

Video Inspection Pro (VIP)

Proposal for the Hernando County Board of County Commissioners

Video Inspection Pro Software Solution

May 17th, 2023

Amended: 05/17/2019 – fees

Amended: 02/21/2021 – scope of work for contracted inspectors

Amended: 11/21/2022 – update of terms of service, update to contact information

Amended: 05/17/2023 – addition of individual to perform building inspections for Hernando County and addition of resource to perform commercial plan review

SJUR Solutions, INC.

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Cover Letter

May 17th, 2023

Hernando County Board of County Commissioners ('County')
Purchasing Department
1653 Blaise Dr.
Brooksville, FL 34601

To the Hernando County BCC:

Thank you for giving SJUR Solutions, INC. the opportunity to renew the contract of VIP, a video inspection platform built on the latest industry technologies. We are committed to performing the work outlined in this document in a timely and accurate manner. Based on the requirements, we believe SJUR Solutions, INC. offers the lowest risk, best value option for this project:

- Our product is designed for counties of your size and structure
- Our relatively small customer base ensures that Hernando County BCC will continue to receive unparalleled attention and customer support throughout the term of this proposal.
- We provide our own implementation services, ensuring the County will receive direct access to the best available product knowledge and support channels.

Key pieces of information can be found as outlined below:

1. Scope and Approach
2. Proposed System
3. Project Team and Experience
4. Location and Workload
5. Quality/Cost Controls

If you need additional information you can contact me via email or my cell number found below. SJUR Solutions, INC. appreciates you taking the time to review this renewal proposal and we're confident that VIP will meet and exceed your operational expectations for years to come.

Sincerely,

Mark Bell

Mark Bell | CEO
727-233-7794 | mark.bell@sjursolutions.com
1324 Seven Springs Blvd, Suite 301, New Port Richey, FL 34655

Understanding Scope and Approach

SJUR Solutions understands that the County wants a system that is both scalable and can be utilized for multiple types of inspections. The Video Inspection Pro (VIP) application, built by SJUR Solutions, is the most flexible video inspection platform on the market and is designed specifically for that purpose.

Scalability

VIP uses the latest in technology to provide a scalable solution with an Azure Cloud Services to allow for heavy user workloads and quick response times. Response time target throughout VIP is 2 seconds or less. System workloads are reduced as server requirements are maintained and data connectivity is optimized.

The coding framework of VIP is regularly maintained to reduce load time errors. Minor updates are released quarterly, major application upgrades are released every 18-24 months. Updates are routinely tested to ensure quality and architectural standards.

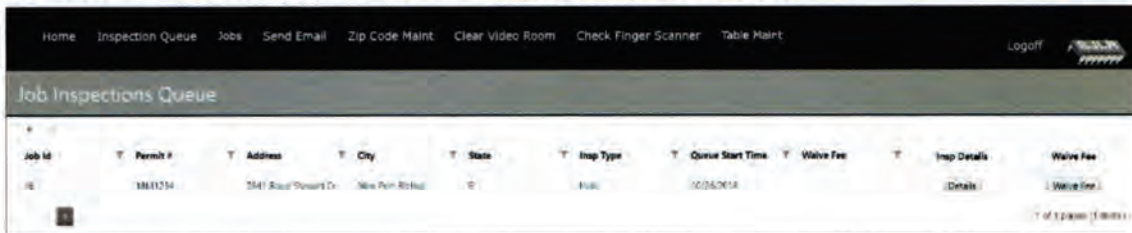
There are other systems in the industry that are using a framework of older technology that are either behind the curve in response time and functionality or are no longer being supported, such as Microsoft's Silverlight. Instead of building on top of an outdated technology, VIP utilizes the latest in technological standards.

VIP is built on the Microsoft .NET framework, MVC and utilizes a Microsoft SQL database. VIP websites are deployed via IIS and map services consumed via Google maps. Mobile applications available through Android (Maven & Java) and IOS (objective-c).

