

**VELOCITYDOMAIN NETWORK SOLUTIONS
PROPOSAL FOR LANCER CONTRACTING
ONLINE CONTACT MANAGEMENT AND INTEGRATED
WORKFLOW SYSTEM**

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1 Introduction

VelocityDomain Network Solutions is proud to present our proposal to develop a custom Online Contact Management and Integrated Workflow System (heretofore labeled, the application) for Lancer Contracting. It is the goal of VelocityDomain to provide its clients with a high quality of service in providing specialized solutions for each organization. In this regard, we would like to introduce our model of a highly robust and competitively priced application custom developed exclusively for Lancer Contracting.

This proposal is organized as follows:

1. Introduction
2. Detailed Statement of Work
3. Cost Analysis Matrix
4. Application Capabilities
5. Professional Service Agreement (PSA)
6. Additional Services

Small Business Networks and Digital Media are merging into a new paradigm of commerce and enterprise. This expansion into the digital, networking and wireless realm requires skilled and talented experts to integrate and support these new technologies into a seamless, robust and efficient organization. VelocityDomain Network Solutions is dedicated to supporting this new model of digital media and networking solutions running on a multitude of Windows™, UNIX, and Mac OS X™ platforms. Our commitment to our clients is a full-board service to design, implement and maintain these solutions that uniquely suit your digital media and networking needs.

Lancer Contracting of Medford, MA has determined that the following needs be met in order to advance their productivity and run their organization more efficiently.

The overall functionality this application should include:

- Online Contact Management
- Complete scheduling for all sales and field personnel
- Full accounting integrated into the sales and contact management system
- Task building
- Estimating
- Quoting
- Job costing and tracking of company finances
- Track leads to the point of sale and beyond.
- Report manager (timely reports: monthly, weekly, real-time)
- Wireless remote field access (both in the office and in the field)
- Customer history
- Full flowing information through all stages

The application should be small, modular, and fully network capable with the capacity to grow as needs increase.

Total current user capacity is: 8 office 10 field, all of whom will need concurrent access to application.

The Integrated Workflow component of the application should follow these steps in the process:

1. Receive call or online query for service or contract work.
2. Look for existing client match in the system.
 - a. Categorize: sales, field, service, contract, repeat or new business.
3. Schedule appointment.
4. Sales:
 - a. meet client
 - b. generate estimate or quote
 - c. sign service agreement
 - d. implement production
5. Service:
 - a. meet client
 - b. generate estimate or quote
 - c. sign service agreement
 - d. implement work
 - e. collect outstanding fees for services
 - f. close service order and follow up

6. Production:
 - a. allocate to project manager
 - b. build tasks to do
 - c. allocate tasks
 - d. tick off tasks
 - e. collect for tasks
 - f. close service order and follow up

Remote access from home and from wireless devices is desirable.

Increase in network bandwidth to handle capacity of new hardware components to support application (e.g. T1 service).

Expansion of www.lancercontracting.com website to provide parallel interactivity with application and company Intranet/Extranet services.

2 Detailed Statement of Work

The application is partially a web browser based solution that is built on top of a Microsoft SQL Sever database running on a Windows 2000 Advanced Server operating system. VelocityDomain developers will write the custom interface and back-end functionality in accordance with the stated objectives and specifications set down by Lancer Contracting. The complete functionality of the application will be clearly documented and training will be provided for all Lancer employees that desire it. The application will also be able to generate custom reports and interact with the existing email system. Furthermore, the workflow system will require developing an internal company Intranet, as well as a client and field technician accessible Extranet. The rest of the application depends on hardware solutions and upgrades to fully support the capabilities stated in the previous section. All components will be extensively listed in the next section. Finally, VelocityDomain will provide additional support and debugging services to bring the application to full and reliable implementation.

The following schedule of development and implementation phases is given as an estimate of the maximum time needed for completion of the project. VelocityDomain estimates a window of two to three months for the application to be successfully brought online. All services rendered will be guaranteed under the adjoining Professional Service Agreement to be completed by Lancer Contracting management and VelocityDomain.

