AMENDATORY AGREEMENT

THIS AMENDATORY AGREEMENT ("Agreement") is made between the **CITY AND COUNTY OF DENVER**, a municipal corporation of the State of Colorado (the "City"), and **TEGSCO, LLC,** a California Limited Liability Company registered to do business in Colorado, whose address is 450 7th Street, San Francisco, CA 94103 ("Contractor"), jointly "the parties."

WITNESSETH:

WHEREAS, the Parties entered into an Agreement dated October 22, 2015 (the "Agreement"), vehicle impound and two management software; and,

WHEREAS, the Parties wish to amend the Agreement to begin the second phase of implementation, extend the term, and increase the compensation to the Contractor.

NOW, THEREFORE, in consideration of the premises and the mutual covenants and obligations herein set forth, the Parties agree as follows:

1. All references to Exhibit A in the existing Agreement shall be amended to read Exhibits A and A-1, as applicable

2. Article 19 of the Agreement entitled "**TERM**" is amended to read as follows:

"**19. TERM:** The term of the May 1, 2015 through May 1, 2023."

3. Article 20.4.1 of the Agreement entitled "**Maximum Contract Liability**" is amended to read as follows:

"**20.4 Maximum Contract Liability:**

20.4.1 Notwithstanding any other provision of the Agreement, the City's maximum payment obligation will not exceed **TWO MILLION TWO HUNDRED EIGHTY-THREE THOUSAND DOLLARS ($2,283,000.00)** (the "Maximum Contract Amount"). The City is not obligated to execute an Agreement or any amendments for any further services, including any services performed by Contractor beyond that specifically described in Exhibits A and A-1. Any services performed beyond those in Exhibits A and A-1 are performed at Contractor's risk and without authorization under the Agreement. No services shall be incurred in excess of the max contract liability without an amendment to this Agreement."

4. Except as herein amended, the Agreement is affirmed and ratified in each and every particular.

EXHIBIT LIST:

EXHIBIT A-1 – STATEMENT OF WORK

[SIGNATURE PAGES FOLLOW]

Contract Control Number:

IN WITNESS WHEREOF, the parties have set their hands and affixed their seals at Denver, Colorado as of

SEAL

CITY AND COUNTY OF DENVER

ATTEST:

By_____

_____

APPROVED AS TO FORM:

REGISTERED AND COUNTERSIGNED:

By_____

By_____

By_____

Contract Control Number: TECHS-201522305-01

Contractor Name: TEGSCO, LLC

By: Raymond E. Krouse

Name: RAYMOND E. KROUSE
(please print)

Title: CFO AND SECRETARY
(please print)

ATTEST: [if required]

By: _____

Name: _____
(please print)

Title: _____
(please print)

AutoReturn is pleased to provide the

City and County of Denver
Technology Services

the following statement of work (SOW)

Vehicle Impound and Tow Management Solution

Phase II – ARIES/Dispatch System Deployment

Contract Number 201522305

March 7, 2018

TEGSCO, LLC
221 Main St.
Suite 1280
San Francisco, CA 94105
415-575-2340
www.autoreturn.com

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1. BACKGROUND – PHASE I: ARIES/IMPOUND

1.A. CONTRACT BACKGROUND

The City and County of Denver ("CCD") released its request for proposal ("RFP") in June of 2014 that ultimately led to the "Agreement" (Contract Number 201522305) between the CCD and TEGSCO, LLC ("AutoReturn") and executed on October 22, 2015 authorized the two project phases:

- Phase I: ARIES/Impound
- Phase II: ARIES/Dispatch

Phase I was the primary objective for the CCD to provide a new impound management system for the CCD Vehicle Impound Facility ("VIF"), whereas Phase II was authorized, but subject to the CCD's decision to proceed with future phases. AutoReturn completed the deployment of its ARIES/Impound to support the VIF operations. Now, the CCD is exercising the option to proceed with Phase II to deploy AutoReturn's ARIES/Dispatch for the CCD's tow operations. This statement of work ("SOW") is being presented by AutoReturn to provide details of the activities and deliverables that will comprise the successful completion of the Phase II effort.

1.B. PHASE I OVERVIEW

AutoReturn began the Phase I implementation for Vehicle Impound Facility (VIF) in January 2016. The ARIES/Impound was deployed to support the VIF operations on March 16, 2016. The successful launch culminated in achieving the following objectives:

- Complete automation and process optimization for all VIF activities
- Data conversion for all actively stored vehicles from legacy system
- Integration with CCD Enterprise Cashiering System (ECS)
- Integration with CCD Single-Sign-On (SSO) system
- Integration with CCD PocketGov website and app (impounded vehicle search)
- Complete automation of Broncos game details at the temporary lot
- Electronic vehicle hold management for Denver Police Department ("DPD") investigators and officers

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2. STATEMENT OF WORK (SOW) – PHASE II: ARIES/DISPATCH

2.A. INTRODUCTION

The main objective of the Phase II effort is to deploy the ARIES/Dispatch system and AutoReturn's tow company management process to support the CCD tow dispatch and tow management operations for the two main tow types:

- Impound tows that are stored at the VIF
- Accident tows that are stored at the tow company facilities

This will include the towing for all 6 DPD districts plus the additional district for the Denver International Airport ("DIA"). As part of this effort AutoReturn will assume the responsibility of managing the tow companies that have current contracts with the CCD to provide these towing services. Beyond the deployment of the ARIES/Dispatch system to manage the tow dispatch and management process, the functionality of the ARIES/Impound system will be extended for use by the tow companies to manage the impound process for each of the tow company facilities. As an additional (no cost) option, AutoReturn also recommends that the CCD direct AutoReturn to deploy its private property ("PPI") and repossession ("Repo") tow tracking module as the system of record for all PPI/Repo tow reporting. Currently, these tows are reported to the CCD by the tow companies calling the CCD. With AutoReturn's PPI/Repo module, tow companies can enter the data for these tows directly into the AutoReturn PPI/Repo tow entry website page. The net result is that both the CCD and citizens can utilize a common source for searching and viewing information regarding all tow types using:

- ARIES/Impound
- CCD Pocketgov website (https://www.denvergov.org/pocketgov/#/towing)
- AutoReturn public website (http://www.autoreturn.com/denver-co/find-vehicle/)

One of the critical aspects of the deployment will consist of extending the ability for field officers (both DPD and ROWE) to make tows requests from the field by:

- Deployment of the ARIES/Request iPhone app to DPD field officers
  - The iPhone app is also available for use by ROWE field officers
  - In addition to the iPhone app, AutoReturn also offers a simple ARIES/Request website that can be used via a web browser on any Internet-enabled field device
- Completing an integration with the TriTech CAD system to allow for the ARIES/Dispatch system (via the the TriTech Raptor API) to:
  - Send tow request acknowledgements to the TriTech CAD
  - Send period tow request updates to the TriTech CAD

Other key objectives for the Phase II effort include:

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- Free up police officers by reducing tow wait times
- Free up police communication officers from having to "babysit" tow requests
- Clear crashes faster to reduce traffic congestion
- Clear crash scenes faster to reduce secondary crashes and increase public safety
- Complete automation of tow company payment process
- Automate tow company reporting of PPI / Repossession tows – offload public inquiries

2.B. PHASE II FUTURE STATE

Request for City Tows: All agencies will have the following options available to facilitate the towing process:

1. AutoReturn's ARIES/Request iPhone app that can be loaded onto a DPD Officer's iPhone
2. Mobile Data Terminal (MDT) version of AutoReturn's ARIES/Request web application
3. Access to AutoReturn's ARIES/Dispatch web application
4. Officers could still call into 911 dispatch if needed
5. 911 dispatch could call the AutoReturn call center to make tow requests should any of the other tools be temporarily unavailable

All requests for tows will go directly from the user interface to the ARIES/Dispatch software. From there, the system will dispatch the appropriate towing company using the appropriate algorithm (closest to the tow based on GPS location, rotation, etc.) as designated by the CCD. Both the ARIES/Request iPhone app and ARIES/Request web application for officers will show a graphic for where the tow truck approaching the tow scene and estimated time of arrival, (similar to Uber). Notes regarding time and the officer who ordered the tow will be passed through a web service to Tri-Tech CAD and will record date and time of the tow, who was dispatched, etc. If a phone call request comes in from the 911 call center the call taker can order the tow by inputing information into the ARIES/Dispatch web application.

Towing Companies: The CCD has the ability to contract, with the assistance of AutoReturn, with as many tow companies as desired. AutoReturn will provide tow companies with the free system tools and training to communicate with the ARIES/Dispatch software.

Vehicle Impound Facility: Because the data entry is completed by the officer in the field, the impound facility will receive the "reservation" for the vehicle and data entry of the tow will be greatly reduced.

Private Tows: Private towing companies will be provided with the means to communicate in an automated fashion with the ARIES/Dispatch web application. AutoReturn will provide and facilitate training to any towing company that the DPD or Department of Safety will utilize.

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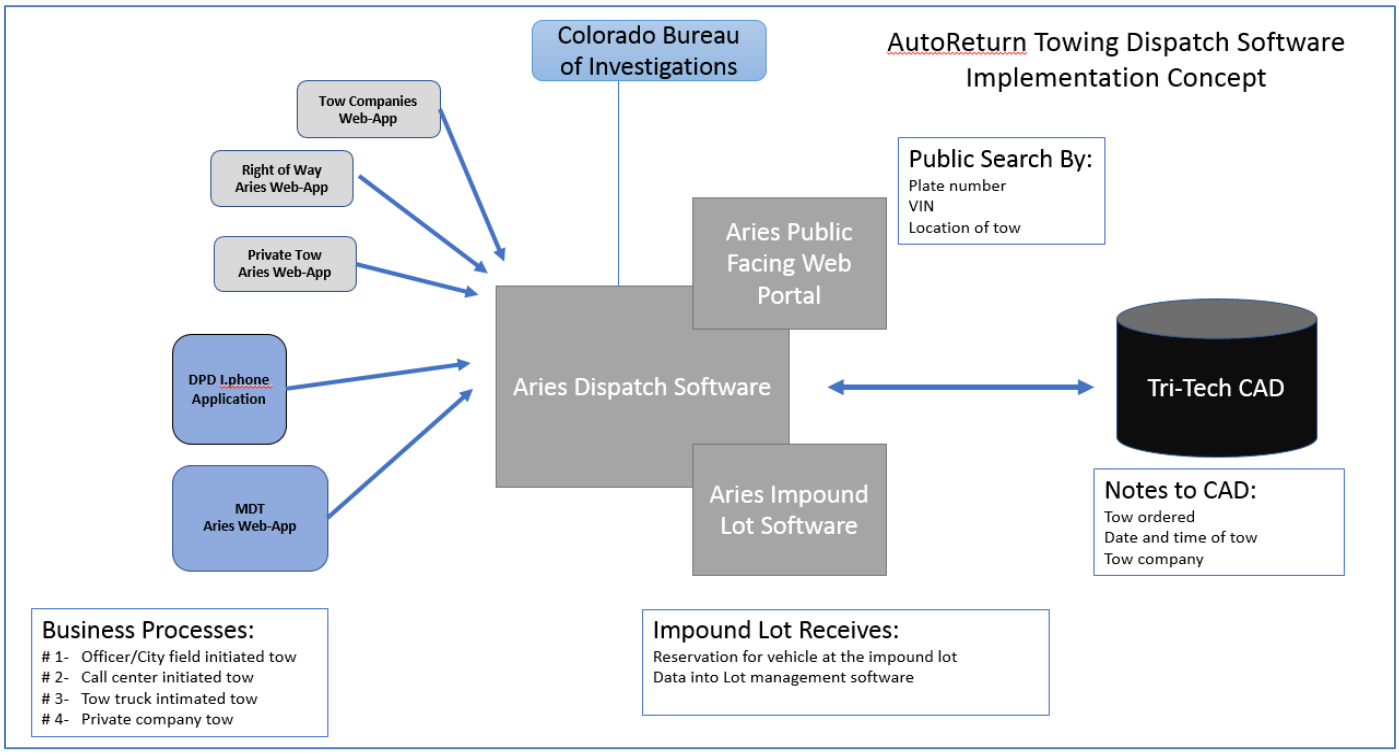

2.C. RESOURCES

2.C.1. AUTORETURN RESOURCES

AutoReturn will leverage the following team for the Phase II project:

- Client Services / Project Management:
  - Kris Nayudu – VP of Deployment Services
  - Andy DiGirolamo – Client Services Manager
- Tow Company Outreach / Management:
  - John Borowski – VP of Tow Industry Programs
  - Ron Perry – Service / Tow Network Manager
- Partner Support / 24 x 7 Call Center (both dispatch management and level 1 technical support):
  - Drew Griffin – Partner Support Manager
- ARIES Product Management:
  - John Pendleton – CTO
  - Matt Murphy – Product Manager
- Account Management:

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- Alan Brasher – Vice President - Sales, Expansion & Business Development

All of the above individuals will support the project in some capacity, either remotely or in person. When it comes to the actual launch week and the week or two prior, the team of resources in Denver will expand. There will be additional resources from our Partner Support Team that will travel do Denver to conduct in-person training and user support just before the launch and during the first week or two following the launch. The specific individuals will be identified and scheduled a few weeks in advance of the launch of the training.

