provide capability to utilize job scheduling tools to automate administrative tasks such as database backups or regular report production. | Off the Shelf | | | | | Yes, Flairdocs provide capability to utilize job scheduling tools to automate administrative tasks such as database backups or regular report production.<br><br>The solution supports scheduled event driven automated jobs which can be trigged by the change of data in the system. These jobs can be configured to push or pull data from another system based on the subset of data that triggered the change.<br><br>Regular transfers of all the data can be configured by a database backup dump to an SFTP location or via custom data extraction job |
| TEC-102 | 2 | Technical Architecture | Job Scheduling and Processing | Provide ability to establish job dependencies and control subsequent job execution based on user-defined condition codes. | Modification to Base Code | | | | | Flairdocs can be customized to integrate with complex batch jobs. |
| TEC-103 | 2 | Technical Architecture | Job Scheduling and Processing | Allow authorized users to control priority of the batch processes. | Modification to Base Code | | | | | Admin users can set the order of jobs and time of execution within the job scheduler. |
| TEC-104 | 2 | Technical Architecture | Job Scheduling and Processing | Allow authorized users to control job start times. | Off the Shelf | | | | | Yes, Flairdocs allows authorized users to control job start times.<br>Batch processing is done through automated jobs which run at the specific time set by the user. |

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| TEC-105 | 2 | Technical Architecture | Job Scheduling and Processing | Provide an audit trail of job execution at a minimum noting the job's name, start time, end time, and status. | Off the Shelf | | | | | Yes, Flairdocs provide an audit trail of job execution at a minimum noting the job's name, start time, end time, and status.<br><br>The solution can provide report in which we provide the details for Job execution tracking. |
| TEC-106 | 2 | Technical Architecture | Job Scheduling and Processing | Allow authorized user to modify job status (e.g., changing status of a job to "Complete", etc.). | Modification to Base Code | | | | | We would like to request additional information on this request. Changing the status of a job execution would break the fidelity of the statuses. If a job is successful but reports as failed, then the job should be corrected to report the correct status. |
| TEC-107 | 2 | Technical Architecture | Job Scheduling and Processing | Provide capability to establish job groups. | Off the Shelf | | | | | Yes, Flairdocs provides capability to establish job groups. At the time of Job creation, we can implement this. |
| TEC-108 | 2 | Technical Architecture | Job Scheduling and Processing | Provide capability to re-start a multi-step job from a user-defined point/step. | Off the Shelf | | | | | Yes, Flairdocs provide capability to re-start a multi-step job from a user-defined point/step.<br><br>We can start and stop the Job from the DB side with help of the DB command. |
| TEC-109 | 2 | Technical Architecture | Job Scheduling and Processing | Allow authorized users to control job by transaction type. | Off the Shelf | | | | | Yes, Flairdocs allows authorized users to control job by transaction type.<br><br>We can create the user with the required permissions to handle the Jobs related activities. |

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| TEC-110 | 2 | Technical Architecture | Job Scheduling and Processing | Produce a log of job results and append to this log if the job re-runs. | Off the Shelf | | | | | Yes, Flairdocs can produce a log of job results and append to this log if the job re-runs.<br><br>We can create report in which will provide the result that whatever Job is completed their impact. |
| TEC-111 | 2 | Technical Architecture | Job Scheduling and Processing | Provide the capability to establish and maintain user-defined calendars of scheduled jobs. | Off the Shelf | | | | | Yes, Flairdocs provides capability to establish and maintain user-defined calendars of scheduled jobs.<br><br>We can manage from the application/solution end like when the Job is executed last and what is the next iteration date of Job execution. |
| TEC-112 | 2 | Technical Architecture | Job Scheduling and Processing | Provide a suspense file for rejected batch transactions. | Off the Shelf with Configuration | | | | | Flairdocs provides an interface to modify failed batch transactions for spreadsheet uploads. |
| TEC-113 | 2 | Technical Architecture | Job Scheduling and Processing | Allow an authorized user to delete rejected records from the suspense file. | Off the Shelf with Configuration | | | | | This can be done when using spreadsheet data integrations. |
| TEC-114 | 2 | Technical Architecture | Job Scheduling and Processing | Produce daily report of error transactions by system function. | Off the Shelf | | | | | Yes, Flairdocs can produce daily report of error transactions by system function. |

