















www.bentley.com

Proposal for

eB Plan Review Consulting Services

Prepared For
City of Corpus Christi

November 6, 2014

Bentley Systems, Incorporated





November 6, 2014

City of Corpus Christi
Dan Grimsbo
Director Community Development
Corpus Christi, Texas 78415

Subject: Proposal for eB Plan Review Services

Dear Dan Grimsbo,

Bentley Systems, Incorporated ("Bentley") is pleased to provide this proposal to City of Corpus Christi for the items described below.

- Implementation of an electronic plan review solution via Bentley MANAGEservices
- Integration to the City's Hansen v8.3 Dynamic Portal permitting software

Detailed scheduling and resource assignment cannot be made before receipt and acceptance of a Purchase Order referencing this proposal and a signed copy of this proposal. The Professional Services in this proposal are offered on a fixed fee basis.

I trust this proposal meets your needs. Bentley has an excellent history of client satisfaction and in this regard we view your success as our success. If you need additional information or would like to discuss anything contained in this document, please feel free to contact me.

Sincerely,

Gary Griffiths
Sales Director
Gary.Griffiths@bentley.com
Office: (610) 458-6171

Bentley Systems, Incorporated Bentley Opportunity: 30387970



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1. Executive Summary

Bentley understands that the City of Corpus Christi is looking to improve the processes and technology related to the review of plans and plan sets managed and reviewed by the Permitting and Planning departments. The eB solution for plan review will capture documents, activities, and all relevant data around the review process from end-to-end. Unlike other solutions that focus on the markup or edit of documents, Bentley's eB solution is built upon an open architecture and industry standards to ensure sustainability and applicability to all aspects of the enterprise. Consistent with Bentley's information management philosophy, the City of Corpus Christi can tap into reliable data at any time throughout the process by using eB.

This proposal outlines the services for providing an eB electronic plan review solution via Bentley MANAGEservices with integration to Hansen v8.3 Dynamic Portal for the Permit and Planning departments at City of Corpus Christi.

Bentley is providing eB software licenses free of charge as well as a significant discount on professional services for this project. It is our intention and understanding that we will work closely together in order to ensure that this project is a complete success and the result will be a solid and referenceable relationship between Bentley and the City of Corpus Christi. It is also our desire that together we will be able to openly discuss this successful project to industry peers and associations.

2. Scope of Services

Bentley's deployment services are designed to ensure a successful deployment of eB based upon your organization's unique implementation requirements. Our deployments are also designed to ensure proper design and configuration from the very beginning to prevent costly rework later.

A Bentley Project Manager will be assigned to ensure the success of your eB implementation from the kick-off meeting until the project is successfully closed out. For more information about the implementation methodology followed by Bentley, please see Appendix B.

2.1 Software Installation

Bentley consultants will install eB in up to two environments in the Bentley MANAGEservices environment. One environment will be a test environment, with the other environment being the production environment. The following modules of eB will be installed:

- eB Information Manager
- eB Web Interface/Web Server

2.2 Design

Bentley consultant(s) will review the proposed plan review process with City of Corpus Christi, validate the configuration, customizations and integration defined in this proposal and finalize the details. A Statement of Work document will be produced to define what will be implemented and how specific eB features and functionality are to be configured. The Statement of Work document will be approved by both parties and serve as the blueprint for the services to follow.



Configuration 2.3

Bentley consultant(s) will configure up to two environments of the eB Information Manager system as defined in the approved Statement of Work document. Configuration will be done in the test environment, which may be copied to the production environment.

The eB Information Manager System configuration for the Permit department at City of Corpus Christi will consist of:

- One (1) Permit Plan Set Document class and template with up to 5 attributes
- One (1) Permit Plan Sheet Document class and template with the following attributes:
 - Building Review Status
 - Zoning Review Status
 - o Fire Review Status
 - Engineering Review Status
 - **Drawing Type**
- One (1) Permit Workflow class and template as defined in Appendix A for Permit Department with four department reviewers
- Six (6) Skills for the workflow tasks (Intake Coordinator, Lead Reviewer, four departments)
- Three (3) Security Roles (Read Only, Reviewer, Administrator)
- eB Workflow emails enabled for Work Exchange and Work Task Skill notification
- Configure the Document class to automatically initiate the workflow when an eB document is created
- Configure an eB Report to list status of Plan Set and Sheet documents based on workflow tasks

