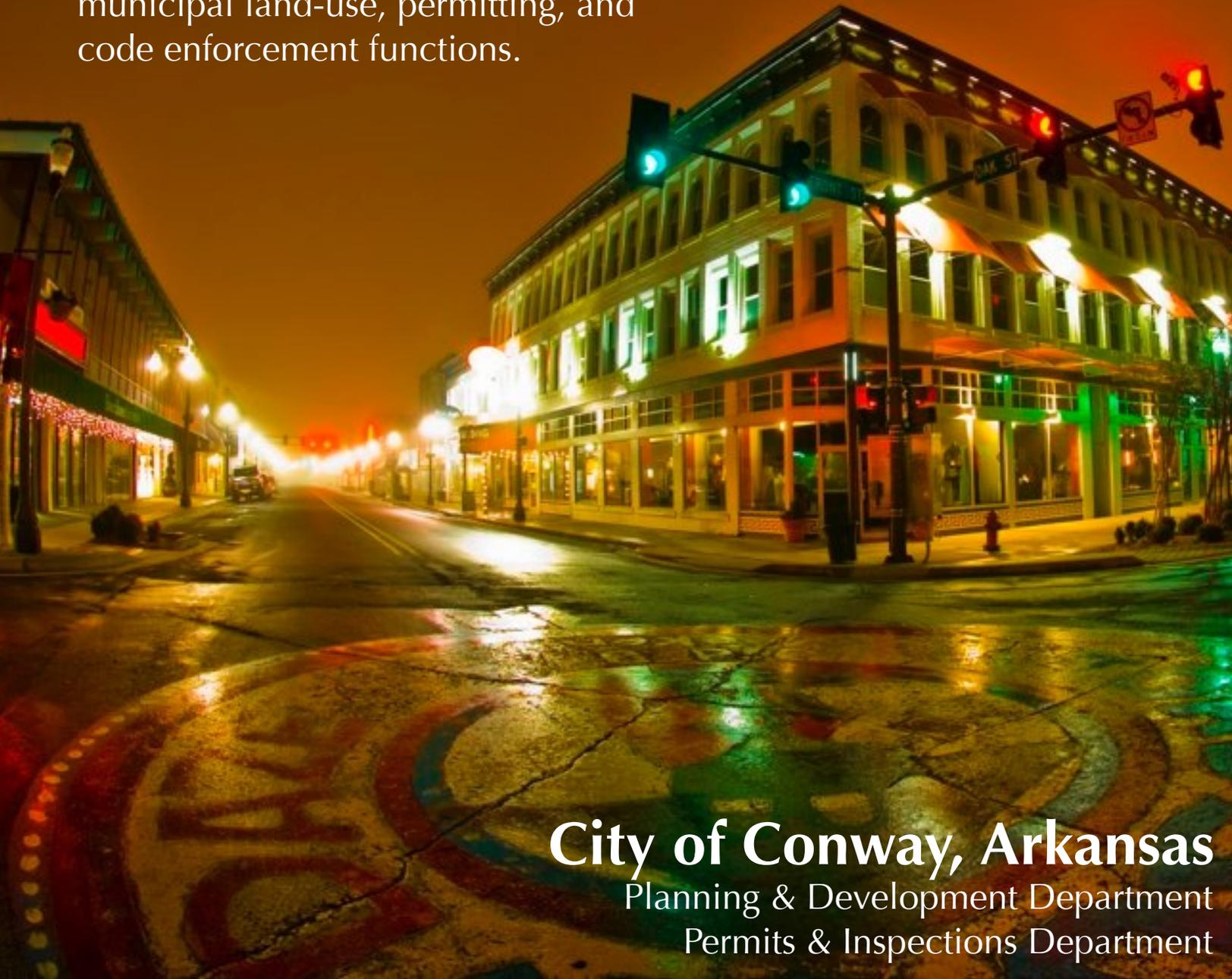


REQUEST FOR PROPOSALS

For a cloud-based software solution supporting the administration of municipal land-use, permitting, and code enforcement functions.



City of Conway, Arkansas

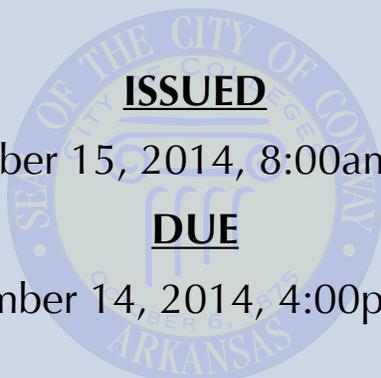
Planning & Development Department
Permits & Inspections Department

ISSUED

October 15, 2014, 8:00am CST

DUE

November 14, 2014, 4:00pm CST



Introduction

Organizational Background

The City of Conway, Arkansas, (hereafter referred to as “the City”) is located thirty miles north of the state capitol of Little Rock. We are a rapidly-growing college city of 62,000 residents. The City’s Planning and Development Department (hereafter “P&D”) and Permits and Inspections Department (hereafter “P&I”) together serve our City citizens by administering the laws, policies, and functions relevant to the land-use, permitting, and code enforcement.

Activities related to the administration of land-use, parcel subdividing, construction permitting, inspections, and code enforcement comprise the majority over which P&D and P&I have responsibility.

Project Purpose

The City recognizes it currently falls short in maximizing the performance of our internal P&D and P&I operations. Many of these operations are conducted under antiquated, paper-based paradigms. This results in the inefficient use of City resources, low levels of service to our customers, and ultimately, an erosion of the public’s confidence in City functions due to our inability to guarantee transparency and accountability across service requests.

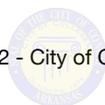
For these reasons, the City is committed to acquiring an advanced software automation system that can assist and support many—if not all—of the administrative tasks associated with P&D and P&I functions.

Project Intent

The City is soliciting proposals for software which can support the administration of land-use, permitting, and code enforcement activities. This may also include but not be limited to the following subordinate activities: the acceptance of applications and fees, digital plans dissemination and review, two-way developer communication, inspection scheduling and execution, general case and database management, and various other common or implied development activities.

This must be a Software-as-a-Service (hereafter “SaaS” or “Solution”), cloud-based application. We understand standalone, user-licensed systems are slowly giving way to systems centrally hosted and maintained by vendors, and accessed by end-users via web browsers. This approach is entirely in tune with our realization that government must improve efficiencies while reducing capital costs and the burden of infrastructure maintenance.

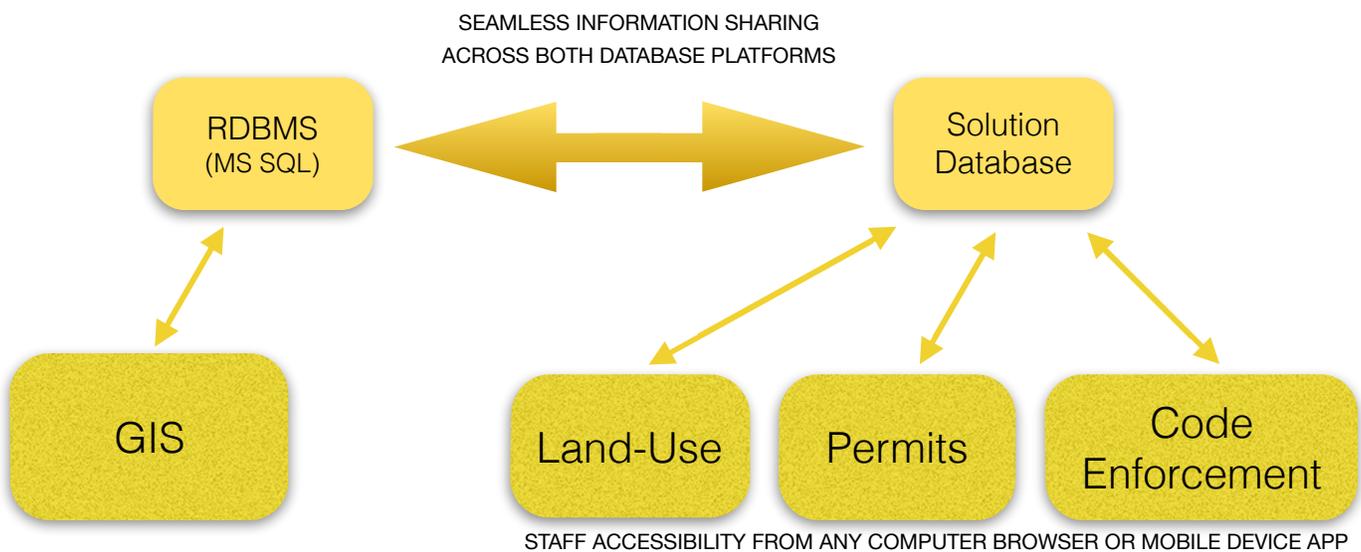
This project must include the ability for customers to comprehensively interact with P&D and P&I via the internet without the need to visit our offices. Customers must have the ability to fill



out applications and electronically attach any supporting documentation with the application, as well as review the status of their applications and pay for services.

The Solution must have complementary and robust mobile applications that can be used for the administration of relevant tasks by our professional staff while in the field or when working remotely, as well as by citizens for reporting code issues and making service requests from their homes or personal mobile devices.

This Solution must provide comprehensive GIS integration. Everything we do departmentally has a spatial context—it can be mapped. This Solution must complement the GIS the City currently uses, and enhance its database and efficiencies through precise automations.

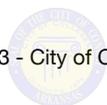


Finally, the City desires a Solution that could ultimately serve other City departments in the future, where related to public works, licensing, asset management and others key areas of responsibility. The City recognizes the need to reduce the number of “stovepipe” legacy systems over time, since they too often stymie inter-departmental collaboration.