Kris Nayudu will have the overall responsibility for driving the project. He will rely extensively on Andy DiGirolamo for the project management and client interactions. Both John Pendleton and Matt Murphy will support the project from the standpoint of both:

- Having a detailed understanding of the VIF operations from leading the Phase I effort
- Supporting the configuration and coordinating any customizations of the ARIES/Dispatch system

John Borowski and Ron Perry will share the management of the tow companies, with likely one of them taking the role as the on-site lead. Finally, Drew Griffin and the Partner Support team will play a critical role as the 24 x 7 call center team that serves as both the Dispatch Command Center and the Level 1 Support team for our ARIES technology platform.

AutoReturn will be able to provide more detail specifics for the team participation once we have a more specific timeline.

AutoReturn Project Team Contact List

Team Member	Contact Information
Kris Nayudu VP of Deployment Services	knayudu@autoreturn.com (415) 865-8271
Andy DiGirolamo Client Services Manager	adigirolamo@autoreturn.com (415) 575-2348
John Borowski VP of Tow Industry Programs	jborowski@autoreturn.com (413) 575-9333
Ron Perry Service / Tow Network Manager	rperry@autoreturn.com (415) 575-2318
Drew Griffin Partner Support Manager	dgriffin@autoreturn.com (415) 865-8208
John Pendleton CTO	jpendleton@autoreturn.com (415) 575-2350
Matt Murphy ARIES Product Manager	mmurphy@autoreturn.com (415) 575-2315
Alan Brasher	abrasher@autoreturn.com (415) 575-2321

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Vice President - Sales, Expansion & Business Development	

2.C.2. CCD RESOURCES

AutoReturn does not envision requiring a heavy commitment from CCD resources for the Phase II effort. This is quite different than the extensive changes to both the process and the systems at the VIF for the Phase I effort. The bulk of the impact for Phase II will impact the tow companies that will be utilizing the ARIES system to manage the towing and impound operations for each of their companies.

AutoReturn will require limited support from key CCD stakeholders and team that will be affected by the project in limited ways. During our planning sessions with the CCD team, the following stakeholders and team have been identified:

- Operations Personnel:
  - DPD communications team (police dispatch)
  - DPD records team
  - Field officers that request tows (both DPD and ROWE)
  - VIF staff
  - Tow company contract administrators
- Technology Services Personnel:
  - Technology Services project oversight
  - Technology Services (TS) support team (training for internal help desk activities)
  - TS team responsible for iPhone app deployment
  - TS security review team
  - TS team and TriTech resources to support the AutoReturn team's integration with the TriTech CAD via the Raptor API to send tow request acknowledgements and updates to the CAD system

For the operational resources, the impact and commitment will be largely to participate in ARIES system training sessions and to review project communications about the deployment process and any changes to the process.

For the Technology Services resources, the impact will be largely to oversee the project work conducted by the AutoReturn project team and to assist with the following specific tasks:

- Deployment of the ARIES/Request iPhone app to DPD field officers
- Coordinating the deployment of the TriTech integration with the ARIES/Dispatch system (via the TriTech Raptor API)
- Training for the CCS technical support team to expand the existing internal support process to include ARIES/Dispatch

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2.D. PROJECT PLAN

2.D.1. PROJECT THREADS AND ACTIVITIES

AutoReturn will organize the project into the following project threads, each consisting of the activities noted within each project thread grouping.

- **Project kickoff: (1 week)**
  - Review and finalize timeline
  - Review and finalize activities
  - Review and finalize project resources
  - Conduct project kickoff meeting with key stakeholders

- **Develop contextual diagram (similar to a broad use case): (2 weeks)**
  - Define different tow types (highlighting process differences)
  - Define flow of vehicles from tow request to tow completion (or cancelled)
  - Identify key actors
  - Identify key data elements and mapping to ARIES/Dispatch system
  - Identify details for configuring ARIES/Dispatch system
  - Identify any required customizations for ARIES/Dispatch system

- **ARIES/Dispatch configuration, development, testing: (2 – 4 weeks)**
  - Develop scripts for baseline configuration
  - Plan and conduct one to two Sprints for ARIES/Dispatch customizations (each Sprint takes 2 weeks)
  - Detailed testing in preparation for release deployment
  - Review with key user representatives and Technology Services
  - Final acceptance testing by CCD

- **Communication and training with CCD personnel: (2 - 4 weeks)**
  - Scheduling participation of affected CCD personnel for requirements input from various groups:
    - DPD communications team (police dispatch)
    - DPD records team
    - Field officers that request tows (both PD and ROWE)
    - VIF staff
    - Technology Services support team (training for help desk activities)

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    - Other groups as needed
  - Develop ARIES/Dispatch communications plan for CCD personnel
  - Develop ARIES/Dispatch training plan for CCD personnel

- **Communication and training with tow companies: (2 - 4 weeks)**
  - Companies for both contract types:
    - Accident (zone) tow companies (4 companies)
    - Impound tow company (Extreme)
  - Develop ARIES/Dispatch communications plan for tow companies
  - Develop ARIES/Dispatch training plan for tow companies

- **Private property impound and repossession (PPI/Repo) tow reporting deployment: (2 - 4 weeks)**
  - Does the CCD wish to leverage this free component of the AutoReturn solution?
  - If so, this is a standard system feature that only requires minimal configuration
  - Develop PPI/Repo communications and training plan for DPD Records team
  - Develop PPI/Repo communications plan for tow companies

- **Administrative project threads: (6 to 12 weeks)**
  - Tow administration:
    - What tasks will be managed by AutoReturn?
    - What tasks will remain the tow administration group?
  - Tow contractor payment processing:
    - AutoReturn can automate the payment processing for VIF tows
    - Define and deploy tow contractor payment processing for VIF tows
  - Legal and procurement:
    - Amending tow contracts
    - Approval of AutoReturn administrative fee

- **Technical project threads: (6 to 12 weeks)**
  - ARIES/Dispatch integration with Tri-Tech CAD:
    - Feasibility analysis and technical design for ARIES/Dispatch integration with Tri-Tech CAD
    - Sign-off by the CCD on technical approach and design
    - Development and testing for ARIES/Dispatch integration with Tri-Tech CAD
    - Acceptance testing by the CCD

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- ARIES/Request iPhone app deployment (for field officer tow requests):
  - Technical review of the ARIES/Request iPhone app and discussion of deployment options to the DPD officer iPhones
  - Execute the ARIES/Request iPhone app deployment plan
- Review of other potential integrations desired by the CCD
  - Define action steps and planning

- **Execute communications and training plan (1 to 2 weeks)**
  - CCD personnel:
    - Execute ARIES/Dispatch communications plan for CCD personnel
    - Execute ARIES/Dispatch training plan for CCD personnel
    - Execute PPI/Repo communications and training plan for DPD Records team
  - Contracted tow companies
    - Execute ARIES/Dispatch communications plan for tow companies
    - Execute ARIES/Dispatch training plan for tow companies
  - PPI/Rep tow companies
    - Execute PPI/Repo communications plan for tow companies

- **Deployment and initial post-implementation support (2 weeks)**
  - Execute deployment plan
  - Provide post-implementation support

- **Project review and post-implementation action plan (1 week)**
  - Conduct project review meeting with key stakeholders
  - Develop action plan for post-implementation support
  - Initiate on-going support process
  - Initiate continuous improvement and change management processes

2.D.2. PROJECT MILESTONES

The following list provides the key project milestones.

- **Milestone 1: Contextual diagram for all actors and tow types**
  - Different tow types (highlighting process differences)
  - Flow of vehicles from tow request to tow completion (or cancelled)
  - Key actors

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- Key data elements and mapping to ARIES/Dispatch system
- Details for configuring ARIES/Dispatch system
- Required customizations for ARIES/Dispatch system

- **Milestone 2: ARIES/Dispatch configuration and customization complete**
  - The details of the ARIES/Dispatch deployment and the system were covered in detail in AutoReturn's proposal (dated September 1, 2014).
  - The proposal addressed both the requirements from the original solicitation (SOFTWARE_V_I_F_0818A) and the standard components of a typical ARIES/Dispatch deployment.
  - This is the list of the relevant proposal sections:
    - Executive Summary: Summary of Our Experience and Proposed Solution
    - Section I.1: Solution Overview
    - Section I.1.1.1: ARIES/Dispatch – Core Technology Solution for Phase II
    - Section I.1.3: 24x365 Dispatching Command and Customer Support Center
    - Section I.2.2: Tow Management – Business Rules & Process Flow
    - Section I.2.3: Tow Management – Data, Data Model, Use Cases, Metrics & Stakeholder Requirements
    - Section I.7: Tow Company Contracts
    - Section II.18.1: Process Support: Tow (items 1 through 10)

- **Milestone 3: PPI/Repo tow reporting module**

- **Milestone 4: Communications and training plans**
  - CCD personnel communications and training plan
  - Contracted tow companies communications and training plan

- **Milestone 5: ARIES/Dispatch integration with Tri-Tech CAD**
  - Send tow request acknowledgements to Tri-Tech CAD
  - Send period tow request updates to Tri-Tech CAD

- **Milestone 6: ARIES/Request iPhone app and deployment plan**
  - ARIES/Request iPhone app ready for deployment
  - ARIES/Request iPhone app deployment plan

- **Milestone 7: Action plan for post-implementation support**

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2.D.3. PROJECT TIMELINE

AutoReturn typically completes its new client deployments within 6 to 12 week periods. When there are required integrations with internal client systems, the typical timeline expands to accommodate the unique nature of the integration timeline. Most projects do not require integrations for the initial launch, so the 6 to 12 week timeline is the norm.

Existing Agreement Covers Phase I and Phase II

In some cases, AutoReturn initiates the project deployment activities alongside the contract negotiation threads, which allows for the total time from contract award to the launch date to be kept to the minimum. For the CCD Phase II effort, the contract is already in place as the original Agreement executed between the CCD and AutoReturn on October 22, 2015 authorized both the Phase I and Phase II phases. This SOW is being provided to the CCD as requested to provide the details for how AutoReturn will conduct the Phase II deployment effort as part of the original Agreement that provides the basis for Phase II.