The eB Information Manager System configuration for the Planning department at City of Corpus Christi will consist of:

- One (1) Planning Plan Set Document class and template with up to 5 attributes
- One (1) Planning Plan Sheet Document class and template with the following attributes:
 - Planning Review Status
 - **Engineering Review Status**
 - **PM Review Status**
 - **Water Review Status**
 - **Sewer Review Status**
 - **Gas Review Status**
 - Parks Review Status
 - Airport Review Status



- o Traffic Review Status
- Fire Review Status
- Storm Water Review Status
- o GIS Review Status
- Drawing Type
- One (1) Planning Workflow class and template as defined in Appendix A for Planning Department with twelve department reviewers
- Fourteen (14) Skills for the workflow tasks (Intake Coordinator, Lead Reviewer, twelve departments)
- Three (3) Security Roles (Read Only, Reviewer, Administrator)
- eB Workflow emails enabled for Work Exchange and Work Task Skill notification
- Configure the Document class to automatically initiate the workflow when an eB document is created
- Configure an eB Report to list status of Plan Set and Sheet documents based on workflow tasks

Note: If a workflow assignee cannot complete their work task, a user with the correct permission will manually use the out-of-the-box functionality to change the work task assignee to allow for completion of the task.

2.4 Customization/Tailoring

The following areas have been identified where eB will need further tailoring or customizations to meet City of Corpus Christi's business requirements. Customization will be done off-site by Bentley's Solution Center. If more customizations are identified during the design phase, Bentley will follow its change management procedure to change the scope of the project and adjust the pricing accordingly, for approval by City of Corpus Christi.

- Provide one (1) SQLServer Reporting Service (SSRS) report with graphical indicators, based upon the Plan Set and Sheet eB Report data
- Extract files from submitted zip files
- Ability to Bulk update attributes for a Plan Set
- Email plan review status to Applicant

2.5 Integration

Bentley consultant(s) will develop an integration between eB and Infor's Hansen v8.3 permitting system. The most appropriate method of interfacing with these systems will be determined and defined in the Statement of Work document which shall be approved by City of Corpus Christi. Bentley will then develop and test this interface and deliver to City of Corpus Christi. The integration will provide the following key features:

 Have the eB Plan Review website be invoked from the Hansen v8.3 Dynamic Portal (with applicable permit number)



- eB Plan Review website to allow applicant to upload plan set of documents related to the permit number
- At conclusion of specific plan set review milestones in eB (as illustrated in the Appendix A workflows), the Hansen system will be provided the review status notification

2.6 Acceptance testing

The following tests will be performed to verify that the system meets the criteria and design defined in the Statement of Work document:

- Unit testing will be performed by Bentley consultants and developers as they work on configuration and development tasks.
- Factory testing will be performed by Bentley to ensure proper integration of all components.
- Site Acceptance testing will be performed by Bentley, on-site on City of Corpus Christi's test environment, and witnessed by City of Corpus Christi.
- Testing will be done against the Statement of Work document. If separate test plan and test scripts are required then Bentley will follow its change management procedure to change the scope of the project and adjust the pricing accordingly, for approval by City of Corpus Christi.

2.7 Training

End-user training

Bentley proposes end user training will utilize the "train-the-trainer" approach, where Bentley provides training to City of Corpus Christi's Trainer(s) and guidance for the City of Corpus Christi to create custom training materials and other handouts. These services will be accomplished during a one week onsite visit.

2.8 Project Deliverables and Acceptance

As a part of this eB deployment, Bentley will deliver the following:

| Item # | Deliverable | Description | Responsible Role | Supporting Role | Deliverable Acceptance |
|-----------|----------------|-----------------------------|---------------------|--------------------|---------------------------|
| P-1 | Project Plan | A document describing the | Bentley Project | City of Corpus | City of Corpus |
| | | Project Plan. | Manager (PM) | Christi PM | Christi PM |
| P-2 | Statement of | A document identifying the | Bentley | Bentley PM | City of Corpus |
| | Work | details of what will be | Consultant | | Christi PM |
| | | implemented , what specific | | | |
| | | eB features and | | | |
| | | functionality are to be | | | |
| | | configured, and the method | | | |
| | | of interfacing to Hansen | | | |
| | | Dynamic portal and email to | | | |
| | | Applicants. | | | |
| P-3 | Project | A document describing the | Bentley PM | City of Corpus | City of Corpus |
| | Execution Plan | way the project is executed | | Christi PM | Christi PM |
| | (PEP) | and managed. | | | |