Contract Intent

The City will select a professional commercial business vendor (hereafter “Respondent”) whose Solution offers the greatest value, not necessarily the lowest cost. We recognize that low-cost vendors often provide solutions with less functionality, less flexibility, and higher response times to our evolving needs. The City wishes to avoid risks that would expose us to delayed project schedules, increased staff time and costs, or ultimately a failed project.

The contract resulting from this RFP will include system licensing, staff training, configuration, identified products and deliverables, and system infrastructure support and maintenance.



Submission Information

Qualifications of the Respondent

It is expected that the Respondent has the requisite experience, ability, capital, facilities, organization, and staff to enable the Respondent to perform the work successfully and promptly, and to commence and complete the work within the proposed costs and time frames.

Respondents must have a client base of more than twenty municipal government customers and have been in business for more than five years.

Respondents shall provide a signed cover letter from a person within their company who is authorized to make contractual representations on behalf of their company.

Respondents shall provide a brief history and description of their company.

Respondents shall provide the names, titles, addresses, and phone numbers of at least three municipal government references to whom they have provided similar SaaS solutions to within the most recent two years.

Respondents may provide any additional information which would serve to distinguish its proposal from other competing proposals.

The City may make such inquiries it deems necessary to determine the ability of each vendor to perform the services contemplated by this RFP. Respondents shall promptly furnish all information and data for this purpose.

Respondents shall identify a primary professional staff member who will be assigned to this project if the Respondent's proposal is selected. Provide a brief statement of qualification for that staff member, including specific experience in providing this type of SaaS to a municipality.

Proposal Conditions

Submission of a proposal indicates an acceptance of the conditions contained in this RFP unless the submitted proposal clearly and specifically states otherwise.

At any time, the City reserves the right to change any aspect of, terminate, or delay this RFP, the project schedule, and/or the program which is outlined within this RFP.

The issuance of this RFP does not constitute an award commitment on the part of the City.

The City reserves the right to accept or reject any and all proposals in whole or in part, to waive any and all informalities, and to disregard all non-conforming, non-responsive or conditional proposals.

All contents in response to this RFP will become the property of the City and will form the basis of negotiations of an agreement with the successful Respondent.



Those submitting proposals do so entirely at their own expense. There is no expressed or implied obligation by the City to reimburse any business or individual for any costs incurred in preparing or submitting proposals, preparing or submitting additional information requested by the City, or participating in any selection interviews.

Each proposal will be the document upon which the City will make an initial decision, based upon the Respondent's qualifications, the Respondent's understanding of the City's scope and objectives, and the Respondent's ability to complete services anticipated by the City, as detailed within their respective proposals.

Respondents must provide responses to all requests within this RFP, and may not mark any section as confidential or proprietary in lieu of responding. However, Respondents may mark their responses as confidential or proprietary and shall receive protection from the City in accordance with local and state laws.

Proposals may be modified or withdrawn prior to the date and time specified for proposal submission by an authorized representative of the Respondent or by formal written notice.

The Respondent warrants that items to be furnished do not infringe upon any patent, registered trademark or copyright, and agrees to hold the City harmless in the event of any infringement or claim thereof.

The individual executing this RFP and the instruments referenced in it on behalf of the Respondent represents and warrants that he/she has the legal power and full authority to bind the Respondent to the terms and conditions of this RFP.

Proposals submitted shall remain valid for a period of ninety calendar days from the proposal due date.

Proposal Submissions

Proposals shall be submitted in three-ring binders, well-organized, using a table of contents and separator tabs to the sections and style prescribed in Attachment C.

Proposals shall be printed double-sided on 8½" x 11" paper. (11"x17" fold-outs of larger exhibits are permitted.)

Two complete paper proposals shall be provided with each submission, formatted identically.

One electronic copy of each proposal shall be provided in PDF format on CD or USB drive.

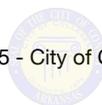
All proposal packages are to be submitted in one sealed container, and labeled as follows:

RFP Submittal

P&D and P&I Depts

Respondent's Business Name

4:00pm CST, November 14, 2014



Submissions must be delivered to the following address no later than the close of the RFP period:

Office of the Mayor
Attn: Felicia Rogers
c/o: Wes Craiglow
Conway City Hall
1201 Oak Street
Conway, AR 72032

Modification or Withdrawal of Proposals

Proposals may be modified at any time prior to the RFP period closing. All modifications must be accompanied by an appropriate written document and delivered to the address above where proposals are to be submitted.

Submitted proposals may be withdrawn no later than 4:00pm CST, Tuesday, November 25, 2014. All withdrawal requests must be initiated through an appropriate written document delivered to the address above where proposals are to be submitted, or via email to the procurement contact listed below.

Proposal and Procurement Contact

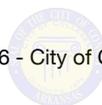
Only one point of contact is offered to all Respondents under this procurement, and all contact will be through email and written in nature.

Questions received fewer than three business days prior to the date of submission of proposals will not be answered. Only questions answered by written response will be binding.

No phone, direct, or indirect contact other than email communication is allowed during this RFP period with any employees or representatives of the City. Violation of these procurement rules may be cause for rejection of any submitted proposal.

All inquires shall be directed to:

Wes Craiglow
Deputy Director, Planning and Development Department
wes.craiglow@cityofconway.org

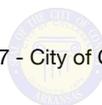


Proposal and Procurement Schedule

Event	Date
Release RFP to Respondents	October 15, 2014, 8:00am CST
Proposals Due	November 14, 2014, 4:00pm CST
Staff Review & Reference Checks	November 17-21, 2014
Short List Notification	November 26, 2014
Webinar Demonstrations	December 1-11, 2014
Contract Award	December 12, 2014
Contract Execution	January 12, 2015
Project Installation / Staff Training	February 2-20, 2015 (Estimated)
Project Pilot / Soft Opening	March 2, 2015 (Estimated)
Project Fully Operational	May 4, 2015 (Estimated)

Proposal Evaluation

Criteria	Consideration
Minimum Requirements	Pass / Fail
Technical Capabilities	25%
Product Form & Function / Ease-of-Use	15%
Vendor / Staff Experience & Expertise	15%
Update Regularity / Innovative Spirit	15%
Reference Favorables	15%
Initial & Perpetual Costs	15%



Scope of Work

Solution Objectives

This software Solution must make the City's land management, permitting, and code enforcement processes simpler to understand, more convenient to use, more efficient, and more predictable. Improvements will enhance the customer experience and increase access to information. It will also allow for increased inter-departmental collaboration.

Specific project objectives include:

- A. An increased level of service to our customers through an online portal that provides
 1. the ability to access relevant parcel data
 2. the ability to access relevant ordinances and departmental policies
 3. a user-friendly, browser-based interface which is easy to understand and navigate
 4. access to online applications, including digital document submission
 5. the ability to request and schedule services
 6. the ability to track service requests throughout their administration
 7. flexibility to allow for change orders or service adjustments
 8. the ability to make fee payments and capture a receipt
- B. A more efficient and effective staff by
 1. reducing hours spent on processing applications
 2. streamlining administrative processes
 3. digitally collaborating over project data, documents, and drawings
 4. speeding up data research associated with service requests
 5. allowing staff to work remotely, from both computers and mobile devices
 6. providing managers visibility over all staff actions across all functions
 7. offering a thorough reports tool which grants a holistic view of trends
- C. A robust and secure repository for all P&D and P&I data by providing
 1. a cloud-based database which is accessible from anywhere at anytime
 2. industry best-practices to ensure data integrity, security, and redundancy
 3. integration of all relevant historic P&D and P&I data
 4. an interface with the City's current ESRI-based GIS
- D. Allowing for complete functionality and future system growth by
 1. contracting with a reputable, experienced vendor
 2. choosing a commercial-off-the-shelf application that is updated regularly
 3. being adaptive enough to support similar processes in other City departments

Current Operating Environment

At this time, the City is using a blended solution for managing land-use, permitting, and code enforcement functions. All of the functional activity is executed using antiquated and time-

consuming paper methodologies. Collecting fee payments is a multi-task process, and database entry and management is arduous. The customer experience is moderate, at best.

Land-Use:

Includes managing the requests, staff processing, and agenda reporting for rezonings, conditional use permits, code variances, and historic district certificates. Currently, requests for parcel and policy information, as well as the formal applications and supporting documentation, are delivered by the applicant in paper format to P&D staff. A hard file is created, and the agenda item is processed by staff by-hand from start to finish. A monthly staff report is generated line-by-line and disseminated via email and USPS to the appropriate governing bodies to support their decision-making. Approximately fifty of these various types of requests are managed annually.

The land-use function also includes platting and parcel subdivision activities. Preliminary plats are received by department staff on full-sized paper sheets. Reviews and completed by hand and comments returned to the development representative via email. As warranted, redlined plats may be scanned and returned via email. Now fewer than thirteen paper copies of final, approved plats are hand-delivered or mailed via USPS to necessary governing bodies for recording. Approximately forty plats are reviewed annually.

Permitting:

Includes the processing of applications, the preliminary and final review of drawings across no fewer than five City departments, the issuance of permits and certificates of occupancy, the inspections throughout the development process, and the calculation and collection of various types of fees.

Currently, applications and supporting documentation for all types of permits are only accepted in paper form and stored in files within City Hall. They are reviewed for compliance with current codes and regulations, detailed parcel information is verified against our GIS database layer-by-layer, and any additional research—like verifying the currency of contractor licensure—is all done manually. Documents and drawings are circulated by-hand among relevant review agencies and staff. Once preliminary and final reviews are complete, the numerous line-item fees are calculated by hand and collected via paper check or cash. Once permits are issued on paper, inspections are scheduled individually and relevant project information updated by our P&I administrative assistant. Certificates of occupancy are approved manually and issued on paper.

This function currently includes six permit types and fourteen inspection types. Approximately 3,000 of these various types of permits are issued annually, and more than 6,000 inspections completed.