Productivity

VIP is designed to be used by contractors and inspectors, whether they be a private provider or municipality. By performing video inspections, travel time is eliminated and allows an individual inspector to complete more inspections within the same allotted timeframe. Some onsite inspections require demanding physical activity however performing video inspections lessens the requirement and allows the pool of inspectors to increase. The administration workspace allows users to be setup based on individual roles or job functions. Individual profiles can be configured to show the user only the information that is relevant to the job they perform.

VIP does not limit the number of Inspectors or users that the County wants to have access to the software. All of the inspections are located under one viewer.



The screenshot shows the 'Job Inspections Queue' interface. At the top, there is a navigation bar with links: Home, Inspection Queue, Jobs, Send Email, Zip Code Maint, Clear Video Room, Check Finger Scanner, Table Maint, and a Logoff button. Below the navigation bar, the title 'Job Inspections Queue' is displayed. The main content area contains a table with the following columns: Job Id, Permit #, Address, City, State, Insp Type, Queue Start Time, Waive Fee, Insp Details, and Waive Fee. A single row of data is visible in the table. At the bottom right of the table, it says '1 of 1 page (1 items)'.

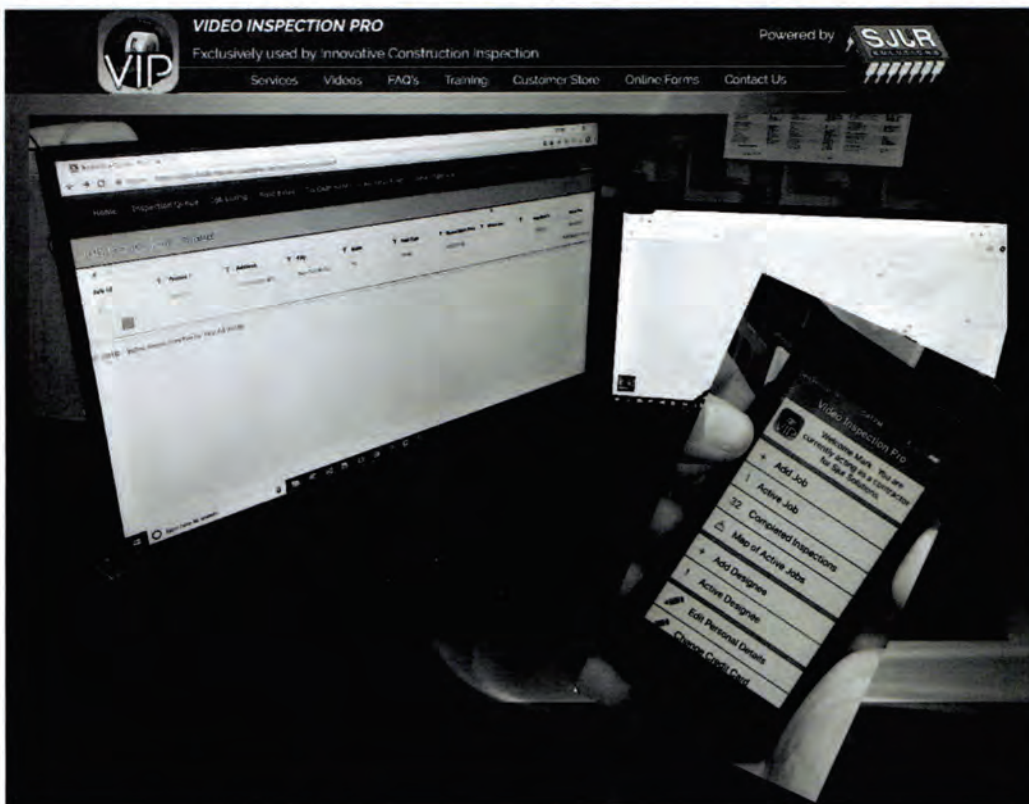
Job Id	Permit #	Address	City	State	Insp Type	Queue Start Time	Waive Fee	Insp Details	Waive Fee
16	1841234	341 Road Street Dr	New Port Richee	FL	Full	10/24/2018		Details	Waive Fee

© 2018 Video Inspection Pro (v. Aug 31 2018)

Proposed System- Video Inspection Pro

VIP goes beyond traditional inspection technology by providing users a new powerful tool to meet the unique needs of their organizations.