| Item # | Deliverable | Description | Responsible Role | Supporting Role | Deliverable Acceptance |
|-----------|-----------------------------------|--|---------------------|--|------------------------------|
| P-4 | Project Communication Plan | A document identifying how communications will be managed during the project. This may be included in the PEP. | Bentley PM | City of Corpus Christi PM | City of Corpus Christi PM |
| P-5 | Project Closeout Summary | A document identifying a summary of the tasks performed throughout the project, deliverables provided, any lessons learned and any future opportunities. | Bentley PM | Bentley Consultant and City of Corpus Christi PM | City of Corpus Christi PM |
| P-6 | Project Status Reports | Document(s) listing the current status of the project, including outstanding issues, risks and other items. | Bentley PM | City of Corpus Christi PM | City of Corpus Christi PM |
| P-7 | Meeting Agendas and Minutes | Document(s) describing items to be discussed at Project Meetings (Meeting Agendas) and the results of those project meetings (Meeting Minutes). | Bentley PM | City of Corpus Christi PM | City of Corpus Christi PM |
| P-8 | Deliverable Acceptance Form | Document(s) listing the deliverables and acceptance by the City of Corpus Christi PM | Bentley PM | City of Corpus Christi PM | City of Corpus Christi PM |

The City of Corpus Christi Project Manager or identified designee(s) will review and approve deliverables identified in this proposal. The deliverable acceptance process will be as follows:

- When complete, Bentley shall submit final deliverables and a copy of a "Deliverable Acceptance Form" to the City of Corpus Christi Project Manager or identified designee(s), who will conduct a review to determine the deliverables' conformance with the specifications in this proposal (including, without limitation, the project approved eB Implementation Plan, Training Checklist or other project approved documentation). Upon completion of this review the City of Corpus Christi Project Manager or designee(s) will complete the Deliverable Acceptance Form indicating acceptance or rejection City of Corpus Christi, and return it to the Bentley Project Manager.
- If a deliverable is neither accepted nor rejected within ten (10) business days, the deliverable will be deemed to have been accepted by City of Corpus Christi without change or comment. City of Corpus Christi may also request an extension to the ten (10) day acceptance period, which will not be unreasonably withheld by Bentley unless it affects the project schedule, which could then trigger a change request that may impact the project timeline, resources and/or cost.
- If City of Corpus Christi rejects a deliverable, City of Corpus Christi will provide Bentley with a written description of why the deliverable was rejected on the Deliverable Acceptance Form. If the identified deliverable discrepancies are mutually agreed to be



within the specifications of this proposal or other project approved documentation, Bentley shall rework the deliverable at its sole cost as necessary to achieve its conformance with the specifications herein. If the discrepancies are mutually agreed to be outside the specifications, City of Corpus Christi shall either accept the deliverable asis or request a change order. If the parties cannot come to an agreement regarding the discrepancies, the issue shall be elevated to respective management teams to discuss the deliverable and project specifications in detail.

Bentley will track status of all project documentation including the deliverable approval process and status. Bentley will inform City of Corpus Christi if delays are to be incurred due to deliverable acceptance documents not being signed and returned in a timely manner. Bentley will indicate, via the status report, any potential impact to the project timeline for delayed acceptance.

2.9 Schedule

A schedule will be finalized to reflect specific dates and times that are mutually acceptable upon final acceptance of this proposal and the issuance of a purchase order acceptable to Bentley.

To ensure that Bentley understands City of Corpus Christi's goals, Bentley shall arrange a conference call with City of Corpus Christi and the consultant(s) to review the goals and objectives and any logistics once official award is obtained.

2.10 City of Corpus Christi Staffing

The following personnel will be needed from City of Corpus Christi in order to deliver the project. For more information, please see Appendix B.

- Project Manager
- IT and Networking staff
- Key User Business Representatives

2.11 Assumptions, Limitations, Exclusions, and Constraints

- City of Corpus Christi's staff will be made available, as needed, throughout the duration of this implementation.
- Bentley will provide only the functionality in currently released versions of our products, unless explicitly stated otherwise within this proposal.
- City of Corpus Christi will have a Bentley MANAGEservices contract in place for their test and production environments
- City of Corpus Christi will provide network access and network security access to the consultants as needed to accomplish the tasks outlined in this document.
- City of Corpus Christi will be responsible for any 3rd party licensing of all software per their user licensing agreements (including Brava!).