Code Enforcement:

Code Enforcement requests are received via phone and email directly to the CE administrative assistant, who logs the information on a notepad and prepares paper tickets for the following day. Addresses which had a warning previously and that have come up for reinspect—a

process that is managed manually on a desktop calendar—will also be issued a ticket. The CE officer maps a mental route prior to dispatching to the addresses to investigate potential violations. All no-faults, warnings, and citations are recorded on paper, and returned to City Hall for processing and hard-copy filing. Photos are taken during all investigations and digitally filed on the department computer using a unique naming convention.

This function currently includes twenty-two code violation types. Approximately 3,000 code enforcement dispatches are executed annually.

Database and GIS:

Both P&D and P&I utilize Microsoft Access 2013 for our primary databases. As each staff member completes his or her activities for a given project, they manually input all necessary fields in their own Access database. They are compartmentalized by staff function and only partially integrated with one another and our GIS. These databases commonly experience missing or corrupted information due to lack of information from externalities, from staff error, or from long delays between manual updates.

Our City's GIS is powered by the ESRI Software Suite and ArcServer, and maintains a geodatabase Relational Database Management System (RDBMS). This systems includes over one-hundred layers of information across more than 25,000 parcels. It employs ArcSDE and SQL, and is designed to allow multiple users multi-editing capability. Currently, however, our GIS Coordinator is the only user with write access. He must manually populate his GIS database with the information contained within the various P&D and P&I Access databases.

Fees:

All payments for P&D and P&I fees are collected by check, cash, or card within those two departments. No online options currently exist for fee payments. Once any fee is collected, it is manually input into the City accounting software, Springbrook. Credit card transactions are processed through PayTrace.

Staff Hardware/Software Systems:

The staff members within P&D and P&I use a mix of PCs, operating on Windows 7, and Macs, operating on OS X. Browsers are chosen at the discretion of the user, and include MS Internet Explorer, Google Chrome, Apple Safari, and Mozilla Firefox. Inspectors and Code Enforcement staff recently procured HP ElitePads with MS Windows 8 to support their activities, but without connectivity to any SaaS Solution, they are currently unused. Finally, staff members regularly use their own personal devices in performance of their duties, including both iOS and Android platforms.

Proposed Operating Environment

The City estimates twenty staff members as named desktop/notebook Solution users from with P&D and P&I and supporting City departments, and an additional six staff personnel as mobile

users of the Solution. The City currently has one GIS Coordinator who can support and assist with maintaining SaaS/GIS integration.

Land-Use:

All applications and formal requests may be submitted online from any internet connection by an applicant, or by a P&D staff member on behalf of an applicant. Information necessary to support applications—including but not limited to current regulations, parcel data, and department policies—can be easily located by applicants via hyperlinks to external products or via the embedded web map which links to our GIS.

Completed applications are electronically routed to the appropriate P&D staff member(s) for review and processing. From that, the Solution's integrated reports tool can be used to quickly generate and communicate reports for relevant governing bodies' meetings. Once applications and requests have been adjudicated, staff can update the record accordingly, ideally from a mobile device, after which a new entry is automatically created in our database.

Permitting:

Permit applications and inspection requests can be made through the software from any internet connection or even mobile device, saving developers and contractors time and money by not having to come to City Hall. Similar to the aforementioned land-use component, the permit component's interface must provide access to any information needed to submit a complete and detailed application. In addition to linking to our GIS where it can automatically confirm or deny permit criteria like floodplain interference, overlay district requirements, or appropriate zoning classifications, it can also verify contractor licensing by integrating with the Arkansas Contractors Licensing Board database.

After being accepted digitally, scaled drawings and supporting documentation can be disseminated to appropriate P&D and P&I staff members for digital review, redlining, and ultimately, approval. Documents can be either manipulated within the Solution, or downloaded, manipulated via PDF editor, then re-uploaded to the Solution for further processing. Sequential routing is critical: secondary and tertiary approval authorities may not begin their plan review processes until preliminary approval authorities have completed their own. The entire process is transparent and accountable, from the applicant, to the staff member, to the department head—everyone can see the routing of these documents and the activities and comments made on their behalf, including time/date stamps from all parties.

Inspectors use their HP ElitePads in the field to receive dispatches, schedule activities, photograph and document findings, and approve or deny inspections, all while connected real-time to the SaaS via the cloud service—what the inspectors input while in the field is viewable immediately back at the office, and vice versa.

A robust reporting system draws from the Solution's embedded database, which is updated automatically and continually as processes are executed by staff.

Code Enforcement:

In addition to phone calls, citizens can request service via a web form, a centralized email account, or a City mobile app, either anonymously or by-name. All requests have the ability to include photo attachments. All new activities and re-inspections are scheduled through the Solution software and automatically added to the CE officer's schedule. Daily inspections are executed using the HP ElitePads, and officers have the ability to fully process the enforcements—from non-findings, to warnings, to citations—including the printing of documents on-site. Updates to the database happen real-time from the field, and multiple edits and re-inspect entries to one open ticket are possible over an extended period of time.

Database & GIS:

After converting our existing Access database so that it integrates with that of the Solution, we incorporate historic P&D and P&I data into the new system from the start. Moving forward, database updates happen automatically as functions are executed from within the Solution's user portal, completely eliminating the need for manual database input and management by staff personnel.

All City data is secured using industry best practices, regularly and automatically backed-up or duplicated, and accessible for the City to download fully at any time for no charge. The City must maintain full ownership of all of its stored data, and at no time will any City data or metadata be sold or leased by the Solution vendor to outside sources. At which time the City terminates the Solution contract and absolves its relationship with the Solution vendor, the City will receive all of its accumulated data in-full in a nonproprietary format which makes it useful to City needs in the future.

As mentioned previously, all land-use, permitting, and code enforcement functions will integrate fully with our GIS and its subsequent layers in order to facilitate the timely and accurate accessing of parcel information. Ideally, this integration is functional through an embedded web map which is readily displayed within the browser, and has the ability to auto-populate application and processing data by address query or mouse click on the map.

Fees:

All fees may be collected from within the Solution. The Solution must provide the ability to accurately calculate fees based on a given project's square footage; drainage fees can be calculated for applicants using an acre-foot formula. All fees may be paid online using an electronic check or credit/debit card. Records are updated instantly, and receipts are available to the applicant via email and print. Ideally, any payment transactions automatically update appropriate department funds within the City's accounting software, Springbrook.

Performance Requirements

The performance requirements for the Solution, excluding regularly-scheduled maintenance downtime which is incorporated into the contract, are below. Uptime is calculated on a

calendar month basis as $U = O / (M - P) * 100$, where U is Uptime, O is the amount of operational uptime for the Solution during a given month, M is the number of minutes in the month, and P is the number of minutes of planned downtime during the month.

Uptime	Credit
≥99.9%	None
<99.9% but ≥99.0%	15%
<99.0% but ≥95.0%	35%
<95.0%	100%

The credit percentage is calculated against the Solution’s standard monthly fees and subtracted using a prorated basis from the City’s amount due.

Implementation Requirements

Selected Respondent (hereafter “Vendor”) will serve as host for cloud-based SaaS, serving the City’s software and database needs with a commercial-off-the-shelf application and billing package.

Vendor will conduct historic data conversion from our existing MS Access databases, ensuring that as much of the City’s existing records may be utilized from within the new system

Vendor will ensure that the Solution and the City GIS are fully-integrated

Vendor will provide online (webinar) training for staff members

Individual Requirements

The detailed Scope of Work for this Solution includes a number of technical and performance variables. Each of these can be found within this RFP’s Attachment A.

Please complete Attachment A according to the instructions found on its first tab.

Detailed Pricing

Respondents shall complete Attachment B. The pricing must clearly indicate the all-inclusive price for purchasing, implementing, and maintaining the system.

Respondents shall provide firm, fixed pricing, and may attach additional pricing information.

Complete all fields with the cost or write “No Bid” or “Included” as applicable in the Cost column.

Contract

Service and Subscription Terms

Upon the Contract Execution date, the City and Vendor will enter into legally binding agreement for service.

The complete contract, including all terms for sales and installation, training, maintenance, and subscription will be produced by the City and submitted to the Vendor not fewer than thirty days prior to the Contract Execution date. The proposed contract will be reviewed and revised by both parties during a reconciliation period, as required, and signed by representing individuals with full authority to bind their respective organizations to such a contract.



Attachment A - Individual Specifications

Instructions

The named specifications found throughout the following tabs are those items which the City deems either requisite or highly desirable. There is no assumption by the City that a Respondent's Solution is obligated to provide them all.

Please input the corresponding letter of the available response codes for each specifications. Where indicated by all response codes other than "Y", the Respondent should insert text statements into the corresponding specification column. Unanswered specifications or specifications with multiple response codes will be scored as "N" (Not Available).

All items marked with response codes of "C", "I" and "T" also require pricing to be indicated on the pricing forms. Comments provided to requirements herein shall not indicate any pricing.

Response Code	Definitions
Y	This specification currently exists in the proposed system and is either satisfied out-of-the-box or through configuration of the system performed during the implementation.
C	This specification mandates customization of the source code of the system. Customization involves additional pricing to satisfy the requirement. Please insert corresponding details in the Comment column and applicable pricing in the Cost Proposal.
I	This specification requires an interface to the proposed system at an additional cost. Please insert corresponding details in the Comment column and applicable pricing in the Cost Proposal.
T	This specification or portions thereof are satisfied through third party systems including reporting software. Please insert corresponding details in the Comment column and applicable pricing in the Cost Proposal.
R	This specification is met by the proposed system's reporting tools or by fully integrated third party report writers.
N	This specification cannot be met by the system or is not applicable. Comments optional.