Required Integration with CCD Systems

The CCD ARIES/Dispatch launch does require that the AutoReturn team complete the required integration to allow the ARIES/Dispatch system to send tow request acknowledgements and tow request periodic updates to the TriTech CAD using the vendor-provided Raptor API.

While this integration will contribute to the timeline, the detailed requirements and scoping exercise has not been completed at the time of submitting this SOW. As a result, the integration timeframe is unknown. Based on similar integration efforts from past projects (including the CCD Phase I effort), AutoReturn anticipates that the TriTech integration can be completed in the typical 6 week to 12 week timeline, as a parallel effort to the typical project threads not related to integration.

Administrative Requirement

The timeline of the project will be affected by one critical path item that must be coordinated and completed prior to the launch. In for the launch to be completed the CCD must complete relatively minor changes to the existing tow company contracts that will be executed as contract amendments. The key stakeholders include:

- CCD Purchasing
- City Attorney
- Denver Police Department (DPD)
- Five (5) existing tow companies

CCD resources have already initiated this effort and the expectation is that this will be completed in parallel to the project activities, but the completion of the contract amendments could affect the timing of the launch.

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Recommended Pilot-Based Launch

AutoReturn proposes beginning the implementation with a pilot program in a well-understood geographic area. In our experience this produces the best results. It is for this reason that AutoReturn proposes selecting one of the DPD Divisions or one of the zones covered by one of the existing tow contract. By beginning in a pre-defined and understood geography AutoReturn is able to make sure all relevant stakeholders, such as communications dispatchers, officers in the field, and tow truck operators are trained and informed about the new processes and procedures. This also allows for a more limited rollout of the TriTech integration to ensure that the integration is working as designed, with any issues encountered during the pilot resolved before a the broader deployment.

Once the pilot is completed, AutoReturn recommends that the next of the project be a full city-wide deployment.

Preliminary Timeline

In the planning sessions between the CCD and AutoReturn leading up to the project, a tentative timeline of 7 to 10 months has been established. This timeline includes the creation of this statement of work (SOW) and all of the threads noted within this *Section 2.C – Project Plan*. The intent of the timeline is to set reasonable expectations for the CCD stakeholders, while allowing for the timeline to be reduced due to:

- Conducting as many project threads in parallel as possible
- Determining that one or more project threads can be completed

For this SOW, the timeline that was projected by the CCD team is being provided as the "preliminary timeline". During the first few weeks of after the project kickoff, with input from key CCD resources, AutoReturn will refine this timeline to provide more definitive timelines (start and end dates) for all project threads and activities as noted up above in this *Section 2.C – Project Plan*.

The preliminary Phase II timeline provided by the CCD is presented on the following page. For the purposes of this document the project start date set to Monday, April 2, 2018, but this is subject to change.

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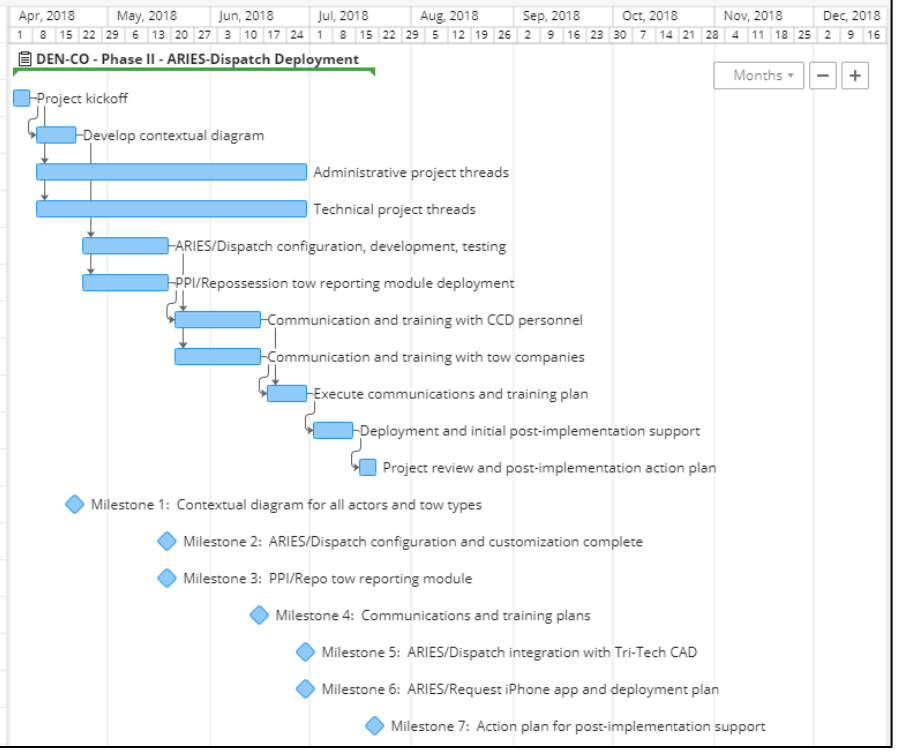
Phase II: ARIES/Dispatch Deployment Plan – Preliminary Timeline – Gantt Chart View

DEN-CO - Phase II - ARIES-Dispatch Deployment

LIST BOARD TABLE TIMELINE STREAM TIMELOG WORKLOAD ANALYTICS

Filters | Cascade Sorting | Collapse All | Expand All | Highlight Overdue | Help | Leave Feedback

	TITLE	START DATE	DUE DATE	PREDECESSORS
1	DEN-CO - Phase II - ARIES-Dispatch Deployment	04/02/2018	07/20/2018	
2	Project kickoff	04/02/2018	04/06/2018	
3	Develop contextual diagram	04/09/2018	04/20/2018	2FS
4	Administrative project threads	04/09/2018	06/29/2018	2FS
5	Technical project threads	04/09/2018	06/29/2018	2FS
6	ARIES/Dispatch configuration, development, testing	04/23/2018	05/18/2018	3FS
7	PPI/Repossession tow reporting module deployment	04/23/2018	05/18/2018	3FS
8	Communication and training with CCD personnel	05/21/2018	06/15/2018	6FS, 7FS
9	Communication and training with tow companies	05/21/2018	06/15/2018	6FS, 7FS
10	Execute communications and training plan	06/18/2018	06/29/2018	8FS, 9FS
11	Deployment and initial post-implementation support	07/02/2018	07/13/2018	10FS
12	Project review and post-implementation action plan	07/16/2018	07/20/2018	11FS
13	Milestone 1: Contextual diagram for all actors and tow types		04/20/2018	
14	Milestone 2: ARIES/Dispatch configuration and customization complete		05/18/2018	
15	Milestone 3: PPI/Repo tow reporting module		05/18/2018	
16	Milestone 4: Communications and training plans		06/15/2018	
17	Milestone 5: ARIES/Dispatch integration with Tri-Tech CAD		06/29/2018	
18	Milestone 6: ARIES/Request iPhone app and deployment plan		06/29/2018	
19	Milestone 7: Action plan for post-implementation support		07/20/2018	



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Phase II: ARIES/Dispatch Deployment Plan – Preliminary Timeline – Table View

	Title	Start	Due	Duration
	DEN-CO - Phase II - ARIES-Dispatch Deployment	Apr 02, 2018	Jul 20, 2018	110d
1	Administrative project threads	Apr 09, 2018	Jun 29, 2018	60d
2	ARIES/Dispatch configuration, development, testing	Apr 23, 2018	May 18, 2018	20d
3	Communication and training with CCD personnel	May 21, 2018	Jun 15, 2018	20d
4	Communication and training with tow companies	May 21, 2018	Jun 15, 2018	20d
5	Deployment and initial post-implementation support	Jul 02, 2018	Jul 13, 2018	10d
6	Develop contextual diagram	Apr 09, 2018	Apr 20, 2018	10d
7	Execute communications and training plan	Jun 18, 2018	Jun 29, 2018	10d
8	Milestone 1: Contextual diagram for all actors and tow types		Apr 20, 2018	
9	Milestone 2: ARIES/Dispatch configuration and customization complete		May 18, 2018	
10	Milestone 3: PPI/Repo tow reporting module		May 18, 2018	
11	Milestone 4: Communications and training plans		Jun 15, 2018	
12	Milestone 5: ARIES/Dispatch integration with Tri-Tech CAD		Jun 29, 2018	
13	Milestone 6: ARIES/Request iPhone app and deployment plan		Jun 29, 2018	
14	Milestone 7: Action plan for post-implementation support		Jul 20, 2018	
15	PPI/Repossession tow reporting module deployment	Apr 23, 2018	May 18, 2018	20d
16	Project kickoff	Apr 02, 2018	Apr 06, 2018	5d
17	Project review and post-implementation action plan	Jul 16, 2018	Jul 20, 2018	5d
18	Technical project threads	Apr 09, 2018	Jun 29, 2018	60d

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2.E. PROJECT MANAGEMENT APPROACH

2.E.1. IMPLEMENTATION APPROACH

AutoReturn is experienced in developing and implementing comprehensive transition plans for a seamless changeover of tow management programs that minimize disruption to the CCD, its citizens, and the tow companies that currently perform towing, storage, and disposal operations. Our commitment is to make the transition from operations to the AutoReturn process and systems as smooth, efficient, and trouble-free as possible. AutoReturn is confident in its ability to execute this transition plan and assume the responsibilities of the Agreement, while ensuring that all services required by CCD are provided as expected.

ARIES is a flexible component-based system that manages the entire lifecycle of a tow and provides comprehensive reporting. There is nothing on the market that comes close to its capabilities. ARIES is not an application that only works internally within AutoReturn, rather ARIES is built to specifically address municipal towing and maximize efficiency within a network of independent local tow operators. AutoReturn's technology components are either commercially available products (e.g., Cisco IP-based call center) or custom developed applications (e.g., ARIES/Dispatch, our GPS-enabled automated dispatch system). The flexible system architecture means ARIES components are interchangeable depending on the needs of our clients. For AutoReturn clients, this means no additional effort is required, and no surprises occur during implementation.

In conjunction with its world class software solution AutoReturn offers unparalleled experience providing the professional project management and on-going managed services necessary to ensure that the towing and impound management processes become more efficient for the CCD and its citizens. The AutoReturn project team (presented in *Section 2.B.1 – Auto Resources*) will be actively deployed to support the project management utilizing both on-site and off-site time. AutoReturn will extend its call center providing access to service representatives 24 hours a day, 7 days a week, 365 days a year, including holidays. Separate phone numbers and call center queues will be provided for calls from CCD officials that relate to tow request management (Dispatch Service) and calls from vehicle owners and the public (Customer Service). AutoReturn will become an active partner with the CCD in managing the existing tow companies. Utilizing AutoReturn's managed services solution gives the CCD access to the company's broad experience in municipal towing operations. AutoReturn will take a proactive approach to identify and address problems even before the issues become concerns of CCD officials. To do this, our service managers and support staff utilize the extensive data made available by our systems.

AutoReturn proposes the following steps to complete the project:

- Step 1: Baseline Configuration, Customizations, and Integration Development
- Step 2: Pilot Implementation
- Step 3: Expansion for City-Wide Deployment
- Step 4: Continuous Improvement and Change Management
  - Ongoing Tow Management Operations

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- Incorporation of new ARIES features
- Future enhancements for the CCS (as needed)
- Other CCD system integration support (as needed)

AutoReturn is fully committed to working with the CCD to better understand the CCD's preferences and needs for the transition. During the contract negotiations period (or even earlier) if agreed to by the CCD, AutoReturn would like to enter into a dialogue with the CCD to better understand the CCD's expectations and requirements regarding the transition. Based on these discussions, AutoReturn will adjust any of our assumptions as appropriate, establish any new assumptions as necessary, and define a revised implementation plan that addresses all of the critical needs of the CCD for the transition. The revised transition plan would be presented to the CCD for feedback and approval prior to the completion of the contract negotiations.