Training Assumptions, Limitations, Exclusions, and Constraints

• City of Corpus Christi will be required to provide the training facility including the room, hardware, software, and projector.



 Any issues with the training environment found to be introduced City of Corpus Christi's IT efforts (such as software installation) will be deemed a variation in project scope with Bentley resolution time based on agreed rates.

3. Pricing

Bentley will provide the consulting services described in this proposal on a Fixed Fee basis.

| Electronic Plan Review/eB Information Manager | | | | |
|---|---|--------------|--|--|
| Software Costs | | | | |
| | eB Information Manager | No Charge | | |
| | ProjectWise InterPlot Server | No Charge | | |
| | eB QuickLinks | No Charge | | |
| | TOTAL SOFTWARE COSTS | \$0.00 | | |
| Software Support and Hosting | | | | |
| | Bentley MANAGEservices | \$60,000.00 | | |
| | eB Information Manager SELECT | \$6,212.00 | | |
| | ProjectWise InterPlot Server SELECT | \$622.00 | | |
| | eB QuikLinks SELECT | \$2,071.00 | | |
| | Bentley CONNECTIONS Passport SELECT (61) | \$5,124.00 | | |
| | TOTAL SOFTWARE SUPPORT AND HOSTING | \$74,029.00 | | |
| Implementation Services | | | | |
| | Fixed Fee Implementation Services (included both Planning and Permitting) | \$205,000.00 | | |
| | Travel Expense Estimate (not to exceed) | \$7,075.00 | | |
| | TOTAL IMPLEMENTATION SERVICES | \$212,075.00 | | |
| | | | | |
| TOTAL COST FOR | | | | |
| ELECTRONIC PLAN | | \$286,104.00 | | |
| REVIEW SOLUTION | | | | |

The travel expenses are estimated as follows:

| Cost Estimation Travel Expenses | | | | |
|---------------------------------|----------------------|-------------|----------|------------------|
| Description | Airfare (round trip) | Hotel/Night | Food/Day | Gas, Tolls, etc. |
| Quantity | 3 | 17 | 17 | 17 |
| Unit Price | \$800 | \$150 | \$60 | \$65 |



| Price | \$2,400 | \$2,550 | \$1,020 | \$1,105 |
|-------|---------|-------------|------------------|---------|
| | | Estimated E | xpenses Subtotal | \$7,075 |

Services pricing includes the following:

| Total Project Pricing | | |
|------------------------------|-----------|--|
| Consulting Services Subtotal | \$292,000 | |
| Reference Site Discount | -\$87,000 | |
| Estimated Expenses Subtotal | \$7,075 | |
| Project Total | \$212,075 | |

Proposed Services Milestone Payments are:

| Milestone | Percentage | Criteria |
|---|------------|---|
| Project Start | 15% | When the project kick off conference call is held |
| SOW Delivery | 15% | When the Statement of Work (SOW) Document is delivered to the City for review |
| Configuration of Test Environment | 15% | When Bentley validates the Test environment reflects the definition defined in the SOW Document |
| Customizations | 15% | When Bentley validates Customizations in the Test environment reflects the definition defined in the SOW Document |
| Integration | 15% | When Bentley validates Integration in the Test environment reflects the definition defined in the SOW Document |
| Train the Trainer | 10% | When Bentley provides the onsite "Train the Trainer" training |
| Configuration of Production Environment | 15% | When Bentley validates the Production environment reflects the definition defined in the SOW Document for configuration, customizations and integration |

4. **Terms and Conditions**

Bentley proposes to perform the work described in this proposal under the terms and conditions of the pre-existing SELECT Program Agreement by and between Bentley and City of Corpus Christi ("Subscriber") with CLA Number 14576635 (collectively hereafter, the "SELECT Agreement").

Additionally, unless your SELECT agreement states differently:

- Should you wish to proceed with this project and your company issues purchase orders:
 - Please email the purchase order to Randy.McDaniel@Bentley.com as indication of your acceptance to proceed with the project under the terms and conditions described in this proposal.