Attachment A - Individual Specifications

Attachment A - Individual Specifications General Specifications

#	Requirement	Vendor Response Code	Vendor Comment
GEN-1	System generates date/time stamping of transactions.		
GEN-2	System generates letters, reports and notifications automatically and email to recipients.		
GEN-3	System has built-in spell check for all comment boxes.		
GEN-4	System allows an administrator to configure the dictionary within the system that drives the spell check functionality.		
GEN-5	System employs customized fields and/or pull down lists to facilitate data entry.		
GEN-6	System has its own set of tools to allow agency staff to modify the system as needed without having to call upon the vendor or outside technical resources.		
GEN-7	System seamlessly integrates with similar data in other vendor modules.		
GEN-8	System displays only those modules and pull-down menus that the user is authorized to access.		
GEN-9	System allows a system administrator to inactivate or reactivate a user's permissions at any time.		
GEN-10	System logs off an inactive user after a specified period of time, determined and controlled by the system administrator.		
GEN-11	Staff overrides designated workflow tasks at any time providing they have the necessary capabilities based on user control tables.		
GEN-12	System has available security that can be applied to end users for checking and marking documents related to electronic document review.		
GEN-13	System provides easy access to documents by supporting hyperlinks to these documents.		
GEN-14	System makes status information available 24/7 via the Internet to interested parties within government agencies and the public.		
GEN-15	System selects standard information from pull down lists to simplify data entry and provides the ability to input standard comments, such as inspection results.		
GEN-16	System allows the initiation and potential completion of an application or case when a specific address is not available or required.		
GEN-17	System allows the user to define case types with a user-defined sequence of tasks and case data for each type.		
GEN-18	System allows for the creation of a system-generated and unique project number and project name for each permit, license or other case type under which other activities		
GEN-19	System displays historical information about each case, project or other record type and viewable by authorized staff.		
GEN-20	System maintains, sorts, searches, retrieves, and reports on key information about property, including Parcel ID.		
GEN-21	System provides convenient service and accurate information retrieval to the public via remote on-line access. Specify how this is accomplished.		
GEN-22	System allows multiple cases, projects and other records to be associated with a property or address.		
GEN-23	System relates all pertinent information to a particular property - permits, liens, licenses, permits, enforcement actions, etc.		
GEN-24	System re-assigns queued tasks from one staff member to another.		
GEN-25	System issues permits and licenses to businesses, facilities, activities and individuals.		

Attachment A - Individual Specifications

GEN-26	System assigns multiple locations to one permit/license.		
GEN-27	System tracks and accommodates approvals from various departments including date of approval, person approving, and comments.		
GEN-28	System reprints licensees, permits and other case-outputs on demand.		
GEN-29	System workflow electronically routes and automatically notifies, via email, each reviewer on a queue that an approval for an application or renewal or other task is		
GEN-30	System tracks the amount of time individuals or departments spend on each application and/or renewal in total and by appropriate subsets of activity.		
GEN-31	System flags applications and renewals that have outstanding pre-defined issues.		
GEN-32	System allows for internal and external notes associated with each customer file.		
GEN-33	System emails renewal reminders to all applicants, licensees and others citizens who have upcoming expiration deadlines.		
GEN-34	System complies with ADA Section 508 standards for end users with disabilities. Please describe your compliance.		
GEN-35	System displays content in multiple languages. State language availability.		
GEN-36	System offers agency hosted or vendor hosted applications.		
GEN-37	System includes functional online help documentation for system users.		
GEN-38	System includes context sensitive help that is displayed based on the location of the mouse or cursor.		
GEN-39	System provides users with an integrated, consistent "look and feel" user interface to minimize training and administration.		
GEN-40	System provides detailed and comprehensive user and administrative manuals and documentation.		
GEN-41	System provides the ability for configuration of workflow by use of a drag and drop graphical tool.		
GEN-42	The graphical workflow tool provides for previewing the workflow as a diagram and for employing fonts and colors to make the workflows more apparent and easy to read.		
GEN-43	System has user configurable menus and screens (by role or individual).		
GEN-44	System allows for custom home page definition per individual user preferences. Various components of the system can be viewed/accessed through the home page		
GEN-45	System allows for home pages to view and manage all assigned activities to that individual user (i.e. pending applications for review, pending inspections, permits		
GEN-46	System has GUI appointment calendaring with multi-inspector schedule viewing, or seamlessly links to same		
GEN-47	System allows managers to view all of their staffs work schedules and assigned activities.		
GEN-48	System allows each department the ability to configure custom fields for each of the permit/license applications (min. of 20 custom fields per permit type).		
GEN-49	System allows owning departments to view status on all of their applications throughout the review process including but not limited to staff assigned, status of		
GEN-50	Applicants can view pending applications for the status, additional step in the process and comments from reviewing departments.		
GEN-51	System attaches documents and photos on any case, action level, or parcel. System time stamps all such attachments. System also attaches address and parcel identifier		
GEN-52	System allows non-system documents and photos to be "attached" to addresses and other system records for easy viewing, including but not limited to MS Office application documents and files, .jpgs, .gifs, .pdf.,.txt., .rtf.,.bmp .		
GEN-53	System allows users to attach photos to applications and letters.		

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GEN-54	System allows records and applications to be partially created and completed at a later time by initial creator or other authorized users. Incomplete records are not		
GEN-55	System provides for email or letter follow-up or status notifications to be made in batch for records and applications. These batch processes can also automatically update records with new statuses, compliance dates, etc.		
GEN-56	System allows the user to define escalation workflow rules based on definable work criteria.		
GEN-57	System allows authorized user to assign one or more roles to a user and the geographic area(s) they work in (such as inspectors responsible for a certain district,		
GEN-58	System allows specific fields to be editable and others to be non-editable.		
GEN-59	System interface requires user confirmation for operations that result in the deletion of any system record, or function that was created by that user. Records should be marked as inactive and an audit trail should exist.		
GEN-60	System provides for easily going back and forth to view, create or modify records from anywhere within system.		
GEN-61	System interface allows the user to preempt activity on the system for another activity, with the ability to return to the original activity		
GEN-62	System allows authorized users to create records on behalf of other users (such as office staff creating violation records for inspectors, office staff abating violation		
GEN-63	System provides for spellchecking of text entered by the user when creating or modifying records, letters, etc. Authorized users can create and modify words in		
GEN-64	System can prohibit records from being created without valid Agency addresses.		
GEN-65	System provides a method for easily identifying bottlenecks and problem areas throughout the permit lifecycle (application, construction inspection, close-out, certificate of occupancy), as well as other lifecycles.		
GEN-66	System integrates with a GIS system to validate parcels, addresses, owners and zoning.		
GEN-67	System defines minimum of 20 different geographic areas (minimum of 15 characters) of the Agency that have specific work requirements (i.e. code compliance,		
GEN-68	System allows pending work assignments can easily and quickly display and print on a map. In addition to districts, mapping can be for all open or pending work or a specific record type, districts in division, and/or block or census tract(s) or defined polygon. Records past due (overdue) are plotted in different colors from other pending		
GEN-69	System automatically flags properties, and/or sends out advisory notification when ownership change information is received from the Agency's system.		
GEN-70	System provides easy query of property related records by address, also-known-as address, street, taxkey, district(s), record #, owner name, contractor, etc. For those queries that would yield more than one record, user additionally can choose to query by relevant date field ranges, and to sort by address and relevant date fields		
GEN-71	System searches and displays all historical information recorded on a particular property (prior permits, complaints, periodics, code violations, use, description, etc.) This information shall be broken down by building, unit, etc.		
GEN-72	System provides method for modifying inspector district boundaries and for moving records from one district to another, by criteria such as census tracts and blocks.		
GEN-73	System provides for authorized users to create report templates for inspection forms, contact letters, certificates, bills or any other form templates using any field in system.		
GEN-74	System accesses property ownership history from other data sources		
GEN-75	System prints records (w/ attachments) for board reviews, etc		
GEN-76	System allows renewal dates for Special Use/Variance zoning appeals to be defined manually or calculated from a number of months.		

Attachment A - Individual Specifications

GEN-77	System tracks all activities concerning violations, permits, complaints and code enforcement. This includes inspections and attempted inspections; contacts with owners, contractors, landlords and tenants; letters; phone calls; emails, court enforcement, billing, etc. performed by inspectors and other employees. Reports can easily be generated which list all such activities in chronological order for any violation, permit, periodic, complaint and code enforcement record in system.		
GEN-78	System supports association of inspection with an individual who may be different then the property owner. System has the ability to track information regarding licenses, inspections, and violation by operator and to review all establishments linked		
GEN-79	System tracks changes in operator and requires re-licensing and re-inspection when operations for an establishment change hands.		
GEN-80	System exports all data in a format (access, excel, tab delimited, html, etc.) that can be imported and analyzed using statistical analysis software. System allows a user based on defined roles to specify fields and date ranges of data for export.		
GEN-81	System creates custom reports and adhoc queries by the user. Please specify how each type is accomplished.		
GEN-82	System displays a minimum of 3 years of inspection history in real time for each type of inspection performed at a property.		
GEN-83	System automatically schedules and re-inspects a property based on routine inspection results where violations were identified.		
GEN-84	System transfers a license/permit to a new location without a change of ownership.		
GEN-85	System edits/modifies out-of-compliance items and codes identified during an inspection.		
GEN-86	System defines/codifies inspection results for each type of inspection.		
GEN-87	System reports multiple violations for each element of an inspection.		
GEN-88	System supports management and tracking of approved variances for inspection elements.		
GEN-89	System simultaneously reviews and displays license/permit, inspection, and complaint data and results for a selected property.		
GEN-90	System provides a public web portal that displays inspection results based on user-provided search criteria.		
GEN-91	System's batch functionality configures on a job-by-job basis to execute at any time during the day.		
GEN-92	System allows users to modify screen layouts to optimize a user's experience.		
GEN-93	System views inspectors' availability, schedules inspections and reschedules/ rearranges inspections all within a calendar interface in the back office.		
GEN-94	System is offered in multiple foreign languages.		