Step 1: Baseline Configuration, Customizations, and Integration Development

AutoReturn has the resources in place to begin the project startup and initial requirements gathering activities in parallel to the project administrative threads to accelerate the project timeline. Based on material and information presented within this RFP and our industry knowledge and experience, AutoReturn will establish the project infrastructure, discuss implementation options, and gather requirements for a baseline configuration. This baseline configuration will be a basis for demonstrations and initial discussions with the key CCD stakeholders. With an established baseline, AutoReturn will be able to quickly adapt the business rules based on CCD input as we review the different functional use cases and other CCD requirements. Step 1 of the project will also include all of the key system development work for:

- Completing any ARIES/Dispatch or ARIES/Impound enhancements required for the CCD operations
- Deploying the ARIES/Request iPhone app to DPD field officers
- Completing the development work and coordination for the deployment of the TriTech integration with the ARIES/Dispatch system (via the TriTech Raptor API)
- Completing the training for the CCS technical support team to expand the existing internal support process to include ARIES/Dispatch

The objective of Step 1 of the project is to provide all of the deliverables and system components to facilitate a successful pilot implementation.

Step 2: Pilot Implementation

This phase will be focused on implementing the systems and processes required for the initial deployment of the CCD's towing management program in a mutually agreed upon geographic area (one of the DPD Districts or one tow company's zones). AutoReturn's ARIES platform (ARIES/Dispatch, ARIES/Impound, AutoReturn's public facing website and Private Property Impound website) will address the systematic requirements of the pilot. At the completion of the

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pilot, the CCD will have an automated dispatch (ARIES/Dispatch) system that supports the required tow programs, access to a standardized impound system (ARIES/Impound) consistently utilized by the tow companies, automated financial processing, publically available website access to locate an impounded vehicle, PPI/Repo tracking (optional component), and comprehensive reporting/data extract capabilities.

Step 3 – Expansion for City-Wide Deployment

Once the CCD and AutoReturn feel as though the pilot has proven the concept, the program will expand to the additional DPD Districts (or tow contractor zones) based on a mutually agreed schedule.

Step 4: Continuous Improvement and Change Management

After the project launch, AutoReturn's service management team will:

- Actively manage the tow dispatch and management process.
- Provide the 24 x 7 call center operations and online help desk to support:
  - Calls from CCD dispatchers and other officials related to tow requests
  - Calls from citizens regarding towed and impounded vehicles
  - Calls from the CCD Technical Support team for system support
- Maintain oversight of the tow companies, coordinating all tow company management activities, allowing CCD resources to focus only on the activities that the CCD chooses to retain.
- Provide comprehensive reporting to ensure all required service levels are met.
- Manage change requests for ARIES system changes that are needed over time:
  - Change requests can be submitted through the normal help desk process
  - Change requests will be immediately escalated from the Level I team to the Level II team
  - The Level II team will work with the original project team that managed the Phase II deployment to scope out the change request
  - Requirements will be solicited from the relevant CCD stakeholders
  - Change request approach and design will be presented to CCD stakeholders for approval
    - Sufficient documentation will be provided on an as needed basis
  - Change request will be scheduled for one or more ARIES Development Sprint cycles
  - Deployment timing will be communicated to CCD stakeholders
  - Change request will be delivered through the ARIES Development Sprint process
  - Testing will be completed by ARIES QA team
    - Accepting testing will be requested by CCD stakeholders on an as needed basis
  - Change request will be scheduled for the first available ARIES deployment

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- Release notes and deployment details will be provided in advance of the deployment

AutoReturn is continuously enhancing and incorporating new features in our ARIES platform. AutoReturn recognizes that after the initial implementation that the CCD may want to take advantage of existing or new features and functions within ARIES. Additionally, we understand that the CCD requirements can change over time, leading to the need for configuration changes and system enhancements in the future. AutoReturn is committed to working with the CCD to implement the required changes throughout the term of the Agreement.

AutoReturn recognizes the CCD may have the desire to integrate with additional law enforcement or other CCD systems. We expect to be working closely with CCD staff in determining the sequence and timing of these potential integration efforts.

2.E.2. ARIES SYSTEM DEVELOPMENT METHODOLOGY

AutoReturn has a team of full-time software and quality assurance engineers that are devoted to the ongoing development needs of our proprietary ARIES applications. This team provides ample resources to ensure that AutoReturn can keep pace with our clients' product enhancement requests. This team is also responsible for all new product development work that is targeted at expanding the scope of the ARIES functionality in terms of new application modules and the adoption of cutting-edge technology.

AutoReturn's software engineering team utilizes Agile software development practices that are designed to shorten software release cycles which allow for more frequent feedback from users to drive future development effort. The Agile development methodology has become widely recognized as being highly effective at focusing resources on the most important priorities and reducing wasted effort on features that are of lesser priority or based on requirements that become out of date before the new features can even be deployed. The key benefits of Agile software development approaches can be summarized as follows:

- Project can respond easily to change
- Problems are identified early
- Customer gets most beneficial work first
- Work done will better meet the customer's needs
- Improved productivity
- Ability to maintain a predictable schedule for delivery

The following diagram provides a visual depiction of the Agile software development project management approach known as Scrum. In the Scrum approach, work is done in Sprints. A Sprint represents a set of tasks that, when completed, result in a releasable set of software. AutoReturn works on two (2)-week Sprint cycles and while we don't necessarily release every two (2) weeks we are capable of doing so. More importantly our practice keeps the complexity inherent in software development to a minimum and is a significant influence on the quality of the AutoReturn product. Most importantly, it allows AutoReturn to engage in continuous improvement, behavior that we find benefits our partners and customers.

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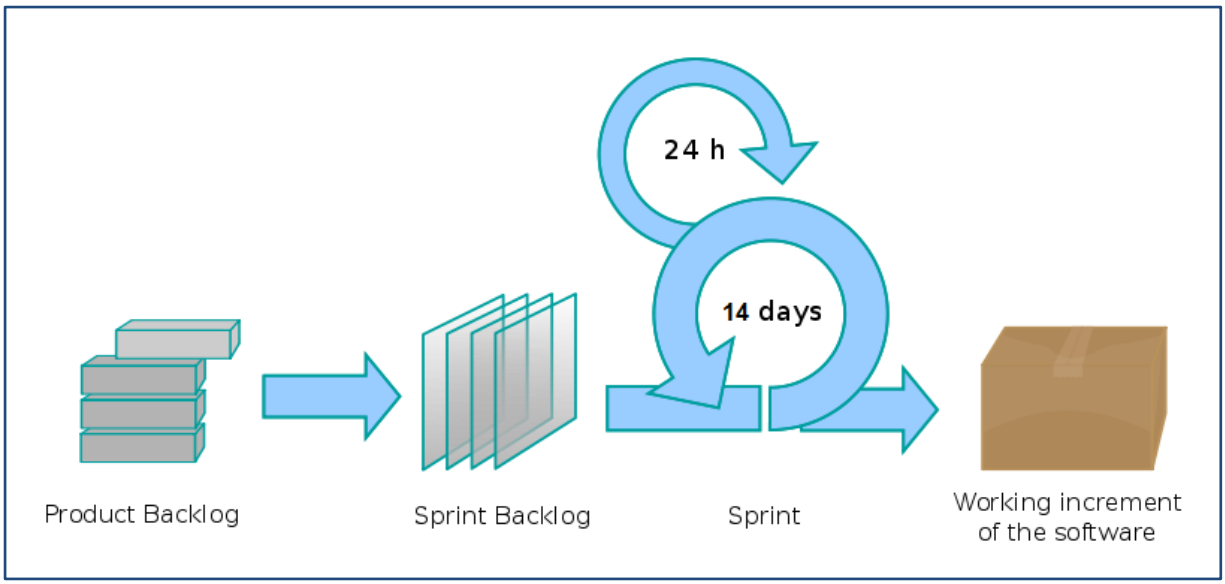
Scrum – Agile Software Development Project Management Approach



Source: Wikimedia Commons (http://commons.wikimedia.org) – Edited for AutoReturn's Sprint cycle

The RFP clearly requests specific information about a number of topics related to our software development methodology. Those topics are articulated in detail below:

- Version control – AutoReturn maintains three environments throughout its development process:
  - Production – The primary environment, accessed by users across the country to manage the dispatching and impounding of vehicles. Always contains the most recent stable version of ARIES.
  - Demo – The environment used for training and demonstration purposes. Contains the most recent stable version of ARIES (mirroring Production) until between 48-72 hours prior to a scheduled release, at which point the next version of ARIES is placed into Demo for final testing.
  - QA – The most in flux of the three environments, QA is used for early rounds of testing and experimentation. Contains the most up to date version of ARIES, which after thorough acceptance and unit testing will begin its move to Demo and then Production.
- Error correction – In the event that AutoReturn detects or a client reports an urgent issue with the system, the normal release cycle is interrupted to allow for a *"patch release"* to be deployed to address an urgent or critical issue with the system. When critical issues are reported, AutoReturn's technical support and engineering resources stop all work to focus on the critical issue. In some cases, the issue can be addressed through corrective system administration or other configuration changes. Should the issue be traced to a critical defect in the software, an *"emergency patch release"* can be prepared, tested, and deployed in as little as 2 to 4 hours. More typically, the support team will provide a suitable workaround to ARIES users that can bridge the gap until a *"scheduled patch release"* can be deployed during off-hours with ample proactive communication to users (typically within 24 to 48 hours).

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- Pre-delivery testing and de-bugging procedures – AutoReturn uses a combination of automated and non-automated pre-delivery testing to ensure that each release to the production environment is stable and free of bugs. These tests include unit, integration, and acceptance tests.
- Post-installation testing – In the immediate aftermath of each release, all ARIES applications, both web and mobile, are put through happy path testing to ensure that the release is stable. In the event that any bugs appear in this period, the AutoReturn employees managing the release will determine the severity of the issue and how quickly the bug needs to be corrected. The "error correction" bullet point item above details AutoReturn's procedures with regards to patch releases.

2.E.3. PROJECT REVIEWS WITH CCD PROJECT MANAGEMENT

AutoReturn will work with the CCD project management team to define a schedule for regular project status reviews and conduct these session throughout the project through the final acceptance.

2.E.4. ACCEPTANCE

AutoReturn will plan and provide functional testing, including assistance in the development of a test plan that ensures the ARIES software delivers the expected results that the CCD requires. AutoReturn will seek input from the CCD on the acceptance criteria and understands that final acceptance will be based on successful implementation of the system in the agreed upon environments as well as successful testing of the system and its interfaces. All acceptance activities will be subject to the provisions of the original *Agreement Section 18: Delivery and Acceptance* and *SOW Section M.1.07: Final Acceptance*.