Designed specifically for government, VIP is an all-inclusive web-based application that can be accessed from anywhere on a desktop or laptop. VIP integrates seamlessly with the Google Maps platform as well as other applications that utilize standard API calls to leverage an organizations existing technology investment. VIP is an application that allows any inspection within any department to be managed without purchasing separate modules and the application works with any standard web browser with Chrome on any device, no client-side installations or apps are required. VIP confirms appropriate inspector type by utilizing biometrics to streamline operations and fulfill the unique business requirements of the organization both small and large.



Features Unique to VIP

VIP is the most flexible video inspection application on the market; the features below set VIP aside from other applications.

Mobile Video Inspections

VIP provides inspection capabilities using a mobile application to reduce time and streamline the process. Each user (or group of users) can have a consistent interface that provides a uniform look and feel according to the functional requirements for an individual job function.

Key Benefits:

- Reduce training time for field staff with a streamlined interface
- Improved user experience with reduced screen clutter
- Improved performance with optimized interface per job function

Guidelines/Checklist

Users can expedite minimum requirement reviews from code by using the guidelines tab to streamline processes. These guidelines provide minimum code requirements for the inspection type being completed.

Key Benefits:

- Guide users through unique processes based on type of inspection
- Following minimum required codes consistently
- Customization. The jurisdiction managers will have the ability to modify these guidelines as necessary.

Biometrics

VIP is a commercial off-the-shelf application that includes advanced biometrics to identify each inspector to ensure the appropriate inspector license type is in use for a particular inspection. While traditional security systems are reliant on personal identification numbers (PINs), passwords or smart cards, a high level of accuracy is achieved with biometrics. Biological characteristics of fingerprints offer a unique and accurate identification method which validates the authorized inspector's identity. Also, biometrics provides a high level of security. This biometric has hardware and software licenses that are the responsibility of the jurisdiction to obtain and maintain. SJUR Solutions will help with the acquisition process.

Key Benefits:

- Accountability – inspectors are directly connected to a particular inspection which is a clear, definable audit trail.
- Easy and Safe for Use
- Time Saving – biometric identification is extremely quick
- Security – can't be guessed or stolen

State Vetted Process

The video inspection process followed by SJUR Solutions is fully vetted by the State of Florida Building Code Administrators and Inspection Board. VIP is only application with State vetting to do remote video inspections.

Key Benefits:

- Process is recognized and vetted for video inspections from the state of Florida
- Contractors and property owners have full confidence that the minimum code requirements have been met.

Other Unique characteristics of VIP

Complete recordings of every inspection performed. VIP leverages cloud-based technology to store an archival of every inspection. The cost is minimal and has redundancy. The jurisdiction is responsible for storage of all archived videos. Sjur Solutions can help with implementing a cloud-based solution.

Key Benefits:

- If records are requested, a secure URL can be sent to the requestor where then can download the video.
- The very low cost of archival video allows for the 10-year requirement of records storage for public records request retrieval.

Map Integration

VIP interacts directly with Google maps to allow the inspector to visually verify the location of the person onsite compared to street view of google maps (i.e., front of the house).



Graphically represent data within VIP such as locations of inspections.

Key Benefits:

- A direct, real-time integration to Goggle Maps
- The Google Maps co-ordinates are recorded at time of job request.
- Job site location is confirmed systemically, the Lat and Long are confirmed at time of inspection.

Alerts and Notifications

Inspectors have an option of taking still images and notes while performing an inspection, these items are included on the inspection record. Once the inspection, notes, and pictures are complete, the contractor receives an email confirmation of the results. This process is very beneficial especially on non-approved inspections. Contractors therefore are quickly informed on the results of their inspections.

Key Benefits:

- Instant notification of inspection results via email to the contractor
- Jurisdictional feedback of results through integrated API communication
- In-app notifications of new inspections in the queue

Administration

VIP simplifies the process of tracking inspections and work performed. Administration allows the creation of administrators and inspectors. Administration provides the following capabilities: Drop Tables, checklist Groups, checklist items, inspector skills, inspection queue lockout, and zip code servicing.