Project milestones for VelocityDomain will occur in the following phases:

Phase I. Requirements session

Meet with the client [Lancer Contracting] to ascertain software requirements. This will require 1-3 meetings with client to go over what the exactly software does. At this phase both VelocityDomain and Lancer Contracting will sign the final Professional Service Agreement before any further development and on-site work can commence.

Phase II. Internal software development

This will include all accounting and client contact information. It will include a limited number of reports. More reports will be added as full deployment takes place.

Phase III. Testing of internal software

This phase will be a chance for Lancer Contracting to try the new system and make a list of changes and bugs they find. This will follow our own internal testing phase.

Phase IV. Deployment of production software

After changes and bug fixes are made, the software will be deployed at Lancer Contracting's primary facility. Bug fixes will also be made through out each of next phases.

Phase V. Integration with public website

After the internal network software is written, another session with Lancer Contracting will be held to determine what functionality to add to their existing software. Possible feature inclusion may be job-tracking information for clients and any of the aforementioned features included in the internal software. A major goal will be to determine what information is available to potential and existing clients.

Phase VI. VPN Access testing

VPN Testing will be accomplished through VelocityDomain external computers. Multiple Operating systems will be tested. Once a connection is verified, we will test at a Lancer Contracting approved location. Testing is expected to last 1-2 weeks by client.

Phase VII. VPN Access deployed

If no problems are found with phase VI, VPN access will be deployed at all Lancer Contracting approved sites.

Phase VIII. Wireless connection integrated

A connection for wireless devices will be integrated into the internal software. Software to translate for wireless devices will be added to the software solution. This is due to the fact that wireless devices need information in a different format than normal PC workstations.

Phase XI. Testing of wireless functionality

1-2 Lancer Contracting employees will test wireless access. Evaluation of the service will be taken weekly for 2-4 weeks.

Phase X. Deployment of wireless features

Once testing is complete and a satisfactory service level is reached, wireless devices will be purchased for all Lancer Contracting approved employees and wireless access will be provided.

3 Cost Analysis Matrix

Software	Component	Cost
SQL database	Microsoft SQL Server	\$4,780
Online Contact Management System	Custom ASP, developer's fee (time and expenses)	\$6,000
Server Operating System	Windows 2000 Advanced Server (With 25 Client Access Licenses)	\$4,000
Intranet/Extranet Interface	Custom HTML/XML, Java, Flash, graphics and functionality, developer's fee (time and expenses)	\$4,000
Web Browser	Internet Explorer, Netscape Communicator	\$0
	TOTAL:	\$18,780
Hardware	Purpose	Cost
Dell PowerEdge 1400	Dedicated Server System	\$2,700
VPN Appliance	Cisco VPN 3005 Concentrator	\$3,200
D-Link Systems DWL-650 PCMCIA Cards (11 Qty.)	802.11b Wireless Networking PCMCIA Cards	\$820
	TOTAL:	6,720

Services	Rollout Time	Cost
Phases I—V Implementation	1—2 months, non-continuous	\$7,000
Phases VI—X Implementation	1 month, continuous	\$5,000
	TOTAL:	\$12,000
	GRAND TOTAL:	\$37,500

As you can tell from the above Cost Analysis Matrix VelocityDomain’s complete package of development, implementation and service support is by far the most comprehensive solution available at a competitive price. We are offering a robust combination of “off-the-shelf” software and hardware fully licensed and supported by manufacturer’s warranties, in conjunction with our own expertise in designing and developing a customized solution to your exacting specifications.

All of the above costs include our guarantee of functionality and reliability. Furthermore, any incidental costs such as: wiring components, miscellaneous hardware, utility and diagnostic software, travel expenses and software/hardware purchasing (including price guarantees) are covered by the Phases I—X rate costs at no additional charge to Lancer Contracting. *T1 service and wireless PDA’s are not included in the overall cost structure.* We are confident that your organization will not find a more comprehensive, satisfactory and competitive Value Added Quality of Service offering from any other provider.

VelocityDomain Network Solutions is the ideal candidate for this project.

4 Application Capabilities

Scheduler

Field and office personnel can:

- Add appointments/meetings
- Cancel appointments/meetings
- Edit appointments/meetings

All affected parties will be notified immediately of any changes in their respective schedules.

Reminders can be scheduled a day in advance, an hour in advance, etc.

Schedules can be viewed for one employee up to all employees.