2.E.5. DELIVERABLES

The Phase II deliverables include:

- Fully functional ARIES/Dispatch system to manage the CCD tow dispatch and management process (AutoReturn Mobile Application, Aries "Tow Dispatch" Software, Tow Company Software, AutoReturn Public Portal) please reference the document titled "CCD – TS – IRM.RTM – AutoReturn Phase II.xlsm"
- Extension of the existing ARIES/Impound system functionality to address:
  - Any process changes for the VIF operations
  - Management of the impound operations at the tow company facilities
- Deployment of the ARIES/Request iPhone app to DPD (and optionally ROWE) field officers
- Deployment of the integration with the TriTech CAD (via the Raptor API) to allow ARIES/Dispatch to:
  - Send tow request acknowledgements to the TriTech CAD
  - Send period tow request updates to the TriTech CAD

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- Completion of all elements of the communications plan
- Completion of all elements of the training plan
- Coordination of post-launch support process with CCD Technology Services
- Documentation to support the completed deliverables, including, but not limited to:
  - ARIES/Dispatch configuration and customizations documentation:
    - Summary of all of the configuration elements that are completed for the CCD leveraging the standard configuration capabilities of ARIES/Dispatch
    - High-level design specifications for all specific enhancements and customizations to ARIES/Dispatch for the CCD
  - ARIES/Dispatch training videos and user guides
  - ARIES/Reports overview with sample reports
  - Documentation that captures the agreed upon approach and guidelines for the deployment of the ARIES/Request iPhone app to field officers
  - Detailed design documentation for integration between TriTech CAD and ARIES/Dispatch, including architecture diagram
- Services to be provided:
  - Tow Company Outreach
  - Tow Company Training
  - AutoReturn Project Management

2.F. TRAINING

The pricing for AutoReturn's services and the payment terms are addressed by the original Agreement within *SOW Section M.1.05: Training*. The high-level activities include:

- Identify key stakeholder groups and training requirements
- Outline the training approach for all stakeholders
- Define the training curriculum for all stakeholders
- Develop training materials
- Develop "quick guides"
- Conduct training utilizing an appropriate mixture of:
  - Live, instructor led training
  - Self-guided, online training tutorials
  - Ad hoc, post-launch "over the shoulder" support during the early stages of the launch period

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2.G. PROJECT SETUP ACTIVITIES

AutoReturn has identified the following items that will be addressed prior to the project engagement:

- Obtain vendor license for the TriTech CAD Raptor API
- Attend developer training for the utilization of the TriTech CAD Raptor API
- Obtain and review the existing contracts between the CCD and the tow companies
- Obtain and review any existing DPD and ROWE policy and procedural documentation for the tow dispatch and management processes
- Obtain and review any legislation that guides the CCD tow and impound management processes

2.H. PAYMENT

The pricing for AutoReturn's services and the payment terms are addressed by the original Agreement within *SOW Section M.1.07: Post Implementation Support*.

2.I. ON-GOING SUPPORT

The requirements for on-going support and the service level agreement for AutoReturn's technology and services are addressed by the original Agreement within *SOW Section M.1.08: Service Levels*.

2.J. FINAL ACCEPTANCE

The final acceptance will be based on successful implementation of the system in the agreed environments and upon successful user acceptance testing of the system and its interfaces. Successful testing entails that the system performs as per the agreed requirements.

Before the project can be considered closed (beyond the above-mentioned acceptance testing criteria) the following shall be delivered to the CCD by AutoReturn:

- Technical administration
- Software configuration
- Interface(s)
- Technical architecture diagram(s)
- Application administration guide
- End-user day-to-day operation
- Job function quick reference guides
- Finalized and signed off on business process / business requirements documentation

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2.K. CLOSE-OUT PROCESS

The close-out process will consist of the following

- Finalize and deliver remaining documentation, recorded trainings, etc.
- Work with City to conduct Lessons Learned
- Complete transition to Support and Maintenance and communicate support plan

Final Acceptance Certificate shall be signed by the Project Sponsor(s). An example of an acceptance certificate is included on the following page.

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Acceptance Certificate

Client: City of Denver
Project:
Initiated By: Technology Services Date: _____

Milestone Reference: Type: ❑ Final

Description:

The above _____ has been reviewed by the City and fully meets all deliverables and requirements pertaining to its completion as outlined in the entirety of the Statement of Work (SOW) and is hereby considered as having passed the acceptance criteria specified by City.

_____ _____
City Representative Date

_____ _____
City Project Manager Date

_____ _____
Vendor Project Manager Date

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Stakeholder	Department
John Pendleton	AutoReturn / Aries
David Garcia	Technology Services
Gregory Tenenbaum	Technology Services
Nissa Mills	Manager of Safety

CCD - TS - IRM.RTM - AutoReturn Phase II

ID	Transaction Type	Source	Integration Type	Target	Description	Candidate Integration Mechanism	Event/Trigger	Volume	Security Constraints	Notifications	Key Stakeholder/ Point-of-Contact	Department/Agency
1	**Update Tri-Tech CAD Record**	Aries (AutoReturn)	**[Source] Provides Data To [Target]**	Tri-Tech CAD	**Aries would provide the Tri-Tech CAD system updated information to a dispatch call record initiated in CAD.**	**Web Services**	**Real-Time**	**CCD recieves aproximatley 33,000 tow calls per year. Even with a minimum multiplier of 2 updates per call would have this intergration utilezed 66,000 times anually.**	**The Notes/Comments/Updates to CAD must include the following data points: Tow Ordered, Date and Time of Tow, Tow Company, CAD record #.**	**The integration does not have any notification requirements**	**David Garcia**	**Technology Services**
1.1	Send tow request acknowledgements to Tri-Tech CAD	Aries (AutoReturn)	**[Source] Provides Data To [Target]**	Tri-Tech CAD	This would append the Tri-Tech CAD notes field as running log.	**Web Services**	**Real-Time**	**CCD recieves aproximatley 33,000 tow calls per year. Even with a minimum multiplier of 2 updates per call would have this intergration utilezed 66,000 times anually.**	**The Notes/Comments/Updates to CAD must include the following data points: Tow Ordered, Date and Time of Tow, Tow Company, CAD record #.**	**The integration does not have any notification requirements**	**David Garcia**	**Technology Services**
1.2	Send period tow request updates to Tri-Tech CAD	Aries (AutoReturn)	**[Source] Provides Data To [Target]**	Tri-Tech CAD	This would append the Tri-Tech CAD notes field as running log.	**Web Services**	**Real-Time**	**CCD recieves aproximatley 33,000 tow calls per year. Even with a minimum multiplier of 2 updates per call would have this intergration utilezed 66,000 times anually.**	**The Notes/Comments/Updates to CAD must include the following data points: Tow Ordered, Date and Time of Tow, Tow Company, CAD record #.**	**The integration does not have any notification requirements**	**David Garcia**	**Technology Services**

ID	Transaction Type	Source	Integration Type	Target	Description	Candidate Integration Mechanism	Event/Trigger	Volume	Security Constraints	Notifications	Key Stakeholder/ Point-of-Contact	Department/Agency

ID	Requirement	Success measurement
1	Name Integration to CAD User story As a dispatcher I shall have an automated system that inputs tow timestamp and tow notes (tow company used and estimated time of arrival) on my CAD (computer aided dispatch) record associated to the tow request so that I have less manual effort expended updating the CAD record with this information thus saving an estimated time of 1 minute per tow request.	The CAD incident associated with the RMS record (request for tow) is successfully updated with a tow time stamp once the vendor dispatches the tow (in an automated fashion).

System	Description
Aries (AutoReturn)	ARIES is a system utilized by DSD, DPD, DFD, PWROWE, and 911 for vehicle impound management, tow dispatch, and tow management.
Tri-Tech CAD	Tri-Tech CAD is utilized by DPD, DFD, DSD, and 911 for computer aided dispatch from call handling to emergency responders in the field.

Integration Type
[Source] Provides Data To [Target]
[Source] Invokes [Target]

Examples
[Target] performs a web-service on [Source] to return information. [Source] performs a web-service to update information [Target]. [Target] imports a flat-file provided by [Source].
[Source] provides a hyperlink to access [Target] but both application remain active.

		Requirement Deliverables Phase II				
All requirements below are referencing sections out of the document "VIF_Requirements"	Many of these requirements have been satisfied in phase I, but are included to ensure that they will continue to be met within the ARIES / Dispatch phase II solution.					
Feature/Facet	**Description**	**Product/Module**	**Phase/Milestones**	**Requirement Compliance**	**Cost**	**Explain why the category was selected (e.g. what functionality is available out of the box; or what configuration is needed to meet the requirement; or what programming is needed to meet the requirement; or when and what functionality will be released to meet the requirement.)**
Tow Management						
2.2 Tow Management - Business rules	Identify how your services / solution will meet all business rules identified.	ARIES/Impound, ARIES/Dispatch, ARIES/Admin	Phase II - Milestone 6	Out-of-the-Box	NO CHARGE/ INCLUDED IN CONTRACT PRICING	Our ARIES/Platform and our AutoReturn Support infrastructure is currently implemented and operational in 7 municipal and state governmental entities and manages approximately 140,000 tows annually. With over 10 years of experience managing municipal tow operations, we have adapted our technology and suite of services to accommodate our customer requirements. With the out of the box ARIES platform functionality and flexible configuration capabilities we support business rules, workflows and features that: - Captures the dispatched timestamp and various other status timestamps (Requested, OnSite, InTow, Cleared) of a dispatched tow's life cycle in ARIES/Dispatch - Facilitates multi-agency access via the internet to view ARIES/Dispatch and ARIES/Impound information - Provides a robust suite of reports to users of various entities based on configurable user profiles via ARIES/Admin - Facilitates the uploading and association of signed documents, forms and images related to an impounded vehicle record in ARIES/Impound - Provides for the capturing of vehicle inspection data, images and forms within our ARIES/Impound module Our tow network management team manages a network of approximately 130 tow companies in our 7 operations and has extensive experience managing tow subcontractors. All of our Municipal and State partners forbid 'wreck chasing' (chasing after tows) via policy or ordinance. Our subcontractor agreements reference policy, municipal or state code, or ordinances related to 'wreck chasing' and clearly indicate the disciplinary action that will be taken if a company is found to be 'wreck chasing'. We collaborate with our municipal and state partners on how to document, investigate, adjudicate and discipline 'wreck chasing'. For more information see Executive Summary and I.2.2.1 Tow Management - Business Rules in the supporting proposal document.