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Attachment A - Individual Specifications Web Portal Specifications

#	Requirement	Vendor Response Code	Vendor Comment
WEB-1	System provides a seamlessly integrated web portal for citizens, applicants and others.		
WEB-2	System provides administration of the web portal from consoles within the back office product and does not require access to or editing of technical files on the web server (i.e. no requirement for CSS, HTML, ASPX, etc. skills)		
WEB-3	System receives payments online by credit cards and e-checks.		
WEB-4	System accepts forms filled online.		
WEB-5	System accepts documents of any file type.)List any limitations or exclusions.)		
WEB-6	System must not require a redirect of the online user to a third party merchant's site for payment processing.		
WEB-7	System provides online ability to complete permits and other types of applications 24/7.		
WEB-8	System displays key permit information online.		
WEB-9	System schedules and reschedules inspections.		
WEB-10	System accesses permit information and status updates online.		
WEB-11	System allows public users to lodge complaints and to access code enforcement information online, both named and anonymously.		
WEB-12	System accepts contractor license information online.		
WEB-13	System obtains minor trade and sub permits online.		
WEB-14	System allows customers to initiate applications online for further processing and validation by staff without re-entry of information.		
WEB-15	System provides field-level help, watermarks, and directions for all data entry sections on the web portal to assist end users.		
WEB-16	System allows public users to attach electronic documentation to complete application requirements.		
WEB-17	System web application is PCI-DSS certified.		
WEB-18	System allows applicants to view building violation comments.		
WEB-19	System allows applicants to electronically view all related activities of a project, permit, license, enforcement, complaint or other record type.		
WEB-20	System displays Holds, Conditions, and Notices that may exist on a project, permit, etc.		
WEB-21	System allows applicants to request all required inspections that have been made available for them to schedule.		
WEB-22	System provides residents and business owners to report, review and research application and licensing information, including history, from inception to conclusion.		
WEB-23	System requires users to register before making portal information available to them. (Except in the case of anonymous code enforcement requests.)		
WEB-24	System web portal accepts and links all supporting electronic documents associated with the application.		
WEB-25	System calculates fees on the web portal so that applicants and others can estimate fees prior to the submission of an application.		
WEB-26	System schedules, reschedules and cancels inspections on the web portal.		

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WEB-27	System allows for access to view inspection results and inspection comments on the web portal.		
WEB-28	System allows access to renew business licenses and permits on the web portal.		
WEB-29	System web portal has a “shopping cart” feature allowing citizens to make a single payment to include all fees due. This feature allows multiple transactions to be paid with a single payment.		
WEB-30	System web portal allows users to access reference contacts of designated contact types when making applications for permits, licenses and other record types.		
WEB-31	System web portal announcements can be posted to members of the public.		
WEB-32	System allows applicants to save, resume and make changes to the application before submission.		
WEB-33	Once the permit application, registration, or recording form has been submitted, the system calculates fees associated with information entered on the application, verifies a contractor is currently licensed, verifies the address is valid, accepts on-line payment, records payment in cash system, accepts electronic signature of customer, approve, deny or hold for staff review, and if approved, assigns permit number.		
WEB-34	System provides on-line internet access to all public records, including permit, complaint, violation, recording, etc.		
WEB-35	System web portal provides global search capabilities.		
WEB-36	System web portal allows users to search for a property and see all related records to that property (permits, plans, inspections, code cases, etc.) without having to go to individual search screens to access each of those records.		

Attachment A - Individual Specifications

Attachment A - Individual Specifications Permitting, Planning, and Zoning Specifications

#	Requirement	Vendor Response Code	Vendor Comment
PPZ-1	System issues and tracks multiple permits and cases associated with one location.		
PPZ-2	System captures addresses and an unlimited amount of information regarding buildings, parcels, zoning and other land management data.		
PPZ-3	System captures Legal Descriptions.		
PPZ-4	System captures proposed project descriptions.		
PPZ-5	System links or relates one or more developments together.		
PPZ-6	System accepts applications and related documents in unlimited electronic formats as attachments to records.		
PPZ-7	System allows the agency to determine the size and format of any document submitted through the web portal.		
PPZ-8	System users can attach documents to applications by applicants and others through the web portal.		
PPZ-9	System tracks an application's life cycle status (pending, accepted, revised, response letter, etc.).		
PPZ-10	System automatically assigns a application prefix and number (case number) based on the type of request (e.g., unique prefix for each type of case).		
PPZ-11	System checks and validates the property address and ownership against an internal or external database (including GIS if applicable).		
PPZ-12	System provides logical and easily viewable association between master and any subsidiary permits or other unrelated case types.		
PPZ-13	System attaches multiple documents to the permit application or other case or record type.		
PPZ-14	System clones a permit or other case type containing information to create subsequent and similar permits/cases.		
PPZ-15	System provides connectivity to the Arkansas Contractors Licensing Board database to ensure accurate and timely updates on contractors' licensure.		
PPZ-16	System allows staff to conduct the electronic review of submitted documents (plans, etc.) with redline capabilities and employing side-by-side viewing of documents.		
PPZ-17	For the electronic document review functionality, the system assigns documents outside of the workflow, to filter and categorize documents and to view the history of all reviews and comments.		
PPZ-18	The functionality of electronic document review provides for side-by-side and overlay comparison capabilities.		
PPZ-19	The electronic document review ability extends to allowing documents to be directed to reviewers that exist outside of the configured workflow.		
PPZ-20	System determines and tracks plan review steps and department comments based on permits or other application types.		
PPZ-21	System electronically routes permits and cases for review, approval and inspection management.		
PPZ-22	Partial address information may be employed to locate an address from the land management repository (either internal or external).		
PPZ-23	System allows concurrent plan review by multiple departments and outside agencies and to allows them to input plan review results and comments.		

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PPZ-24	System allows selected standard plan review comments to be modified. Modifications will only be applicable for that particular occurrence.		
PPZ-25	System allows the user to add non-standard plan review comments or copy/paste from other external outside sources (i.e., Word, SharePoint, Internet, etc.).		
PPZ-26	System tracks the location of plans in the review pipeline.		
PPZ-27	System allows administrative rights to edit, move, delete and add any file or folder to the electronic plan review system.		
PPZ-28	System's electronic plan review electronically compares any two sheets of plans and notate the differences between the two sheets.		
PPZ-29	System records and retains parcel parentage and genealogy data. Allows information from parent parcel to be carried forward to parcels created from parent.		
PPZ-30	System links or unlinks or relates individual records together to create parent/child and/or master/subordinate relationships.		
PPZ-31	System attaches sets of conditions to a record based on record type.		
PPZ-32	System supports resubmissions of documents by parent/child relationships.		
PPZ-33	System uploads multiple documents simultaneously.		
PPZ-34	System can alert applicants and others that a document is available for review.		
PPZ-35	System tracks changes made to conditions of approval in its audit log.		
PPZ-36	System provides for permit corrections to trigger approvals or distribution re-routing to applicable departments.		
PPZ-37	System logs revised submissions and notifies reviewers that changes have been		
PPZ-38	System allows for the reviewer to manually place holds or notes into the record that are not visible to the customer.		
PPZ-39	System creates the permit and calculates fees when plan review is complete and can include selected comments and conditions from reviewers.		
PPZ-40	System allows for online credit card payment and as payment is received, permit number and transaction information (time and date of payment, amount of payment, permit type and transaction number) is recorded on the permit copy. Permit is made available to the system in real time.		
PPZ-41	Cashier system records all payment transactions, and allow records to be exported in common format (.CLS, .XLS, etc.)		
PPZ-42	Authorized staff can add permanent annotations to the permit record. Examples of this include address changes or revised occupancy application information.		
PPZ-43	System allows for corrections to final records, such as change of address.		
PPZ-44	System generates real-time information that allows applicants and customers and staff to check the status of a plan review via a web portal using a unique user ID.		
PPZ-45	System manages electronic plans submitted.		
PPZ-46	System allows viewing and printing of the attached documents/plans on an application.		
PPZ-47	System allows reviewers to make changes to attached documents/plans supporting the corresponding application and track such changes.		
PPZ-48	System allows modification of format, conditions, and notes on applications and records.		
PPZ-49	System deals with multiple contractors and application types for each trade on each project.		
PPZ-50	System separately tracks multiple projects or programs and their associated permits, inspection activity, orders, etc. that exist at the same property address or other identifier.		

Attachment A - Individual Specifications

PPZ-51	System allows the owning department to assign inspectors to specific records or applications.		
PPZ-52	System allows for certain applications to be issued without a valid street address (ex. permits in the right of way).		
PPZ-53	System allows the applicant to identify their preferred medium of communication throughout the process (e-mail, fax, hard copy via mail).		
PPZ-54	System issues and tracks partial, temporary and provisional certificates of occupancy.		
PPZ-55	Owning departments can modify the default routing list for an individual permit as conditions require.		
PPZ-56	System allows the real time routing list to be defined to include outside agencies not affiliated with the Agency.		
PPZ-57	System automatically routes the assigned application to all identified departments once the application has been authorized by the owning department.		
PPZ-58	System allows specific activities to commence simultaneously without hindering the permitting process.		
PPZ-59	Once a permit application is complete all users can view the permit application and supporting documents according to their assigned roles and privileges.		
PPZ-60	Owning departments can define what information is required for each of their corresponding permit applications.		
PPZ-61	Owning department can define the business rules/workflow to be followed for their permit/license workflows (time constraints, sign-offs, reviewers, required documentation, fees, forms, etc.).		
PPZ-62	System manages an electronic submission of drawings and review of such electronic files.		
PPZ-63	System utilizes the criteria defined during creation of a record to determine approval process/requirements in its workflow element. This will include department and agency approval responsibilities.		
PPZ-64	System notifies the owning department by automatically posting to the specified user's To Do List when a time sensitive event occurs (i.e. state statute mandated requirement to record a document is approaching).		
PPZ-65	System tracks and processes application fees.		
PPZ-66	System views and prints the attached documents/plans supporting the corresponding application.		
PPZ-67	System allows reviewers to make changes to attached documents/plans supporting the corresponding application and track such changes.		
PPZ-68	Owning department can create their own unique workflow process for the review and approval of their specific record types.		
PPZ-69	System links companion files to one another. For example, a project requires a zoning change, vacation, and land division. All three records should be linked together.		