Scheduled events will not only be reflected in the office calendar but in the specific job scheduler as well. Any appointment or meeting with a client will also appear in their file as well, giving you a comprehensive history of the client.

Contact Management

All contacts including current customers, potential customers and other vendors will be tracked in a central database.

- Contacts will be linked to jobs and appointment/meetings.
- Email addresses, property addresses, and other information will be stored.

Job Costing

Each job will have a file that contains all pertinent information starting with the initial call until the follow up.

Hours will be billed internally for efficient cost tracking. This information can be updated from the office or a wireless device meaning less time spent with paperwork.

Any job can be called up by doing a search. Search terms can include any of the relevant information (client name, job location, etc..)

Jobs will normally be viewed ordered by status; jobs that are currently active will appear first. Jobs will have the following features:

- Jobs will each have a checklist that will include each job step.
- A checklist will be selected from a number of user-defined templates determined by the job type.

Example:

Appointment scheduled:	<input type="checkbox"/>
Met client:	<input type="checkbox"/>
Estimate:	<input type="checkbox"/>
Quote:	<input type="checkbox"/>
Contract:	<input type="checkbox"/>

Full accounting

All hours and materials will be tracked for jobs. Some of these costs will be pre-assigned (e.g. *client meeting 1 hour, \$50*). Two columns are available, cost and billable. Cost is the internal cost to Lancer Contracting whereas Billable will be rolled into the overall price of the contract. For instance, though the initial client meeting may not, by policy, be a billable cost but is an internal cost. All hours billed to the job, either in the office or in the field will be accounted for in the job.

Real time sales tracker

At any time you can find out how much financial activity is taking place. By day, month or year, you can see an income statement. The income statement will be in a standard accounting form but can be expanded to show the exact underlying items.

Balance Sheet

With the balance sheet feature you can track accounts receivable and accounts payable as well as other company assets. Similar to the income statement, you can see a summary of information or see the underlying items.

Task Building, Estimating & Quoting

More information will be required from Lancer Contracting to determine the functionality of estimating and quoting.

Job costing will take place in the job file, each action will incur a cost and materials will be traced to the job. Costing will impact the income statement depending on how Lancer Contracting practices their accounting (cash, accrual, etc.).

Report Manager

The following reports will be included:

- Single Job report
- Single Contact report
- Weekly Job report
- Weekly Contact activity report
- Monthly Job report
- Monthly Contact activity report
- Current Jobs status
- Income Statement YTD
- Income Statement monthly
- Income Statement—custom period
- Balance Sheet—current
- Employee Activity—current
- Employee Activity—weekly
- Employee Activity—monthly
- Employee Activity—YTD
- Overall Activity—weekly
- Overall Activity—monthly
- Overall Activity—YTD

Wireless Remote field access

Any internal information can be accessed through a wireless connection. Lancer Contracting will determine what information needs to be available. Wireless device formats will differ from workstation formats because of screen size differences and bandwidth limitation inherent to wireless connections.

Customer History

Customer histories will be included in the Online Contact Management database. Contacts will be linked to past jobs and any other activity pertaining to Lancer Contracting.

5 Professional Service Agreement (PSA)

Agreement Statement

AGREEMENT made this _____ day of, _____ 2002

between VELOCITYDOMAIN Network Solutions and, _____

_____ hereinafter referred to as the Client.

Purpose of Agreement

1. The purpose of this PSA is to state the terms and conditions under which VELOCITYDOMAIN Network Solutions (hereinafter referred to as VDNS) will provide network solution services to the Client.

Services Provided

2. VDNS will provide the following network solution services for the Client:

Completion Times

3. VDNS will furnish the completed work to the Client at times to be mutually agreed upon. Delivery schedules will be predicated on normal working conditions and are subject to adjustment at any time in the event of any cause or causes beyond the control VDNS.

The date mutually agreed upon is _____

Property of Client

4. All databases, written procedures, and other related items used and/or produced for the Client shall be the property of the Client, provided that the compensation due VDNS for the services involved in formulating the aforementioned items has been paid in full by the Client.