2.2 Tow Management - Process flow	Identify how your services / solution will meet enable all identified process flows.	ARIES/Impound, ARIES/Dispatch	Phase II - Milestone 6	Out-of-the-Box	NO CHARGE/ INCLUDED IN CONTRACT PRICING	Our ARIES/Platform and our AutoReturn Support infrastructure is currently implemented and operational in 7 municipal and state governmental entities and handles approximately 140,000 tows annually. With over 10 years of experience managing municipal tow operations, we have adapted our technology and suite of services to handle a variety of workflows. ARIES out of the box workflow functionality supports the 3 'Manage Tow' workflows defined in section 2.2 Manage Tow of the Statement of Work and VIF Requirements, The 3 workflows identified are: - Manage Contract Tow Non-City - Manage Contract Tow City - Mange Private Tow All of these different tow types are standard tow types that are supported by AutoReturn across all of the company's seven agency clients. AutoReturn' s tow management practices and ARIES technology platform can be adapted to support a wide range of tow types required by government agencies. AutoReturn is confident that the company can work with all the key stakeholders to support the detailed workflow requirements for all three of these tow types and any other tow types identified by CCD in the future. For more information see I.2.2.2 Process Flow in the supporting proposal document
2.3 Tow Management - Data	Identify how your services / solution will enable all data entities and all entity attributes identified (be specific). Any portion (whole entity or single entity attribute) of the data set you cannot support needs to be called out explicitly in your response.	ARIES/Impound, ARIES/Dispatch	Phase II - Milestone 2	With Configuration	NO CHARGE/ INCLUDED IN CONTRACT PRICING	In the AutoReturn model, CCD does not have to set up the system or configure it to support the VIF. AutoReturn technical staff delivers a system that meets the requirements "Out of the Box" and provides training so CCD staff can administer the system on an ongoing basis. Conservatively, a majority of the fields in section 2.3 Data - Entry Matrix for the Scope of Work and VIF Requirements document incorporated in the RFP are available out of the box within ARIES. Existing Entity attributes that need to be incorporated into ARIES will be added to our schema. We do not see any issues with incorporating the additional attributes identified in the 2.3 Data section. It is a routine process for our development team to incorporate additional data elements in support of additional functionality as we continuously improve ARIES. For more information see I.2.3.1 Tow Management - Data in the supporting proposal document which has our assessment of all entities.
2.3 Tow Management - Data Model	Identify how your services / solution will enable the data model (in terms of relationships) identified.	All ARIES Modules	Partially delivered in Phase I, completion of CAD intgration will be delivered in Phase II - Milestone 5	Out-of-the-Box	NO CHARGE/ INCLUDED IN CONTRACT PRICING	Conservatively, a majority of the fields in section 2.3 Data - Entry Matrix for the Scope of Work and VIF Requirements document incorporated in the RFP are available out of the box within ARIES. Logical schema's contained within our physical database structure, encompass the 4 entities (Tow Request, Tow Record, CAD Record and IVR) listed in the RFP. At a high level, both our logical Dispatch and Impound schemas encompass the Tow Request, Tow Record and CAD Record entities while our 'Impound' schema encompasses the IVR entity. Within our logical Impound schema we maintain 'Tow' related entities that support a standalone ARIES/Impound implementation. For more information see I.2.2.4 Tow Management - Data Model in the supporting proposal document.

2.3 Tow Management - Use cases	Identify how your services / solution will enable all use cases (actors and descriptions) identified. For manage tow non city vehicle use case with ID 4, provide primary use case path you propose. For manage tow city vehicle use case with ID 4, provide primary use case path you propose.	ARIES/Impound, ARIES/Dispatch	Partially delivered in Phase I, completion of ARIES/Dispatch will be delivered in Phase II - Milestone 6	With Configuration	NO CHARGE/ INCLUDED IN CONTRACT PRICING	The three use cases 'Manage tow - non city vehicle', 'Manage tow - city vehicle', and 'Manage tow - Private tow' are all cases that would require minimal configuration within ARIES. Dispatching rules and other reference data would be required to perform these functions. In the AutoReturn model, CCD does not have to set up the system or configure it to support the VIF. AutoReturn technical staff delivers a system that meets the requirements “Out of the Box” and provides training so CCD staff can administer the system on an ongoing basis. For more information see I.2.2.5 Tow Management - Use Cases in the supporting proposal document.
2.3 Tow Management - Metrics	Identify how your services / solution will meet the goal metrics identified.	All ARIES Modules	Partially delivered in Phase I, completion of ARIES/Dispatch will be delivered in Phase II - Milestone 6	Out-of-the-Box	NO CHARGE/ INCLUDED IN CONTRACT PRICING	AutoReturn has reviewed the Metrics found on page 68 of SOW Section 2.3 – Data. AutoReturn's tow management practices and ARIES technology platform are fully capable of meeting the CCD metrics/goals out of the box. ARIES captures the required data needed to support the generation of these as well as other metrics. The metrics identified: - Monthly Tow Volume: AutoReturn currently manages over 12,000 tow requests per month - Occurrences: Each tow request counts as a single occurrence; a tow request of two vehicles counts as a single request - Tow Request Processing Time (Duration): For most of our agency clients, the average response time for the arrival of the tow truck on site is in the 11-14 minute range. - Efficiency Rating: AutoReturn has demonstrated success with making dramatic efficiency gains. For more information see I.2.3.4 Tow Management - Metrics in the supporting proposal document.
2.3 Tow Management - Stakeholder requirements	Identify how your services / solution will meet all stakeholder requirements identified.	ARIES/Impound, ARIES/Dispatch	Partially delivered in Phase I, completion of ARIES/Dispatch will be delivered in Phase II - Milestone 6	With Programming	NO CHARGE/ INCLUDED IN CONTRACT PRICING	AutoReturn has reviewed the Stakeholder Requirements found on page 68 of SOW Section 2.3 – Data. AutoReturn's tow management practices and ARIES technology platform are fully capable of meeting the needs of all CCD stakeholders. AutoReturn understands the stated requirement to implement web based (mobile and desktop) systems to facilitate data entry (reduction of redundant data entry efforts) and data maintenance. AutoReturn has achieved this objective for all seven of its agency clients, including the following specific objectives: - AutoReturn's Tow management practices have consistently reduced tow response time by 50% on average. - AutoReturn's tow management practices have consistently eliminated unnecessary paper based documentation for tow impound records. - AutoReturn's tow management practices have consistently eliminated redundant data entry for tow and impound records. System integrations with existing CCD systems will require some programming to achieve. Many of the other stakeholder requirements are either out of the box or require configuration to be met. For more information see I.2.3.5 Tow Management - Stakeholders Requirements in the supporting proposal document.

Vehicle Intake						
4.1.4 Data validation & security	Identify how your services / solution will meet the requirement specified (all sections)	ARIES/Impound, ARIES/Dispatch	Delivered in Phase I, left to ensure that overall deliverd solution will meet vehicle intake standards	Out-of-the-Box	NO CHARGE/ INCLUDED IN CONTRACT PRICING	Data fields with drop down menus are standard out of the box features within ARIES. For more information see I.4.1.4 Vehicle Intake - Data Validation & Security in the supporting proposal document.
4.1.5 Session		ARIES/Impound, ARIES/Dispatch	Delivered in Phase I, left to ensure that overall deliverd solution will meet vehicle intake standards	Out-of-the-Box	NO CHARGE/ INCLUDED IN CONTRACT PRICING	The ability to open multiple application sessions simultaneously to compare vehicle records is an out of the box feature. For more information see I.4.1.5 Vehicle Intake - Multiple Application Sessions in the supporting proposal document.
Reporting						
4.6.1 Report Types	Identify how your services / solution will meet the requirement specified (all sections)	ARIES/Impound, ARIES/Dispatch, ARIES/Admin	Delivered in Phase I, left to ensure that overall deliverd solution will meet reporting standards	Out-of-the-Box	NO CHARGE/ INCLUDED IN CONTRACT PRICING	ARIES includes an extensive reporting library of over 100 reports out of the box. For more information see I.4.6.1 Reporting - Report Types in the supporting proposal document.
4.6.2 Ad hoc reports		ARIES/Impound, ARIES/Dispatch, ARIES/Admin	Delivered in Phase I, left to ensure that overall deliverd solution will meet reporting standards	With Configuration	NO CHARGE/ INCLUDED IN CONTRACT PRICING	ARIES has built in reports that are accessible to users of certain user groups. Setting up these user groups and the reports they require access to will require minimal configuration. In the AutoReturn model, CCD does not have to perform any programming or configurations. AutoReturn technical staff delivers a system that meets the requirements out of the box. For more information see I.4.6.2 Reporting - Ad Hoc Reports in the supporting proposal document.
4.6.3 Compliance		ARIES/Impound, ARIES/Dispatch, ARIES/Admin	Delivered in Phase I, left to ensure that overall deliverd solution will meet reporting standards	With Configuration	NO CHARGE/ INCLUDED IN CONTRACT PRICING	In order for ARIES to have the ability to generate compliance forms, we will need to obtain copies of the required documents and configure the system to generate the documents upon request. In the AutoReturn model, CCD does not have to perform any programming or configurations. AutoReturn technical staff delivers a system that meets the requirements out of the box. For more information see I.4.6.3 Reporting - Compliance in the supporting proposal document.
4.6.4 Report Technology	Answer all questions identified	ARIES/Impound, ARIES/Dispatch, ARIES/Admin	Delivered in Phase I, left to ensure that overall deliverd solution will meet reporting standards	With Configuration	NO CHARGE/ INCLUDED IN CONTRACT PRICING	ARIES utilizes MySQL as its relational database management system which can be accessed by Crystal Reports. There will be some routine configuration and system administrative steps to ensure that the CCD SAP Crystal Reports 2011 installation can access ARIES data. In the AutoReturn model, AutoReturn technical staff will help ensure that ARIES data is accessible to the CCD via Crystal Reports. For more information see I.4.6.4 Reporting - Report Technology in the supporting proposal document.
4.6.5 Preview	Identify how your services / solution will meet the requirement specified (all sections)	ARIES/Impound, ARIES/Dispatch, ARIES/Admin	Delivered in Phase I, left to ensure that overall deliverd solution will meet reporting standards	Out-of-the-Box	NO CHARGE/ INCLUDED IN CONTRACT PRICING	ARIES allows users the option of previewing all reports and compliance documents before printing out of the box. For more information see I.4.6.5 Reporting - Preview in the supporting proposal document.
4.6.6 Print		ARIES/Impound, ARIES/Dispatch, ARIES/Admin	Delivered in Phase I, left to ensure that overall deliverd solution will meet reporting standards	Out-of-the-Box	NO CHARGE/ INCLUDED IN CONTRACT PRICING	ARIES allows users the option of printing all reports and compliance documents out of the box. For more information see I.4.6.6 Reporting - Print in the supporting proposal document.
4.6.7 Save		ARIES/Impound, ARIES/Dispatch, ARIES/Admin	Delivered in Phase I, left to ensure that overall deliverd solution will meet reporting standards	Out-of-the-Box	NO CHARGE/ INCLUDED IN CONTRACT PRICING	ARIES allows users the option of saving all reports and compliance documents and attaching them to the vehicle record out of the box. For more information see I.4.6.7 Reporting - Save in the supporting proposal document.
Application Administration						

4.8.1 Maintenance	Identify how your services / solution will meet the requirement specified (all sections)	ARIES/Impound, ARIES/Dispatch, ARIES/Admin	Delivered in Phase I, left to ensure that overall deliverd solution will meet application administration standards	Out-of-the-Box	NO CHARGE/ INCLUDED IN CONTRACT PRICING	ARIES meets the application maintenance and administration functions out of the box as follows: - All codes in codes tables (known as reference data tables within ARIES) allow for new values to be created, modified, or made inactive (obsolete) at any time. - All fees and rates are maintained using a set of reference tables that relate to fees. - ARIES is designed so that most of the business rules that govern system behavior are configured as data in reference tables or configuration files that can be changed without making changes to the application code. - All changes to vehicle information (tow records and impound records) are logged in database tables designed to provide revision history and auditing capabilities. For more information see I.4.8.1 Application Administration - Maintenance and Administration in the supporting proposal document.
4.8.2 Validation		ARIES/Impound, ARIES/Dispatch, ARIES/Admin	Delivered in Phase I, left to ensure that overall deliverd solution will meet application administration standards	Out-of-the-Box	NO CHARGE/ INCLUDED IN CONTRACT PRICING	Out of the box, ARIES is designed to support all requirements for data field validation and security: - The ARIES system has numerous standard fields where values are selected from pull-down selection lists that can be easily configured and modified over time. - The ARIES system supports the validation of one data field being dependent on values already selected or entered into other data fields. - By design, ARIES does not allow for data to be deleted. For more information on this feature and the importance to billing and payment processes, please see Section II.18.10 – Process Support: Tow (Item 10 of 10). Other data entities like receipts, payments, etc. are never deleted. If a previously recorded payment needs to be removed or reversed, the payment is voided in the system, not deleted. Reference data codes are never deleted from that system. If a reference code becomes obsolete, it is marked as inactive, but remains in the system to support historical data. For more information see I.4.8.2 Application Administration - Data Validation & Security in the supporting proposal document.
Solution Architecture						
5.1.1 - Describe System Architecture		All ARIES Modules	Delivered in Phase I, left to ensure that overall deliverd solution will meet solution architecture standards	Out-of-the-Box	NO CHARGE/ INCLUDED IN CONTRACT PRICING	ARIES is a SaaS solution hosted in the cloud (Amazon AWS) and is a web application that is accessed through a wide range of industry standard browsers. No software is required to be installed on client workstations. For more information see I.5.1.1 Solution Architecture - System Architecture in the supporting proposal document.
5.1.2 - Data Security		All ARIES Modules	Delivered in Phase I, left to ensure that overall deliverd solution will meet solution architecture standards	Out-of-the-Box	NO CHARGE/ INCLUDED IN CONTRACT PRICING	ARIES is hosted in the cloud using the Amazon AWS service offering. - AutoReturn's development team using the AWS services to configure virtual machines that only AutoReturn Development Team resources have access to anything that is deployed on the virtual machine. - Users access the system through the ARIES/SSO single-sign-on application that is used to authenticate users for all ARIES modules. - Access various ARIES modules and the features within each are managed through permission groups that group permissions that are associated with all the system features. For more information see I.5.1.2 Solution Architecture - Data Access and Security (for SAAS Solution) in the supporting proposal document.