Key Benefits:

- Customizable for each individual user's role within the system
- Systemically defines the types of inspections a user is allowed to perform
- Reduce training time by simplifying terminology and reducing the number of processes to learn
- Improve consistency across users

Video web Inspections

Job Status and Priority

Statuses and priorities are in order in which received and can be used auto-route work to appropriate personnel.

Key Benefits:

- Reduce the learning curve by inspectors only seeing their discipline and uses the first in – first out (FIFO) per trade
- Inspection queue filters the inspections requests to the inspectors based on their qualifications
- Systemically lock-out a job once an inspector initiates an inspection. This prevents other inspectors from working on the same job.

Resource Allocation & Management

Each inspection Task are picked up by the next available inspector based on trade.

Linked documentation

The Linked documentation feature in VIP allows users to include pictures and notes on any record within the system. For example, an Inspector can photograph parts of the inspection that may not be approvable.

Mobile Application

Contractor Management

VIP provides options to allow contractors and other outside users to add jobs, see active jobs, and review results of previously completed inspections (Excluding video playback).

Key Benefits:

- Contractors can track work that has been completed by inspectors
- Allow contractors/designees to request their inspections

Reports and Dashboards

VIP provides inspection history results to contractors.

Key Benefits:

- Maintains a history of all inspections within the system

Security

VIP utilizes industry approved encryption technology to protect communication between the mobile app and the web interface. All of the features of VIP are available in a connected environment in the field (laptop). "VIP has secured communicate over the internet using the Transport Layer Security (TLS) communication protocol provided by secure domain certificate. The bidirectional encryption of communications between a client and server protects against eavesdropping and tampering of the communication whether on the web side of VIP or the API communication between the mobile app and the web database. TLS is the most widely deployed security protocol. In addition to the secure communications within VIP, access to the system is restricted to only those users who have been properly registered and functions of the system are restricted base on the role of an individual user (i.e., contractor, inspector, admin, etc.)"

On-Site Notifications

VIP leverages the capabilities of Bluetooth thermal printers to provide an on-site notification method for the inspection process.

Key Benefits:

- Provides a posting method for the home owners who may not have access to email
- The printers are very user friendly
- The printers are durable and inexpensive (less than \$100 USD)
- The printer uses stickers to adhere to the official documentation
- Extra layer of notification beyond just the email notifications
- Eliminate the need to go online or call the jurisdiction for results

System Requirements

Server Requirements

- (Optional) hosted Cloud Solution for the data and video archival by the County. Currently, VIP maintains all records and videos for the jurisdiction at no extra cost.

Client Requirements:

- Latest release of a Chrome standard web browser

Mobile Requirements

- Active internet connection for mobile devices. The process does require minimum 4g network plan is active at time of inspection request (Recommends 5g plan). Service is completely dependent upon the available mobile network in the inspection area.

Additional Information

For additional information please contact Mark Bell at mark.bell@sjursolutions.com

VIP Background and Experience

Company History/Facts

Located in New Port Richey, FL, SJUR is a highly specialized team of software engineers and technology consultants focusing exclusively on video inspections for government entities. Since April 20, 2016 we can provide a complete business solution by means of software application development and hardware integration specific to each of our clients' needs. Each solution developed by SJUR is designed with a unique sense of style and ingenuity; practical software with clean, easy-to-use interfaces is our specialty. The proposed product for the County is VIP, a first-generation version of the VIP platform.

Ownership

SJUR is a privately owned corporation. The company founders remain the primary owners and are actively involved in current company operations. There have been no changes in ownership, the business has no debt and is 100% owned by the original owners.

Primary Business Focus

Our goal is to create long-term partnerships with each of our customers by providing an excellent product with exceptional service. We understand that a great product is of little value if not properly implemented and an excellent implementation does not improve the quality of a poor product. SJUR is looking forward to providing software to local government municipalities.

Organization Size

Total Number of Employees:	6
Number of Employees on Project:	3
Office Locations:	New Port Richey, FL
Number of Active Clients:	55+
Active Government Clients:	3
Years Offering Proposed Product:	1 year

Subsidiaries

SJUR, the maker of the VIP software, has no subsidiaries and is completely independent of any other company or entity. The VIP application can only be purchased from SJUR. The VIP application is the only software that SJUR builds and maintains.