- Please complete and sign the proposal acceptance below and email it to Randy.McDaniel@Bentley.com as indication of your acceptance to proceed with the project under the terms and conditions described in this proposal.
- Mail the original purchase order and signed proposal to your account manager.
- Should you wish to proceed with this project and your company does not issue purchase orders:
 - Please complete and sign the proposal acceptance below and email it to your account manager at Randy.McDaniel@Bentley.com as indication of your acceptance to proceed with the project under the terms and conditions described in this proposal.
 - Please also provide a written statement to your account manager that your company does not issue purchase orders and that Bentley should accept the signed proposal as indication of your order.
- Bentley will invoice consulting services based on Milestone Payment schedule.
- Bentley will invoice for actual expenses (i.e. airfare, rental car, meals, accommodations, conference calls, reproductions, etc.) related to the services described in this proposal if applicable.
- Applicable shipping and taxes will be invoiced and may not be included in this estimate.
- Consulting days are typically eight hours each, except for travel days which may vary. The exact length of the working day will depend upon your country's regulations.
- To keep scheduled project dates, Bentley must schedule resources, book travel, etc. If Subscriber reschedules services and notification of a schedule change is received less than two full calendar weeks before the originally scheduled date, Bentley reserves the right to charge, and Subscriber agrees to pay, a rescheduling/cancellation fee of Rescheduling fee per scheduled person day plus any non-refundable reasonable expenses resulting from such changes will be charged. To minimize any such charges, please advise Bentley of any changes as soon as possible.
- The parties agree that if there are any additional or different terms or conditions appearing on any purchase order(s) issued to Bentley by your organization after the date of this proposal, any such additional or different purchase order terms or conditions shall not apply to the products and services described in this proposal, even if Bentley executes the purchase order and/or even if Bentley processes the order. For any of your organization's additional or different terms or conditions to be binding on the parties (whether appearing on a purchase order or otherwise), the parties agree to implement any such additional or different terms or conditions via a separate written agreement only; otherwise no such terms and conditions shall apply to the project described in this proposal. In any event, the parties agree that at all times the applicable current SELECT Agreement, as well as the terms and conditions of this proposal, shall always take precedence over any and all other documents that may pertain to this transaction, specifically including, without limitation, any terms and conditions accompanying your organization's purchase order(s), whether accepted by Bentley or not in accordance with this paragraph.
- The scope of services in this proposal is based upon information provided by Subscriber.
 Circumstances not contained in this information, or otherwise unknown to Bentley, may require an addition to the proposed scope of services. Moreover, any additional work



that you may engage Bentley to execute will be subject to either a separate proposal or change control, and pricing where any discounts offered herein may not be available irrespective of whether it is completely new work or related to works delivered on the basis of this proposal.

- Once you have accepted this proposal, Bentley will commence work in accordance with this proposal. If after commencement of the work described in this proposal, however, Subscriber properly opts to terminate the project in accordance with the SELECT Agreement, Subscriber will still be invoiced by Bentley for the following:
 - All remaining time that Bentley has worked on the project that has not yet been invoiced.
 - All costs already incurred by Bentley that have not yet been invoiced.
 - Any and all non-refundable costs for which Bentley may be liable.

Pricing, terms, and conditions of this proposal are valid for 60 days from the submittal date of this document. To avoid delays in processing, please ensure the purchase order is signed, references the Bentley SELECT Program Agreement or any other contractual agreement in place, references this proposal, the **Bill To address and payment terms of Net 30 Days**. Credit terms are subject to approval by Bentley's credit department.

Signed and Accepted:

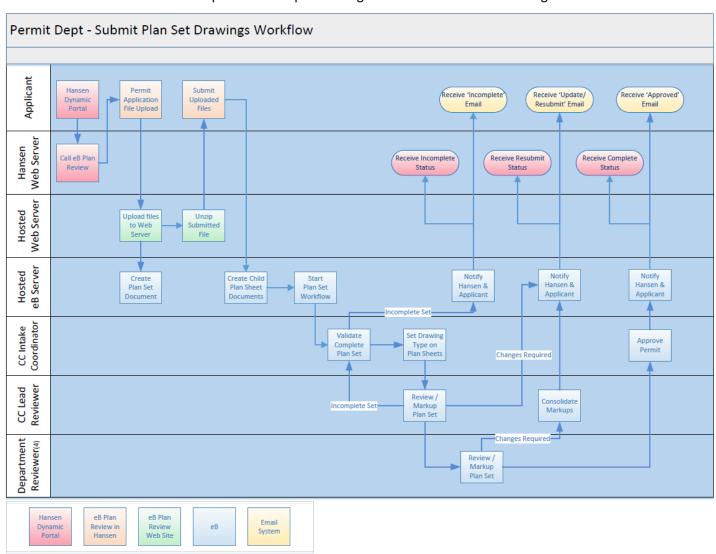
| City of Corpus Christi |
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| Proposal for eB Plan Review Services |
| 14576635 |
| 30387970 |
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Power Generation