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| TEC-115 | 2 | Technical Architecture | Job Scheduling and Processing | Provide ability for an authorized user to edit a transaction in error and resubmit. | Off the Shelf | | | | | Yes, Flairdocs provide ability for an authorized user to edit a transaction in error and resubmit.<br><br>We can provide privileged to the authorized user to modify the transaction batch and re-run. |
| TEC-116 | 1 | Technical Architecture | Technical Documentation | Provide comprehensive technical system documentation and technical manuals for the solution system including any third-party add-on modules included in the proposed system solution. Documentation shall include comprehensive technical system documentation and technical manuals for the proposed system including any third-party add-on modules included in the proposed system solution. | Off the Shelf | | | | | Yes, Flairdocs technical system documentation provides/contains program descriptions.<br><br>As per WVDOT guidelines to not include confidential information, we can share technical system documentation during evaluation upon request. |

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| TEC-117 | 1 | Technical Architecture | Technical Documentation | Include program descriptions in technical system documentation. | Off the Shelf | | | | | Yes, Flairdocs technical system documentation provides/contains program descriptions.<br><br>As per WVDOT guidelines to not include confidential information, we can share technical system documentation during evaluation upon request. |
| TEC-118 | 1 | Technical Architecture | Technical Documentation | Include screen definitions and descriptions in technical system documentation. | Off the Shelf | | | | | Yes, Flairdocs technical system documentation provides/contains screen definitions and descriptions.<br><br>As per WVDOT guidelines to not include confidential information, we can share technical system documentation during evaluation upon request. |
| TEC-119 | 1 | Technical Architecture | Technical Documentation | Include database definitions, logical data model, and record layouts in technical system documentation. | Off the Shelf | | | | | Yes, Flairdocs technical system documentation provides/contains database definitions, logical data model, and record layouts details.<br><br>As per WVDOT guidelines to not include confidential information, we can share technical system documentation during evaluation upon request. |

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| TEC-120 | 1 | Technical Architecture | Technical Documentation | Include audit trail management documentation in technical system documentation. | Off the Shelf | | | | | Yes, Flairdocs technical system documentation provides/contains audit trail management information/details.<br><br>As per WVDOT guidelines to not include confidential information , we can share technical system documentation during evaluation upon request. |
| TEC-121 | 1 | Technical Architecture | Technical Documentation | Include security administration documentation in technical system documentation. | Off the Shelf | | | | | Yes, Flairdocs technical system documentation provides/contains security administration information/details.<br><br>As per WVDOT guidelines to not include confidential information, we can share technical system documentation during evaluation upon request. |
| TEC-122 | 1 | Technical Architecture | Technical Documentation | Include installation documentation in technical system documentation. | Off the Shelf | | | | | This does not apply to the SaaS solution - no client installation is necessary. |
| TEC-123 | 1 | Technical Architecture | Technical Documentation | Include performance tuning documentation in technical system documentation. | Off the Shelf | | | | | This does not apply to the SaaS solution - Flairsoft will apply performance tuning as required. |

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| TEC-124 | 1 | Technical Architecture | Technical Documentation | Include workflow process and administration documentation in technical system documentation. | Off the Shelf | | | | | Yes, Flairdocs technical system documentation provides/contains workflow process and administration details.<br><br>As per WVDOT guidelines to not include confidential information, we can share technical system documentation during evaluation upon request. |
| TEC-125 | 1 | Technical Architecture | Technical Documentation | Include disaster recovery procedures in technical system documentation. | Off the Shelf | | | | | Yes, Flairdocs technical system documentation provides/contains disaster recovery procedures.<br><br>As per WVDOT guidelines to not include confidential information, we can share technical system documentation during evaluation upon request. |