Storage of Materials

5. Diskettes, CD-ROMs, magnetic tapes, optical storage media, hard drives (fixed and removable), and similar storage materials relating to the work performed for the Client by VDNS, if stored by VDNS, will be so stored at the sole risk of the Client. No obligation or liability of any type is assumed by VDNS with regard to the aforesaid materials. Furthermore, a **full backup** of all the Client's data is required by the Client before any work shall be performed on any of the Client's systems. Said backup shall either be performed by the Client or by VDNS to the mutual satisfaction of the Client and VDNS relieving VDNS of any liability for damaged, corrupt and otherwise unrecoverable data that belongs to the Client.

Confidentiality

6. All statistical, financial, and personal data relating to the business of the Client, which are confidential and which are clearly designated as such, will be kept in the strictest confidence by VDNS and its employees. However, the foregoing obligation does not apply to any data that have become publicly available that are rightfully obtained from third parties.

VELOCITYDOMAIN Network Solution's Responsibility

7. VDNS will use due care in performing the work for the Client, but it will be responsible for the machines, operators and network solution experts of VDNS; any errors will be corrected at no additional charge to the Client if created as a result of VDNS' acts. The liability of VDNS with respect to this PSA shall in any event be limited to the total compensation for the services provided under this PSA and shall include any liability.

Compensation

8. The Client shall pay VDNS compensation for the services rendered to him in accordance with the established rates and minimums agreed upon by the final VDNS project proposal in effect at the times that the services are rendered. Such rates and minimums are subject to change on 30 days' written notice to the Client. VDNS will send a statement of the compensation due it at the end of each month (balance agreed upon by both parties) and the Client shall make payment within 15 days of the billing date. Interest will be charged at the rate of 8 percent per month on all delinquent accounts.

Terms of PSA

9. The term of this PSA shall commence on the _____ day of, _____ 2002 and shall continue in full force and effect thereafter until it is terminated by the day of, _____ .

Consideration: Conditions

10. The monetary considerations for this job and the scheduled date of completion are based upon specifications furnished by Client and VDNS. Any change of those said specifications by the Client may result in an adjustment of consideration owed by the Client to VDNS, and an adjustment in the scheduled completion date.

Non-Interference With Network Solution Experts

11. The Client acknowledges that all network solution experts working for VDNS were obtained after an extensive and thorough screening process involving substantial time and money. Hence, the Client shall not employ, or attempt to employ, any network solution experts under contract and/or employment with VDNS. VDNS agrees to allow the Client to employ said network solution experts if such employment takes place after completion of the service order and the Client pays to VDNS a fee of \$200 in addition to all other considerations stated herein—unless waived by the discretion of VDNS' management.

Attorney's Fees And Costs

12. If any action at law or in equity is necessary to enforce or interpret the terms of this Professional Service Agreement, the prevailing party shall be entitled to reasonable attorney's fees, costs, and necessary disbursements in addition to any other relief to which such party may be entitled.

Governing Law, Entirety of PSA, Partial Invalidity

13. This PSA shall be governed by the laws of the State of Massachusetts. It constitutes the entire agreement between the parties regarding its subject matter. If any provision in this contract is held by any court to be invalid, or unenforceable, the remaining provisions shall nevertheless continue in full force.

Executed at, _____, Massachusetts on the day and year above written.

VDNS

BY: _____

Client

BY: _____

6 Additional Services

VelocityDomain Network Solutions also provides a broad spectrum of services beyond the proposed project. A brief overview of our additional services are described as follows:

Systems Support and Performance Tuning

VelocityDomain works with multiple platforms, installing software, performing hardware upgrades, networking components, resolving software problems, and providing comprehensive maintenance support for all client and server systems.

Backup and Recovery Options

VelocityDomain will arrive on-site to develop and implement a reliable long-term backup and recovery strategy using all of the latest “off-the-shelf” and custom options available.

We will also recommend economical off-site data storage options.

Migration Services

VelocityDomain has years of experience in its members to help you move your entire organization from one facility to another. We can provide the options and strategies necessary to help you move all of your equipment and services to a new location with as little disruption to your organization’s daily operations as possible.

Network and LAN Infrastructure Expansion

VelocityDomain understands the complexities involved when an organization wants or needs to expand its operations. We can devise strategies and provide hardware and software recommendations to help your organization expand into new facilities, technologies, and operating capacities.