Project Team and Past Experience

The anticipated personnel that will be assigned to this project and their level of experience are found below. Please contact us for full resumes if needed.

Rune Lero / President

Certified Building Code Administrator, Certified Building Inspector, Certified Building Plans Examiner, Certified Building Contractor. 40 + years of experience in the construction industry.

Darryl Matthews / Implementation Director

Experienced Information Technology professional with 30+ year background in Application Development & Testing, Database Support, Report Writing, Systems Analysis, Team Leadership and Problem Resolution as well as Personnel Administration and Professional Development. Possess exemplary skills in written and verbal communications. Proven abilities in organizing application development workflow and utilizing a proactive approach to problem solving. Responds to inquiries and questions in a timely & professional manner. Works closely and effectively with all levels of management to satisfy project/productivity requirements. Able to build and foster proficient workplace environment through application of proactive management techniques.

Mark Bell / Training and Technical Support Specialist

Over 20 years of IT operational experience, 15 years of software development programming experience, 15 years of risk management experience, and over 10 years of internal audit experience on operational, financial, fraud, compliance, and IT engagements.

Location and Workload

It is important to know that SJUR has an office in the New Port Richey, FL area with a local implementation staff.

Quality/Cost Controls

It is important to know that SJUR will uphold any timelines or standards as set forth by the sales agreement.

What actions would you take to remedy these conditions in a timely manner?

Past experience has shown that the software that has been shown in live demonstrations are ready to be utilized on day one and are not in development stages. The promised features are already in a production status and are continually being reviewed for errors.

What steps will your firm take to ensure that the project is completed in a timely manner?

The VIP software is a complete program as defined in this response and is being used on a regular basis.

Describe what steps your firm will take to provide cost effective design solutions?

Purchasing of the VIP application means the County receives the latest version along with all modules and future builds of the software as long as yearly maintenance is paid.

Upgrades

Software updates are scheduled in advanced and deployed by SJUR staff after hours or on weekends. Minor updates are released quarterly, major application upgrades are released every 18-24 months. Each version is supported for 3 years. Notifications of new available updates as well as information regarding previous updates performed for the County are accessible through the SJUR online Customer Support Center.

Clients are entitled to the latest software versions of VIP when they are current on their yearly contractual obligations.

Fees

The COUNTY agrees to pay the PROFESSIONAL compensation for this program for one (1) year at a cost of \$20.00 per inspection performed by the jurisdiction. For this proposal there will be one purchase order in each fiscal year and billed monthly for each month of the program. Monthly payments for the PO's are expected to be paid with NET 30 days term. There will be a minimum of 200 inspections a month billed at the cost of \$4,000.00 per month regardless of the actual number of inspections performed. The building division will pay \$20.00 per inspection for any inspections that exceed a minimum of 200 per month.

Amendment to Fees for Scope of Work for Contracted Inspectors

Sjur Solutions Inc proposes a Scope of Work to continue performing inspections from 01/01/2023 until 12/31/2023:

- Performing Remote Video Residential, Building, Electrical, Mechanical & Plumbing inspections
- Monday – Friday, excluding Holidays or County Training Days
- Hours of Operation 8:00 AM until 5:00 PM
- Cost to perform each inspection at \$7.00/Inspection

Amendment to Services Rendered to Include Building Inspector for Hernando County

Sjur Solutions Inc proposes a Scope of Work to continue performing inspections from 06/01/2023 until 07/28/2023:

- Performing residential building, electrical, mechanical, and plumbing inspections on-site with support from VIP
- Monday – Friday, excluding Holidays or County Training Days
- Hours of Operation 8:00 AM until 5:00 PM
- Cost to perform each inspection at \$22/Inspection minimum 10 per day

Note: there will be a gap in coverage from 06/26/2023 – 06/30/2023

Amendment to Services Rendered to Include a Resource to Perform Building Commercial Plans Reviews

Sjur Solutions Inc proposes a Scope of Work to continue performing inspections from 06/01/2023 until 12/31/2023:

- Performing building commercial plan review
- Monday – Friday, excluding Holidays or County Training Days
- Cost to perform each review at \$60/hour