Attachment A - Individual Specifications

Attachment A - Individual Specifications Inspections Specifications

#	Requirement	Vendor Response Code	Vendor Comment
INS-1	System schedules online inspections through the web portal and through the back end system.		
INS-2	System displays inspection route to staff personnel in the office and in the field and offer inspectors the ability to change their planned routes during the day.		
INS-3	System provides a calendar for scheduling daily inspections that can be queried and included in reports.		
INS-4	System defines inspection checklists by specific permit type and inspection item.		
INS-5	System allows inspectors to enter inspection results in the field and reference applicable codes to append comments and specific details or documents (e.g., photographs).		
INS-6	System provides daily schedules for inspections and supports schedule modifications by authorized parties.		
INS-7	System allows applicants to request all required inspections through the web portal that have been made available for them to schedule.		
INS-8	System tracks inspection data and ensure accountability of staff. Specify how this is accomplished.		
INS-9	System obtains signatures while on inspection (signature pad).		
INS-10	System configures inspection Checklists for each type of inspection.		
INS-11	System Checklists (e.g. Punch List) track agency-definable status such as Partial Pass, N/A, Pass, Fail, etc.		
INS-12	System allows for the standard inspection comments/violation codes to be modified and all such modifications will only be applicable for that specific occurrence.		
INS-13	System allows the authorized user to add non-standard inspection comments/violation codes.		
INS-14	System schedules, reschedules and cancels inspections on the web portal.		
INS-15	System allows for access to view inspection results and inspection comments on the web portal.		
INS-16	System generates historical views of previous Checklists allowing for the comparison of current results and scores.		
INS-17	System displays selected inspection comments to the field and/or to the public through the web portal.		
INS-18	System defines required inspections by type of permit and complexity.		
INS-19	System schedules re-inspections based on a designated due date.		
INS-20	System schedules a temporary certificate of occupancy re-inspection based on an expiration date.		
INS-21	System allows for manual override or rescheduling of automated inspection requests, with provisions of automated notification to the inspector, permittee, owner, and electronic record.		
INS-22	System allows field personnel to schedule an inspection from the field.		
INS-23	System notifies the owner, permittee and supervisor if a field inspector cancels a scheduled inspection.		
INS-24	System provides access to the agency codes/ordinances in electronic format.		
INS-25	System tracks all permit status changes and record them in an audit log.		

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INS-26	System generates a reminder list of upcoming inspections based on due dates.		
INS-27	System supports periodic fire inspections of all commercial and multifamily structures.		
INS-28	System accommodates different field and workflow requirements for each type of periodic inspection.		
INS-29	System fees are calculated based on prescribed tables and formulas.		
INS-30	System allow inspection requests to be auto-forwarded to outside partner agencies. (Electric, water, natural gas, etc.)		

Attachment A - Individual Specifications

Attachment A - Individual Specifications Code Enforcement Specifications

#	Requirement	Vendor Response Code	Vendor Comment
CE-1	System tracks inspections and violation data with its user audit trail.		
CE-2	System tracks code complaints from complaint inception to conclusion, including liens and the ability to generate ad hoc reports necessary to identify trends, report on objectives, and monitor workload measures.		
CE-3	System provides residents and business owners with the ability to report, review and research property information, including complaints and complaint history, from inception to conclusion, including a record of any code compliance liens and cases by property.		
CE-4	System creates, alerts and maintains the need for annual fire inspections.		
CE-5	System creates and maintain unique code cases specific to distinct types of violations and infractions.		
CE-6	System tracks all enforcement remediation related activities, such as lot clearing, graffiti, etc. in the case that such efforts will be invoiced to property owners.		
CE-7	System supports issuance of violations in the field by inspection staff.		
CE-8	System allows inspectors in the field to record, enter inspection, and research data into a case with minimal manual input.		
CE-9	System researches property and owner information to complete inspections and issue violations.		
CE-10	System identifies violations by parcel and address if applicable.		
CE-11	System automatically tracks each case, calendar each step in the process and alerting officers, when needed, for key steps until case is closed/resolved.		
CE-12	System automatically engages a lien process if a fine is not paid within a specific timeframe.		
CE-13	System creates and maintains unique code cases specific to distinct types of violations and infractions.		
CE-14	System tracks all aspects of liens including collections, tasks, hearings, court cases, outcomes, etc.		
CE-15	System allows inspectors and other field users to search prior premises history on property with code violations and to use GIS mapping for display of such violations if desired.		
CE-16	System restricts access to the complainant information based on user login and security settings.		
CE-17	System automatically routes all web portal registered complaints/possible code violations to the appropriate department or individual based on the type of complaint.		
CE-18	System provides for online complaint submissions to be system-assigned a complaint number, auto-acknowledgement, and ticklers for follow-up.		
CE-19	System allows a pre-identified list of users to request inspections on specific properties (i.e. customer service, city council members, etc.). List can have 'hidden' pre-defined priority codes assigned to their requests.		
CE-20	System enables authorized supervisors to reassign work to other staff and to track those assignments under an audit trail.		
CE-21	Security provides management team access to all complaints for review, updates and (re)assignment.		
CE-22	System generates inspection requests by type of buildings (such as vacant buildings) on a predefined schedule.		

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CE-23	System tracks and assigns actions to external agency vendors for example grass cutting, trash removal, inoperative vehicle removal, building boarding, building demolition. System tracks task assignment, completion, invoicing and lien assignment.		
CE-24	System tracks all activities associated with Agency demolition of structures on private property. Activities include raze files and orders, utility cutoffs, contracting bid process, contract award, monitoring of the demolition, and the verification and signoff of the work performed by the contractors to demolish the building and reseed the property.		
CE-25	System allows for code complaints to be submitted by residents anonymously via the internet.		
CE-26	System allows for code enforcement officers to attach photos and other documents to a case ticket.		
CE-27	System provides calendar reminders to support the re-inspection of open tickets.		
CE-28	System allows for unlimited updates to current and past enforcement tickets.		

Attachment A - Individual Specifications

Attachment A - Individual Specifications Mobile Application Specifications

#	Requirement	Vendor Response Code	Vendor Comment
MA-1	System provides a seamlessly integrated application specifically designed for inspections and other field-related duties.		
MA-2	Mobile app supported by wireless connectivity to the Internet and those where system data can be saved to the field device for downloading upon return to the office.		
MA-3	Mobile app is compatible with iOS, Android and Windows platforms for mobile devices (e.g., smartphones, tablets)		
MA-4	Mobile app is easily accessible from the mobile's corresponding app store and a link from the agency's website.		
MA-5	Mobile app provide a method of attaching to the record, electronic image(s) from the mobile device's camera or from an existing library of images.		
MA-6	Mobile app are map-based and utilize location-aware technology. Requestor must be able to make more precise adjustments or enter a street address for more accurate location reporting.		
MA-7	Mobile app enters the inspection disposition in the field and update system data in real time.		
MA-8	Mobile app prints documentation in the field.		
MA-9	Mobile app researches information such as prior inspections from field devices.		
MA-10	Mobile app displays all the inspections related to a permit or other case type in the field.		
MA-11	Mobile app interfaces with handheld devices and laptop computers to upload and download information for daily inspections. Specify all supported platforms.		
MA-12	Mobile app provides GIS in the field for assisting in accomplishing field research and inspections.		
MA-13	Mobile app provides access to maps and related property information through a map service while in the field.		
MA-14	Mobile app captures time and mileage to be associated to a department or budget.		
MA-15	Mobile app allows users full access to all relevant information for their assigned permits or applications.		
MA-16	Mobile app allows users to enter notes and report any code violations that may be identified during an inspection.		
MA-17	Mobile app electronically links external sources of information, including passing a parcel identifier, x-y coordinate or other information needed to lookup and supply information relative to the location or characteristics of the suspected violation.		
MA-18	Mobile app allows users to schedule follow-up appointments.		
MA-19	Mobile app synchronizes with the core system through wireless connectivity.		
MA-20	Mobile app stores entered data when connections are lost and seamlessly connect and reconnect wireless network coverage is available automatically.		
MA-21	Mobile app supports seamless roaming between broadband networks; agency owned wireless hot spots, and other agency network facilities.		
MA-22	Mobile app has predefined and modifiable Checklists based on the inspection and/or complaint type.		
MA-23	Mobile app starts a record (permit, complaint, etc.) in the field in the online or offline mode.		