5.1.3 - Software Licensing	Identify how your services / solution will meet the requirement specified (all sections)	All ARIES Modules	Delivered in Phase I, left to ensure that overall deliverd solution will meet solution architecture standards	Out-of-the-Box	NO CHARGE/ INCLUDED IN CONTRACT PRICING	ARIES is licensed as a SaaS solution for a single recurring fee. Typically, the fee is per transaction fee applied to each (non-cancelled) vehicle recorded in the system (with certain exceptions for uses cases for which the transaction fee does not apply). The client can also negotiate a fixed monthly fee for the use of ARIES. There are no limits on the number of users that access the system. All modules and components of ARIES, including all the mobile applications, are accessible for the base subscription fee. All system updates (releases and patch release) are provided to all licensed clients. For more information see I.5.1.3 Solution Architecture - Software Licensing in the supporting proposal document.
5.1.4 - Scalability		All ARIES Modules	Delivered in Phase I, left to ensure that overall deliverd solution will meet solution architecture standards	Out-of-the-Box	NO CHARGE/ INCLUDED IN CONTRACT PRICING	There are no limitations to expanding the number of users, incorporating new input/output devices, or integration with enterprise systems. ARIES has proven to be very scalable to support future user demand, potential system interfaces, and performance/storage requirements. The Amazon AWS service offering provides a highly reliable infrastructure that allows for additional resources (speed, memory, etc.) to be added at any time with effectively no limitations. For more information see I.5.1.4 Solution Architecture - Scalability in the supporting proposal document.
Implementation, migration, compliance						
5.2.1 Implementation plan	Respond with a detailed implementation plan per description provided in this section	All ARIES Modules	Delivered in Phase I, left to ensure that overall deliverd solution will meet compliance standards	Out-of-the-Box	NO CHARGE/ INCLUDED IN CONTRACT PRICING	AutoReturn is experienced in developing and implementing comprehensive transition plans for a seamless changeover of impound management systems that will minimize disruption to CCD staff and the citizens of the City and County of Denver. Our commitment is to make the transition from the Oracle Forms based system to AutoReturn's ARIES/Impound as smooth, efficient, and trouble-free as possible. AutoReturn is confident in its ability to execute this transition plan while ensuring that all services required by the City are provided as expected. For more information see I.5.2 System Implementation Planning in the supporting proposal document as well as III.2.Section B: Proposed Vendor Team,III.3.Section C: Recommended Denver Project Team, III.4.Section D: Project Assumptions, III.5.Section E: Milestones and Deliverables, III.6.Section F: Engagement Methodology and III.7.Section G: Project Schedule.
5.4.1 Compliance	Identify how your services / solution will meet the requirement specified (all sections)	All ARIES Modules	Delivered in Phase I, left to ensure that overall deliverd solution will meet compliance standards	Out-of-the-Box	NO CHARGE/ INCLUDED IN CONTRACT PRICING	AutoReturn believes that ARIES complies with all of CCD's system standards as described in the Cloud Services RFP Technical Requirements attachment. AutoReturn has completed the attachment and provided it as proposal Appendix B: Cloud Services RFP Technical Requirements. This same information is provided for convenience in I.5.4 System Standards Compliance in the supporting proposal document.

Interface, storage, disaster recovery						
5.6.1 Storage	Identify how your services / solution will meet the requirement specified (all sections)	All ARIES Modules	Delivered in Phase I, left to ensure that overall deliverd solution will meet security standards	Out-of-the-Box	NO CHARGE/ INCLUDED IN CONTRACT PRICING	Given that ARIES is delivered as a SaaS, cloud-based solution, the requirements for data capacity and future expansion of capacity are managed by AutoReturn. AutoReturn's clients are offered essentially unlimited capacity for storing vehicle information, including attachments such as document, image, and video file. All vehicle data captured in the system is maintained in definitely and never archived. We do not limit the system to a three (3) year data retention policy. For more information see I.5.6 Storage in the supporting proposal document.
5.7.1 Disaster recovery		All ARIES Modules	Delivered in Phase I, left to ensure that overall deliverd solution will meet security standards	Out-of-the-Box	NO CHARGE/ INCLUDED IN CONTRACT PRICING	As presented in proposal Section II.1.1 – Hosting / SaaS: Backups / Archival, AutoReturn leverages the Amazon RDS that makes it easy to set up, operate, and scale a relational database in the cloud. Section II.1.1 – Hosting / SaaS: Backups / Archival describes the four layers of database backup and archival protection that are provided within ARIES. AutoReturn understands the requirement to adhere to CCD's standard disaster recovery plan that calls for system backups to be located at the Galapago data center. AutoReturn recommends that the same approach be taken that is used to transport backups from the Amazon data center to the AutoReturn corporate data center. For more information see I.5.7 Disaster Recovery in the supporting proposal document.
Security						
5.8.1 Domain		All ARIES Modules	Delivered in Phase I, left to ensure that overall deliverd solution will meet security standards	With Programming	NO CHARGE/ INCLUDED IN CONTRACT PRICING	ARIES utilizes the ARIES/SSO single-sign-on application that is used to authenticate users for all ARIES modules. The ARIES/SSO module is integrated with Microsoft Active Directory (AD). Given that the ARIES/SSO module is already integrated with Active Directory, the Company recommends that the AutoReturn development team collaborate with CCD IT resources to determine the feasibility and best approach for enhancing the ARIES/SSO module to allow for authenticating CCD users against an Active Directory instance (or instances) provided by CCD. For more information see I.5.8.1 Security - Domain in the supporting proposal document.
5.8.2 Permissions		All ARIES Modules	Delivered in Phase I, left to ensure that overall deliverd solution will meet security standards	Out-of-the-Box	NO CHARGE/ INCLUDED IN CONTRACT PRICING	ARIES complies with the requirement for permission to access and view specific features based on user roles that are configurable. For more information see I.5.8.2 Security - Permission in the supporting proposal document.
5.8.3 Role based rules		All ARIES Modules	Delivered in Phase I, left to ensure that overall deliverd solution will meet security standards	Out-of-the-Box	NO CHARGE/ INCLUDED IN CONTRACT PRICING	ARIES complies with the requirement for role-based access at field level, function level, record level, and role-based timeouts of the system when logged in. Specifically, ARIES has pre-defined timeout rules that are based on the high-level roles defined in the system for agency users, tow company users, and AutoReturn users. Currently, the timeout setting for agency users is 8 hours. For more information see I.5.8.3 Security - Role Based Rules in the supporting proposal document.

5.8.4 Security standards	Identify how your services / solution will meet the requirement specified (all sections)	All ARIES Modules	Delivered in Phase I, left to ensure that overall deliverd solution will meet security standards	Out-of-the-Box	NO CHARGE/ INCLUDED IN CONTRACT PRICING	AutoReturn has reviewed the requirement that the VIF system comply with the City's TS Security standards. AutoReturn is committed to working with CCD IT resources to ensure that ARIES complies with the TS Security requirements. AutoReturn is confident that ARIES can meet the requirements because the security that is designed and built into ARIES conforms with all the generally accepted security standards that are common to leading SaaS solutions. In the AutoReturn model, CCD does not have to perform any programming or configurations. AutoReturn technical staff delivers a system that meets the requirements out of the box. For more information see I.5.8.4 Security - Security Standards in the supporting proposal document.
5.8.5 CJIS standards		All ARIES Modules	Delivered in Phase I, left to ensure that overall deliverd solution will meet security standards	Out-of-the-Box	NO CHARGE/ INCLUDED IN CONTRACT PRICING	AutoReturn is confident that ARIES can meet the requirements because the security that is designed and built into ARIES conforms with all the generally accepted security standards that are common to leading SaaS solutions. In the AutoReturn model, CCD does not have to perform any programming or configurations. AutoReturn technical staff delivers a system that meets the requirements out of the box. For more information see I.5.8.5 Security - CJIS Standards in the supporting proposal document.
5.8.7 Identity federation		All ARIES Modules	Delivered in Phase I, left to ensure that overall deliverd solution will meet security standards	With Programming	NO CHARGE/ INCLUDED IN CONTRACT PRICING	AutoReturn has reviewed the requirement that the VIF system support identify federation and standards such as "Liberty" and "SAML". As stated in proposal Section 5.1.2 - Data Access and Security (for SAAS Solution), ARIES utilizes the ARIES/SSO single-sign-on application that is used to authenticate users for all ARIES modules. The ARIES/SSO module is integrated with Microsoft Active Directory. Should CCD desire that the ARIES/SSO be enhanced to utilize "Liberty", "SAML", or some similar identify federation and standards solution, AutoReturn will enhance ARIES/SSO module as directed by CCD IT resources. In the AutoReturn model, CCD does not have to perform any programming or configurations. AutoReturn technical staff delivers a system that meets the requirements out of the box. This same information is provided for convenience in I.5.8.7 Security - Identity Federation in the supporting proposal document.