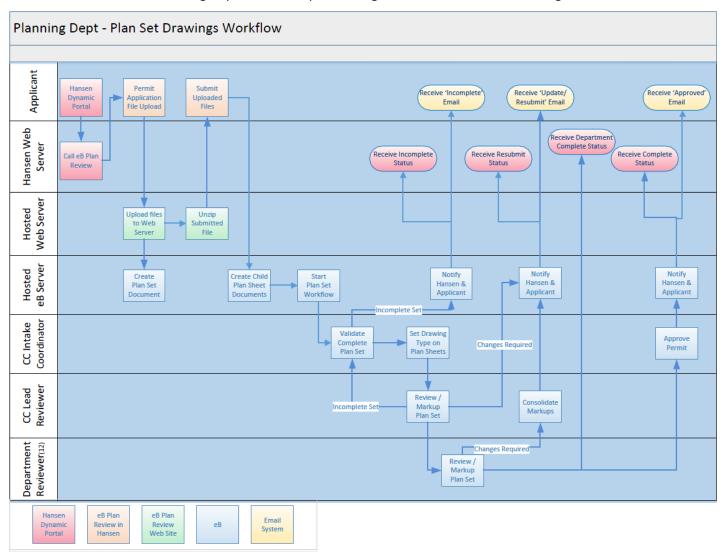
Appendix A: eB Workflow Diagrams

The eB Workflow for the Permit Department template configuration is illustrated in the diagram below.





The eB Workflow for the Planning Department template configuration is illustrated in the diagram below.





6. Appendix B: eB Implementation Methodology

Project Implementation Approach

Bentley Professional Services works in strict compliance with our project management methodology, the Bentley Solutions Methodology (BSM). BSM supports Bentley's mission to provide world-class value in technology, products, and services.

BSM is a compilation of Bentley's standardized processes for end-to-end Professional Services project activity, thoroughly covering project definition, execution, communication, and completion aspects.

- The methodology is based on over 20 years of implementation and training services expertise within Bentley Professional Services, best industry practices, and established methodologies such as the Project Management Institute's (PMI) Project Management Body of Knowledge (PMBOK[©] Guide) and PRINCE2[®].
- BSM is scalable to the size of the project from small consultancy projects to complex system implementations. As project risk and complexity increases, so does the governance. It is part of Bentley's philosophy that no matter how large or small a project, it is implemented to the highest possible standards.
- Because Bentley is a global company, BSM has been designed to be flexible enough to accommodate necessary cultural differences between countries and industries without compromising its urpose of standardization at a high level.

Bentley Professional Services couples BSM with formal project delivery training, a knowledge management approach to centrally harness and share best practices and lessons learned, a Professional Services Automation approach based on standard industry systems and tools, and most important, a pool of highly skilled resources. The level of expertise in Bentley Professional Services serves to strengthen the position of our partners and the users we are privileged to serve.

More specifically, BSM is not just about making you feel good and our consultants motivated – it is a highly developed set of procedures, templates and tools that guide every project from start to finish. Key elements include:

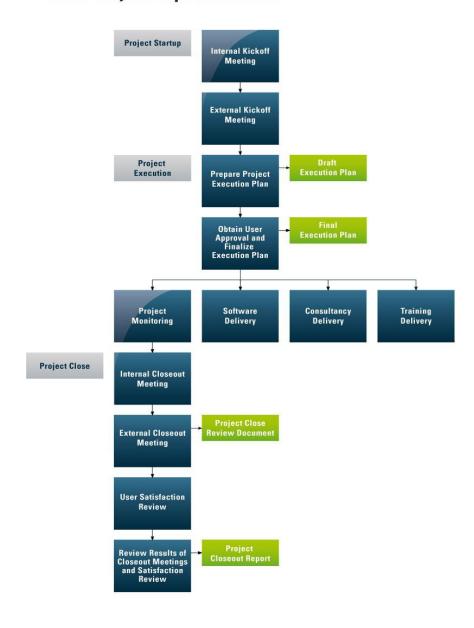
- Roles are defined
- Procedures and guidelines are defined for key steps in each project phase, clearly delineating roles, responsibilities, tools, and deliverables
- Procedures are accompanied by templates, evaluation tools, and checklists
- Workflows and escalation procedures are defined
- Project management processes are defined
- Documentation and communication standards are defined
- BSM training is mandated and BSM compliance is audited
- Knowledge is shared and grown among a globally distributed team, via a powerful, knowledge management based user interface