Attachment A - Individual Specifications

MA-24	Mobile solution stores both photos and videos.		
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Attachment A - Individual Specifications

Attachment A - Individual Specifications GIS Specifications

#	Requirement	Vendor Response Code	Vendor Comment
GIS-1	System supports Esri GIS platforms		
GIS-2	System connects to the ArcGIS Server to get GIS information and verifies this information using the GIS addressing system.		
GIS-3	System displays GIS and select property in lieu of entering an address.		
GIS-4	System queries using Esri GIS tools.		
GIS-5	System uses GIS browsing that will pinpoint location of permits, cases, etc. by number, address, owner name, and/or parcel number.		
GIS-6	System can display GIS information on an embedded web map (e.g. Google Maps, Bing Maps, Yahoo Maps, etc.)		
GIS-7	System initiates an activity in the system from GIS Base Map (e.g., permit application, planning application, open a code case, schedule inspection, etc.)		
GIS-8	System turns GIS layers on and off.		
GIS-9	System launches the GIS tool within the application.		
GIS-10	System launches the GIS tool standalone.		
GIS-11	System selects and performs actions on properties geospatially, one or many, through a map screen (go from map to property/parcel) using tools for various types of selection, e.g., point and click, multi-select, etc.		
GIS-12	System displays selected properties geospatially on a map (go from property/parcel to the map).		
GIS-13	System shows all addresses associated with a parcel or multiple parcels.		
GIS-14	System shows permit records organized by individual address within that parcel/ parcels.		
GIS-15	System identifies records pertaining to site-related work (property record) separately from building-related work (GIS coordinates), i.e. permits for flagpoles or driveways - not associated with a building address.		
GIS-16	System imports information from the Agency's GIS RDBMS database automatically, e.g., permit setup, and manually, e.g., staff search and import.		
GIS-17	System automatically updates addresses based on updated information in external data sources.		
GIS-18	System has no limit to the number of layers allowed for viewing within the web portal.		

Attachment A - Individual Specifications

Attachment A - Individual Specifications Financial Transaction Specifications

#	Requirement	Vendor Response Code	Vendor Comment
FIN-1	System provides effective dating of all financial transactions completed in the system including an audit trail tracking all financial actions including modifications to financial elements and data.		
FIN-2	System loads, tests, and stores revised fee schedules to be implemented in the future.		
FIN-3	System directly links payments received to the Agency's financial system.		
FIN-4	System provides integration with Springbrook Financial Suite so as to update financial records in real-time as transactions take place.		
FIN-5	System handles all transactions involving bonds and bond refunds and to relate them to permits and other types of applications.		
FIN-6	System calculates fines and interest.		
FIN-7	System can reverse a transaction and all related allocations and record this action permanently as part of the system audit trail.		
FIN-8	System tracks and automatically calculates all fees related to the permitting, planning, zoning, licensing and enforcement processes at any point dictated by the business rules.		
FIN-9	System calculates fees based on configured fields.		
FIN-10	System generates invoices by any combination of the following criteria: use, square footage, number of seats, number of beds, number of units, number of X, etc.		
FIN-11	System automatically determines fees from codes based on business rules defined by the code ordinances.		
FIN-12	System tracks all transaction history (renewals, bills, payments, penalties, late fees, etc.) associated with a business/individual.		
FIN-13	System provides receipts as part of the payment process in real time.		
FIN-14	System allows authorized users to waive and void permitting and other fees and have all such changes reflected as part of the system audit trail.		
FIN-15	System tracks and accounts for all current and historical financial related transactions collected through the system.		
FIN-16	System is PCI-DSS certified for financial transactions.		

Attachment A - Individual Specifications

Attachment A - Individual Specifications Reporting Specifications

#	Requirement	Vendor Response Code	Vendor Comment
REP-1	System must have seamless integration with one of three industry-standard report writers (Oracle, Crystal, and SSRS).		
REP-2	System provides an ad hoc reporting tool to enable non-technical users to quickly and easily create, generate, display and print basic reports from the application software with built-in charts/graphs and deep links to the record directly in the system.		
REP-3	System users can save and edit the current query or current report settings once a report has been built.		
REP-4	System saves reports built with the report module for future printing. Access to that repository can be determined by system administrators.		
REP-5	System directs report output to a specific printer or file, or to a screen.		
REP-6	System exports output in formats that can be further manipulated by multiple third party applications such as PDF, Excel, Word, or MS Access.		
REP-7	Reports can be generated from all system data fields as needed.		
REP-8	System customizes reports, letters, correspondence and other printed outputs derived from the system database.		
REP-9	System prints letters as well as original or duplicate permits or permit cards.		
REP-10	System provides a library of standard reports (i.e. canned reports).		
REP-11	System allows searches by wild cards, based on security permissions.		
REP-12	System allows end users to create, edit, save and delete their own search criteria or parameters.		
REP-13	System has an internal reporting tool which provides for multiple levels of security to control access to reports and reporting tools.		
REP-14	System allows access for search for cases, permits violations, complaints, licenses and other applications by address, parcel number, record number and owner/business/contractor name.		
REP-15	System allows for searching records that may include discontinued or disabled record types.		
REP-16	System conducts searches on multiple levels of related records hierarchy.		
REP-17	The ad hoc report writer requires no technical knowledge of MS SQL or Oracle to allow end users to create queries or reports.		
REP-18	Reports created using the report writer provide for interactive linking and drill-down as well as the ability to export data to all popular file formats.		
REP-19	System provides searchable notes fields by key word across all records/modules/departments including by date and user.		
REP-20	System sorts/filters all reports by user defined parameters (geographical zoning areas, inspector, inspection territory etc.).		
REP-21	Financial reports can be defined and selected by a date or date range of activity.		
REP-22	System allows users to print notices, etc. in the field from their mobile devices to a field/remote printer.		
REP-23	System allows users to send notices of non-compliances electronically from the field.		
REP-24	System allows users to build their own reports and create templates for recurring reports.		
REP-25	Owning departments can check the status on all of their active/inactive records.		

Attachment A - Individual Specifications

REP-26	System can report on all communications and comments on a permit application.		
REP-27	System and its mobile version provides work management tools for users to review work status on all assigned permits, work load and schedule of appointments, and all		
REP-28	System evaluates the optimal route for field staff to travel between appointments for a day's activity prior to scheduling time for appointments while also accommodating appointments set through auto scheduling.		

Attachment A - Individual Specifications

Attachment A - Individual Specifications Technical Specifications

#	Requirement	Vendor Response Code	Vendor Comment
TECH-1	System is 100% web-based and web-accessed.		
TECH-2	System operates on Windows 7 and OSX.		
TECH-3	System operates on multiple browsers including Explorer, Chrome, Safari, and Firefox.		
TECH-4	System supports the Citrix virtual server environment.		
TECH-5	System is supported by a cloud database which is backed-up daily to a physically separate location.		
TECH-6	System provides a centralized data dictionary that fully describes table structure and appropriate levels of metadata.		
TECH-7	System database can interoperate with either the MS-SQL Server 2005.		
TECH-8	System utilizes a middle tier web service to access backend database and the Application resides in a multiple N-tier environment.		
TECH-9	The Tier 1 and 2 are capable of running in a virtually hosted server environment.		
TECH-10	The Tier 1 and 2 application/system components are capable of running in a load balanced server configuration.		
TECH-11	System is installed with a production environment and a separate test environment that can simulate actual operating conditions for all functions and uses.		
TECH-12	System is designed for object driven data entry.		
TECH-13	System uses network logon credentials to assign permissions.		
TECH-14	System can receive converted and migrated historical information from the existing and current system.		
TECH-15	System leverages Microsoft Word and Microsoft Excel and employs MS Outlook for issuing ad hoc and automated emails.		
TECH-16	System in both agency- and vendor-hosted options provides a minimum of 99.9% uptime excluding scheduled maintenance.		
TECH-17	The vendor provides a Software Development Kit (SDK) to allow staff and others to customize and configure new applications based on the vendor's system.		
TECH-18	System SDK is designed to allow citizens and other interested parties to develop new iOS, Android and Microsoft apps.		
TECH-19	System provides for an Application Programming Interface (API) or Web Services interface for processing third party electronic payments.		
TECH-20	System provides the ability to support extraction and publishing of single record types or an entire environment.		
TECH-21	System supports and is compliant with Service Oriented Architecture (SOA).		
TECH-22	System supports and is compliant with Section 508 EIT standards.		

Attachment A - Individual Specifications

Attachment A - Individual Specifications Security Specifications

#	Requirement	Vendor Response Code	Vendor Comment
SEC-1	System has role-based security where users can be assigned multiple roles – modify, view, or to restrict access control.		
SEC-2	System provides adequate security functions to handle web-based transactions without compromising the integrity of the system.		
SEC-3	System Administrator must be able to add, change, and cancel permissions for the system access.		
SEC-4	Multiple sessions are supported on a single machine.		
SEC-5	Multiple sessions with a single login credential is supported.		
SEC-6	Audit trail contains a date/time stamp to the nearest second.		
SEC-7	Audit trail records are not modifiable.		
SEC-8	System provides access to audit trails for authorized users based upon the user's security profile.		
SEC-9	Authorized users have the ability to print audit trail information.		
SEC-10	System administrators have the ability to grant specific users with certain administration rights such as granting access rights/permissions to other users.		
SEC-11	System allows access/security configuration settings by department (including giving access rights to specific permits, records and functions of the system).		
SEC-12	System tracks all transaction history associated with a business/ individual.		

ATTACHMENT B - PRICING

ACTION	Cost \$	ASSUMPTIONS/COMMENTS <i>Describe the basis of fees and rate.</i>
INITIAL AND UP-FRONT COSTS		
Implementation		
Data Conversion	(NTE Per Record)	
Training	(NTE Per Session)	
Travel		
Other:		
SUB-TOTAL: Implementation		
RECURRING COSTS		
Back Office Solution	(NTE Per User)	
Web Portal Solution		
Mobile Application Solution	(NTE Per User)	
Other:		
SUB-TOTAL: Annual Software		
Grand Total: 1st Year		
Grand Total: 2nd Year+ (Ongoing Subscription Fees)		

Attachment C - Proposal Format and Content

ATTACHMENT C - PROPOSAL FORMAT AND CONTENTS

Respondents must address each section, topic, and numbered item individually. Any marketing literature or general boilerplate content will be considered non-responsive.