Retention, backup & recovery						
5.9.1 Backup policy	Identify how your services / solution will meet the requirement specified (all sections)	All ARIES Modules	Delivered in Phase I, left to ensure that overall deliverd solution will meet security standards	Out-of-the-Box	NO CHARGE/ INCLUDED IN CONTRACT PRICING	The ARIES database backup policy is more robust than CCD's Technical Services backup policy of full backups once per month and incremental backups every night. There are four (4) different layers to the ARIES database backup procedures that go well beyond CCD's Technical Services requirements. For more information see I.5.9.1 Data Retention, Backup and Recovery - Backup Policy in the supporting proposal document.
5.9.2 Recovery		All ARIES Modules	Delivered in Phase I, left to ensure that overall deliverd solution will meet security standards	Out-of-the-Box	NO CHARGE/ INCLUDED IN CONTRACT PRICING	AutoReturn has reviewed the requirement that the VIF system support recovery based on standard disaster recovery strategy. AutoReturn is confident that the ARIES database backup procedures are compliant with CCD requirements for disaster recovery. For more information see I.5.9.2 Data Retention, Backup and Recovery - Disaster Recovery in the supporting proposal document.
5.9.3 Deletion		All ARIES Modules	Delivered in Phase I, left to ensure that overall deliverd solution will meet security standards	Out-of-the-Box	NO CHARGE/ INCLUDED IN CONTRACT PRICING	AutoReturn has reviewed the requirement that the VIF system must not automatically delete any data records in bulk at any time. ARIES is fully compliant with this requirement. There are no automated processes within ARIES that automatically delete any data records in bulk. This same information is provided for convenience in I.5.9.3 Data Retention, Backup and Recovery - No Automated / Bulk Deletes in the supporting proposal document.
SAAS						
5.10.1	Identify how your services / solution will meet the requirement specified (all sections)	All ARIES Modules	Delivered in Phase I, left to ensure that overall deliverd solution will meet security standards	Out-of-the-Box	NO CHARGE/ INCLUDED IN CONTRACT PRICING	AutoReturn has reviewed the requirement that the software provider shall be fully responsible for implementation and configuration of the solution, in compliance with all RFP specifications and addenda and with subsequent vendor responses. AutoReturn further understands that this includes all necessary integrations with existing software systems and any required data migration. Furthermore, regardless of the resources used, AutoReturn understands that total quoted pricing must be inclusive of all required hardware, software, licensing, deliverables, project management, system analysis and design, training and knowledge transfer, required interfaces, system testing and tuning, documentation, data conversion, customizations, and other products or professional services required to fully implement the solution offered. For more information see I.5.10 SAAS in the supporting proposal document.
User admin and security						

6.1.3 & 6.1.4 Audit	Identify how your services / solution will meet the requirement specified (all sections)	ARIES/Impound, ARIES/Dispatch	Delivered in Phase I, left to ensure that overall deliverd solution will meet security standards	Out-of-the-Box	NO CHARGE/ INCLUDED IN CONTRACT PRICING	ARIES has extensive Audit Trail functionality. Within ARIES/Impound, whenever a user performs various maintenance functions on a vehicle, an audit record is recorded in the database recording the: - Activity Date - Vehicle Id - Event type - User ID of the user who performed the activity - Description of the activity and/or the before field values depending on the event type ARIES/Dispatch has similar audit trail information available at the tow level. After a tow has been requested, subsequent changes to the request are logged and visible to the user while the tow is active, as well as when it has completed. In addition to viewing this audit trail data via the ARIES screens, specific audit trail reports can be created based on the needs of the CCD. All audit trail data as well as vehicle data is maintained within the ARIES database and is available online and is maintained indefinitely. For more information see I.6.1.3 Audit Trail - User Access and Activity and I.6.1.4 Audit Trail - Configuration and Retention in the supporting proposal document.

Availability, response time & support						
6.2.1 & 6.2.2 Availability spec	Identify how your services / solution will meet the requirement specified (all sections)	All ARIES Modules	Delivered in Phase I, left to ensure that overall deliverd solution will meet security standards	Out-of-the-Box	NO CHARGE/ INCLUDED IN CONTRACT PRICING	Out of the box, ARIES is available 24 hours a day, 365 days a year. ARIES maintenance is performed off hours (usually 11:30 PM mountain standard time). There are typically one or two maintenance windows scheduled a month and during these maintenance windows, ARIES is typically unavailable for 5-10 minutes which is well below the specified 4 hour limit. For more information see I.6.2.1 24 x 7 x 365 Access and I.6.2.2 Downtime Policies in the supporting proposal document.
6.3.1 Response time		All ARIES Modules	Delivered in Phase I, left to ensure that overall deliverd solution will meet security standards	Out-of-the-Box	NO CHARGE/ INCLUDED IN CONTRACT PRICING	Out of the box, transaction response times for all ARIES modules meet the immediate response criteria (less than 5 seconds) as defined in the RFP. Typical end user response times are 2 seconds or less. ARIES high availability architecture is hosted at an Amazon's world class datacenter and is extensible based on our needs. Transaction response time can vary based on several factors including but not limited to a user's PC configuration, LAN activity and organizational Internet connectivity and use. This same information is provided for convenience in section I.6.3 Response Time in the supporting proposal document.
6.4.1 User support		All ARIES Modules	Delivered in Phase I, left to ensure that overall deliverd solution will meet security standards	Out-of-the-Box	NO CHARGE/ INCLUDED IN CONTRACT PRICING	Out of the box, AutoReturn maintains an "Emergency IT Support" phone number that provides immediate access (24 hours a day, 365 days a year) to AutoReturn's System Administration resources. At any time of day, the AutoReturn call center staff can request a response to a technical support issue affecting the operations for any of AutoReturn's municipality clients. Additionally, AutoReturn has a "Help Desk" system that allows for a wide range of technical support requests to be easily submitted through a user-friendly web-based screen or via email. All requests are automatically logged in the "Help Desk" system and routed to the most appropriate systems administration queue. The technical support mechanisms and associated service level commitments are already in place and operational for AutoReturn's existing operations. The same set of resources and capabilities will be expanded and leveraged to support the CCD. See Section II.1.3 -Hosting / SaaS- Licensing /Maintenance for a detailed discussion of our support process. AutoReturn will work with the CCD in developing a comprehensive support structure that incorporates CCD VIF staff, City Technology Services Help Services staff and the AutoReturn Support Infrastructure. We will work with the different entities to define the contact points, escalation paths and feedback loops of the combined support structure. Additionally we will ensure that each entity has the appropriate training and understanding of what aspects of the program they are supporting. The AutoReturn support infrastructure is available to the CCD VIF staff 24x365 and can provide backup support during business hours and primary support during non-business hours.
6.4.2 Technical support		All ARIES Modules	Delivered in Phase I, left to ensure that overall deliverd solution will meet security standards	Out-of-the-Box	NO CHARGE/ INCLUDED IN CONTRACT PRICING	AutoReturn will collaborate with the CCD to implement a support structure and protocols that will have all technical and functional issues routed to the Technology Services Help Services during normal business hours. This same information is provided for convenience in section I.6.4.2 Support - Technical and Functional Issues in the supporting proposal document.

						For more information see I.6.5.1 Service Assurance - Technology Services Enterprise Business Applications Team in the supporting proposal document. For more information see sections I.6.4 Support and I.6.4.1 Support - User Support in the supporting proposal document.
6.4.3 Admin support		All ARIES Modules	Delivered in Phase I, left to ensure that overall deliverd solution will meet security standards	Out-of-the-Box	NO CHARGE/ INCLUDED IN CONTRACT PRICING	AutoReturn will collaborate with the CCD and implement a support structure and protocols such that all ongoing system administrative support (e.g. granting user access, adding/changing data selections, etc.) will be provided by the VIF Application Administrator. For more information see I.6.4.3 Support - Ongoing System Administrative Support in the supporting proposal document. This same information is provided for convenience in section I.6.4.3 Support - Ongoing System Administrative Support in the supporting proposal document.
Service assurance & training						
6.5.1 Support team		All ARIES Modules	Phase II - Milestone 4	Out-of-the-Box	NO CHARGE/ INCLUDED IN CONTRACT PRICING	As mentioned in previously, AutoReturn will work with the CCD VIF and City Technology Services Help Desk groups to establish a robust support infrastructure. We will work with each of the teams to determine and define their support roles and ensure that each group and/or individual has the appropriate training and that the contact points and escalation points are clearly defined. AutoReturn will collaborate with the CCD to ensure support protocols identify the Technology Services Enterprise Business Applications team as the primary support team for this application. We anticipate that escalations to AutoReturn will be via phone or helpdesk entries depending on the severity of the issue. This same information is provided for convenience in section I.6.5.1 Service Assurance - Technology Services Enterprise Business Applications Team in the supporting proposal document.
6.5.2 Escalation	Identify how your services / solution will meet the requirement specified (all	All ARIES Modules	Phase II - Milestone 4	Out-of-the-Box	NO CHARGE/ INCLUDED IN CONTRACT PRICING	As mentioned in previously, AutoReturn will work with the CCD VIF and City Technology Services Help Desk groups to establish a robust support infrastructure. We will work with each of the teams to determine and define their support roles and ensure that each group and/or individual has the appropriate training and that the contact points and escalation points are clearly defined. AutoReturn will collaborate with the CCD to ensure support protocols identify the Technology Services Enterprise Business Applications team as the primary support team for this application. We anticipate that escalations to AutoReturn will be via phone or helpdesk entries depending on the severity of the issue. This same information is provided for convenience in section I.6.5.2 Service Assurance - Escalations to Vendor (24 x 7) in the supporting proposal document.

6.6.1 Training	sections)	ARIES Online Library	Phase II - Milestone 4	Out-of-the-Box	NO CHARGE/ INCLUDED IN CONTRACT PRICING	Out of the box, AutoReturn's training resources are comprehensive and under constant refinement as our product evolves: From our online manuals and training videos to our periodic inspections and drills, every aspect of our business has a training plan associated with it. AutoReturn has extensive experience delivering a full curriculum of training courses on all aspects of the ARIES Platform and our "train the trainer" approach combined with our online library of training materials allows us to ramp up new users quickly and efficiently. AutoReturn will utilize a combination of both classroom and "hands-on" training for all implemented ARIES modules. Similar to successful training programs implemented in past projects for San Francisco, San Diego, Baltimore County, Concord, Kansas City, Indianapolis and the Pennsylvania State Police the Company will deploy its seasoned training team to provide sufficient training in advance of the launch date to ensure that all users are comfortable with the use of the ARIES systems. All training will be conducted on-site at CCD facilities and AutoReturn will also provide access to our online training library. In addition, any personnel from the City's Technology Services Help Services are free to participate in training to become familiar with basic user functions. As an extension of the coursework training material, our new ARIES wiki module can be used to incorporate online help documentation. The ARIES Wiki module can be made accessible to CCD staff to create and maintain CCD VIF specific content. Through the ARIES Wiki feature, CCD staff can create, share, and collaborate on content related to the use of the system. For more information see I.6.6 System Operations and Administration Requirements - Training in the supporting proposal document.
Contracts						
The City and County of Denver shall sub-contract their tows through you the vendor.	Identify how your services / solution will meet the requirement specified.	Future signed agreement(s)	Phase II - Milestone 7	Out-of-the-Box	NO CHARGE/ INCLUDED IN CONTRACT PRICING	Agreed - AutoReturn commits to work with City to document, within a future executed contract, and perform so that the City and County of Denver shall subcontract their tows through AutoReturn. For more information see I.7 - Tow Company Contracts in the supporting proposal document.
You (the vendor) shall be responsible for all contracts (with the city being the ultimate approver of contractors selected).		Future signed agreement(s)	Phase II - Milestone 7	Out-of-the-Box	NO CHARGE/ INCLUDED IN CONTRACT PRICING	Agreed - AutoReturn commits to work with City to document, within a future executed contract, and perform so that AutoReturn shall be responsible for all contracts (with the city being the ultimate approver of contractors selected). For more information see I.7 - Tow Company Contracts in the supporting proposal document.
Contract negotiation shall be a joint effort between you (the vendor) and the City and County of Denver.		Future signed agreement(s)	Phase II - Milestone 7	Out-of-the-Box	NO CHARGE/ INCLUDED IN CONTRACT PRICING	Agreed - AutoReturn commits to work with City to document, within a future executed contract, and perform so that tow and other subcontractor contract negotiations shall be a joint effort between AutoReturn and the City and County of Denver. For more information see I.7 - Tow Company Contracts in the supporting proposal document.
Contractors selected shall meet all City and County of Denver tow type, performance, and standards requirements.		Future signed agreement(s)	Phase II - Milestone 7	Out-of-the-Box	NO CHARGE/ INCLUDED IN CONTRACT PRICING	Agreed - AutoReturn commits to work with City to document, within a future executed contract, and perform so that tow and other subcontractors selected shall meet all City and County of Denver tow type, performance, and standards requirements. For more information see I.7 - Tow Company Contracts in the supporting proposal document.