Several benefits are achieved from the use of standardized methodology such as BSM, including increased efficiency, consistency, and a shortened learning curve for new colleagues. However, the primary benefit resulting from BSM is a consistent high quality in Bentley's project delivery.

Bentley follows a formal project methodology to provide and implement its software solutions. Project Management is done according to the standard Bentley Solutions Methodology (BSM) which is summarized below:

BSM Project Implementation





BSM allows Bentley to execute and complete implementation projects with:

- Clear objectives, deliverables and timelines
- A clear review process
- Clear allocation and protection of resources
- The use of best practices to ensure the fastest possible project delivery, solutions quality and overall robustness of the implementation
- Constant and consistent management control
- On-time project completion
- World-class quality results every time

Roles in Project Execution

City of Corpus Christi Executive Sponsor

The Executive Sponsor is the user "champion" of the Implementation Project and is also usually the Executive who has the budget and signing authority for the project. The Executive Sponsor would be involved at key communication meetings during the implementation and at regular briefing and steering committee meetings.

City of Corpus Christi Project Manager

This Project Manager manages the project from the user side, and works closely with the Bentley Project Manager. He or she would be involved in every aspect of the implementation, so would have a significant time commitment to the project.

City of Corpus Christi Business Representatives (the Core Team)

These representatives, assigned from the affected User departments, provide input to the Solution Document and participate in Training and Design StudySessions. They typically become the champions of the new system and play a significant role in communications, training and support.

City of Corpus Christi IT/MIS Representatives

These representatives from the user's MIS or IT department will be involved during the software installation planning, preparation, platform configuration, system administration training, workstation installations and production rollout. It is Bentley's goal to transfer sufficient technical knowledge to the user's IT group in order for them to be completely self-sufficient in their ability to install, configure and troubleshoot the solution.

City of Corpus Christi System Administrator

The System Administrator is responsible for maintaining and updating the configuration of the Bentley system after the project team has completed the initial configuration. The configuration may consist of, but is not limited to, data model, users and groups, input and output devices, security, and file systems. The system administrator is typically a full time member of the project team for the duration of the project.

Bentley Project Manager

This Project Manager (PM) manages the project on behalf of Bentley to ensure that a solution is delivered to agreed-upon requirements, time scales, budgets and standards. The PM is



responsible for all communication between Bentley and the customer, as well as for all planning, budgetary control, resource allocation and any other implementation issues.

Bentley Consultants

The Business Consultant will primarily be responsible for all activities relating to the design analysis and definition of the solution. A Solution Description document is produced by the consultant, which defines the user's requirements and solution design.

Bentley Technical Engineers (Tech)

The Technical Engineer is responsible for installation and configuration of the Bentley product(s) and the database on a given network according to an Implementation Checklist. Where customization or program modifications are required, Technical Engineers will perform these functions.

Bentley Trainer

The Trainer is responsible for providing product and solution training to the project team as well as advice and assistance on training the user population. Bentley can be contracted to provide training to all users, if desired, but many users prefer the "train-the-trainer" approach.

About Bentley

Bentley is the global leader dedicated to providing comprehensive software solutions for sustaining infrastructure. Architects, engineers, constructors, and owner-operators are indispensable in improving our world and our quality of life; the company's mission is to improve the performance of their projects and of the assets they design, build, and operate. Bentley sustains the infrastructure professions by helping to leverage information technology, learning, best practices, and global collaboration – and by promoting careers devoted to this crucial work.

Founded in 1984, Bentley has more than 2,800 colleagues, offices in more than 50 countries, annual revenues surpassing \$500 million, and since 1993, has invested more than \$1 billion in research, development, and acquisitions. Nearly 90 percent of the Engineering News-Record Top Design Firms are Bentley subscribers, and a 2008 Daratech study ranked Bentley as the world's #2 provider of geospatial software solutions.

For more information, visit www.bentley.com or call 1-800-BENTLEY.

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