Section	Title	Contents
1.0	Executive Summary	<ol style="list-style-type: none"> 1. Limit this section to a brief narrative not to exceed two pages describing the proposed solution and why the City should select your firm. The summary should contain as little technical jargon as possible and should be oriented toward non-technical personnel. The Executive Summary should not include any pricing details.
2.0	Respondent Profile	<ol style="list-style-type: none"> 1. The Respondent's background, briefly describing past history, company size, and long-term stability. 2. If at any time in the past ten years your firm has had a contract terminated for convenience, non-performance, or any other reason, or has entered into legal action with a customer, describe the situation(s) including the name and address of the contracting party, and circumstances. 3. If your firm is including subcontractors to perform any aspect of this project, please provide Subcontractor Profile data on each firm.
3.0	Cloud Hosting Basics	<ol style="list-style-type: none"> 1. Is your cloud service self-hosted or contracted? Please identify your cloud provider(s), if contracted. If contracted, then what data privacy and information security agreements are in place between the Respondent and the cloud provider (and any subcontractors) to ensure appropriate and accountable treatment of information? 2. What is the cloud provider's hosting hardware and software platform? 3. How do the Cloud provider's application and database architecture manage segregation of the City's data from other customers' data? 4. Describe the cloud provider's capabilities and experience with hosting your systems on behalf of public agencies (whether single agency and/or multiple jurisdictions). 5. Provide the total number of clients and corresponding number of end users of hosted solutions currently supported by your company using this cloud provider. 6. Describe your cloud provider's proposed service level agreement, including any tiered levels of service, response times, and standard metrics. 7. Describe your cloud provider's data center and storage facilities, including locations, staffing, physical security, environmental controls (including redundant power), redundancy/load balancing capabilities, data backups and disaster recovery capabilities. 8. Describe your change management, upgrade, and patch management policies & practices.

Attachment C - Proposal Format and Content

Section	Title	Contents
3.1	Cloud Hosting Security	<ol style="list-style-type: none"> 1. In the event that cloud provider is required to store Private Information (PI) or Personally Identifiable Information (PII) or Sensitive Information (SI) in the cloud provider's business systems, how will the cloud provider maintain the confidentiality of the Information in accordance with applicable federal, state and local data and information privacy laws, rules and regulations? 2. Has the cloud provider ever been subjected to either an electronic or physical security breach? Please describe the event(s) and the steps taken to mitigate the root causes. What damages or exposure resulted? Are records of breaches and issues maintained and will these records be available for inspection by the City? 3. Does the cloud provider maintain formal security policies and procedures to comply with applicable statutory or industry practice requirements/standards? Are records maintained to demonstrate compliance or certification? Does the Cloud provider allow client audit of these records? Please provide supporting documentation. 4. What are the internet and the browser security configuration of the Cloud application? What security standards and requirements are maintained to ensure application security at the user interface? 5. What is the medium of data exchange between the City and cloud provider, and how the data is kept secure during the data exchange process? (Example: VPN, Data Link, Frame Relay, HTTP, HTTPS, FTP, FTPS, etc.) 6. How is the Agency data kept physically and logically secure at the Cloud provider location? (Example: Locked storage, Digitally, Encrypted) 7. What application level protections are in place to prevent vendor/Cloud provider or subcontractor staff from being able to view protected information ie: encryption, masking, etc.? 8. What controls does the Cloud provider exercise over the qualification and performance of their team? Of their subcontractor's teams? (For example criminal background verification prior to employment, providing security training after employment and managing Role Based Access Control (RBAC) during employment and network and application access termination upon employment termination.
3.2	Cloud Hosting Backup and Retention	<ol style="list-style-type: none"> 1. What method is used to keep data secure during backup process? 2. What types of media are used for data backup (Example: Tape, Hard Disk Drive or any other devices)? 3. What is the retention period for the data being backed up? 4. Who is authorized to access back-up media? (Provide Name and Role) 5. Is the data backup media stored at the cloud provider location or off-site? 6. If the cloud provider's backups are stored with another company, please provide: the company name, address, contact person detail (Phone and Email), and describe what contractual commitments are in place to guarantee security performance from these vendors. What is the media transfer process and who has access? (I.e. The lock box process used to send tapes off-site)? What is the backup media receiving and release authorization process?

Attachment C - Proposal Format and Content

Section	Title	Contents
3.3	Cloud Hosting Account and Password Management	<ol style="list-style-type: none"> 1. What is the account addition/removal process? (e.g. how are users accounts created and removed?) 2. What is the policy and procedure for the initiation, authentication, authorization and management of passwords? 3. Where are the login and password credentials stored? 4. Are the password credentials stored with encryption? If yes please provide encryption detail. 5. First time passwords must be unique to all City employee (back-end) users and force the user to change it upon initial login. Citizen (web portal) users may choose their own permanent passwords upon registration. 6. First time City employee passwords must have a time-out capability of no more than 7 days. 7. Any email password notifications must not be CC'd to anyone else except the user. 8. All City employees's permanent passwords must be supported by a reminder email requesting a change once per year. Citizen users may maintain theirs in perpetuity. 9. An e-mail notification must be sent to the user whenever the password has been updated. 10. City employee users must not be able to view data or conduct business unless an initial password has been updated with a different password. 11. All passwords must have 8 characters or more and they must contain at least one alphabetic and one numeric character.
4.0	Response to Functional and Technical Requirements	<ol style="list-style-type: none"> 1. Please complete Attachment A, providing the appropriate response code and comments as required to clarify the functionality.
4.1	Functional Narrative	<ol style="list-style-type: none"> 1. Mobile Applications: List and describe all existing iOS, Android, and Windows compatible mobile apps that your company has made available to your clients, other jurisdictions and public citizens to support government/citizen initiatives, noting for each app if it has been developed in house or by a third party. 2. Multi-lingual Capabilities: List and describe the available foreign languages in your solution's citizen web portal. 3. PCI-DSS and Section 508 Compliance: Describe your system's ability to conform to both noted standards for payment processing and accessibility to people with disabilities, respectively. 4. Electronic Document Review: Provide information on the abilities of your system including its abilities to allow City staff to incorporate document review and markup directly into the existing processes. 5. Cloud/Hosting Services – Show how your hosting services have been in existence for a minimum of 5 years with 99.9% uptime. 6. Successful, Similar Live Projects – Provide examples showing your solution has been successfully implemented in at least 50 cities/counties with comparable requirements and functionality in the last 10 years.
4.2	Technical Narrative	<ol style="list-style-type: none"> 1. Describe the client desktop operating systems supported by your system. 2. List the relational database management systems (RDBMS) supported by your system. 3. What industry/technical innovations is your firm involved in? Describe the app development history of your firm and the engagement it has and is undertaking for agency and community interaction.
5.0	Project Approach	<ol style="list-style-type: none"> 1. Provide an overall description of the project management approach your firm will pursue for this project. 2. Describe the key factors for success in this type of project.
5.1	Staffing	<ol style="list-style-type: none"> 1. Name of the project manager who will assigned to the City 2. Professional summary 3. Number of years employed in their proposed role on the project 4. Relevant previous project experience
5.2	Implementation	<ol style="list-style-type: none"> 1. Describe your implementation methodology.

Attachment C - Proposal Format and Content

Section	Title	Contents
5.3	Schedule	<ol style="list-style-type: none"> 1. Provide a sample schedule, including data conversion, system installation, training, and ongoing customer support to illustrate the length of each major task. 2. The project schedule must provide a detailed planning schedule and include a listing of expected key activities, deliverables, and dates.
5.4	Data Conversion	<ol style="list-style-type: none"> 1. Provide detailed information on your conversion approach/plan.
5.5	Training	<ol style="list-style-type: none"> 1. What is your training plan for City staffers? Please detail the nature, level, and amount of training to be provided for end users system administrators. 2. Types of documentation that will be developed during the implementation. Tools that will be used in developing the training material. On-going training opportunities post-implementation. Ability to provide online training material versus classroom training.
5.6	Risk Management	<ol style="list-style-type: none"> 1. Specific activities the Respondent will regularly perform to identify, qualify, quantity, prioritize, and manage risks. 2. Frequency of risk management activities and status reporting. 3. Actions to be taken to avoid, mitigate, or accept each risk impact.
5.7	Issue Management	<ol style="list-style-type: none"> 1. Describe your process for monitoring, escalating, and resolving issues that will arise during the project.
5.8	QA/QC	<ol style="list-style-type: none"> 1. Describe your standard approach to achieving quality assurance throughout the entire implementation and beyond.
5.9	Support and Maintenance	<ol style="list-style-type: none"> 1. Describe you telephone support scheme. Include the minimum response times . 2. What is your preferred delivery method for future upgrades and product enhancements? 3. What is the frequency of upgrades and updates? 4. Describe any additional methods of support.
6.0	Architecture	<ol style="list-style-type: none"> 1. Describe and illustrate the architecture design of the Solution. 2. What programming languages does the Solution use? 3. Describe any existing Application Program Interfaces (APIs) the Solution uses. 4. Describe system performance and system response time for the Solution.
7.0	Security	<ol style="list-style-type: none"> 1. Describe what data encryption the Solution provides for City transactions. 2. Describe the Solution's auditing capabilities. 3. Describe the type of system and user security available.
8.0	References	<ol style="list-style-type: none"> 1. Include complete contact information for at least three municipal governments that are similar in size and complexity to the City with whom the Respondent has implemented similar Solutions in the last five years. 2. References must be currently operating on one or more Respondent's solutions, and hosted in the Respondent's cloud data center for a minimum of two years. 3. This section should also briefly identify the project and services performed for those similar municipalities.
9.0	Exceptions to RFP	<ol style="list-style-type: none"> 1. Include any exception the Respondent takes to the terms and conditions set forth in this RFP, as well as proposed alternative language for each.
10.0	Miscellaneous	<ol style="list-style-type: none"> 1. Include any sample agreements the Respondent desires to employ as part of its contract with the City. 2. Include any additional information that the Respondent feels is of worthy note to the City. Please keep this subsection to one page or less.