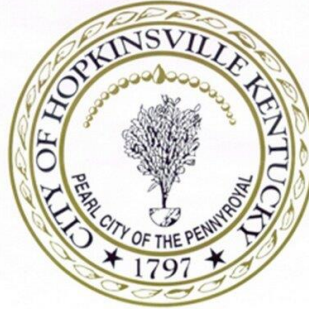


CITY OF HOPKINSVILLE, KENTUCKY
REQUEST FOR QUALIFICATIONS
FOR
SAAS ENTERPRISE PUBLIC INTERFACE, CODES
ENFORCEMENT & WORK ORDER MANAGEMENT SOLUTION



REQUEST FOR QUALIFICATIONS

Sealed Proposals must be received by the City of Hopkinsville no later than **4:00 p.m., local time, Thursday, January 27, 2022**. Sealed Proposals must be enclosed in a second envelope and both envelopes clearly marked "Software Proposal for SaaS Enterprise Public Interface, Codes Enforcement & Work Order Management Solution." The date and time of RFQ submissions will not be a formal RFQ opening; therefore, at this time vendors are not invited to attend. Responses will be reviewed internally by the evaluation staff to begin comparative analysis.

The Point of Contact for this Request for Qualifications is:

City of Hopkinsville
ATTN: Darryl Anderson, Information Technology Director
715 South Virginia Street, Hopkinsville, KY 42240 (*physical address*) **OR**
P.O. Box 707, Hopkinsville, KY 42241-0707 (*mailing address*)
Darryl.Anderson@hopkinsvilleky.us
(270) 985-1254

*Deadline for questions (must be received in writing to Darryl.Anderson@hopkinsvilleky.us) by **4:00 pm on Monday, January 10, 2022**. Answers to questions will be provided to all bidders who submit questions.*

CONDITIONS APPLICABLE TO REQUESTS FOR QUALIFICATIONS

The City reserves the right to reject any or all Proposals to waive irregularities and/or informalities in any Proposal, and to make an award in any manner, consistent with law, deemed in the best interest of the City. The bidders whose qualifications best meet the needs of the City of Hopkinsville will be chosen as deemed by the city evaluation staff.

This Request for Qualifications does not obligate the City of Hopkinsville to a commitment of funds or resources related to the response from any vendor.

1. **Applicable Laws:** State statutes as they apply to the laws of competitive bidding, contract, and purchases will be employed.
2. **Taxes:** The City of Hopkinsville is exempt from Federal Excise and State Sales Tax. Prices should not include tax. Exemption forms will be furnished wherever necessary and requested.
3. If a bidder cannot meet the specifications for services, materials, and/or equipment as specifically set forth by the City of Hopkinsville, all exceptions or deviations must be spelled out clearly and completely in writing and submitted with the proposal.
4. The City of Hopkinsville reserves the right to alter quantities specified, within reasonable limits.
5. The City of Hopkinsville reserves the right to reject any and/or all responses for any and all items covered in the Request for Qualifications; to waive informalities or defects in responses, as it shall deem to be in the best interest of the City of Hopkinsville.
6. Specific response requirements are that all cost, both specific and implied, must be outlined. Any costs which the City of Hopkinsville will have to incur to install the system must be provided. Failure to indicate all related costs to the system will result in disqualification of the proposal. All responses should be brief and concise. Boiler plate manuals and standard responses should not be included in the proposal; they may, however, be provided in a separate document if so desired.
7. All agreements between the City of Hopkinsville and the vendor will be handled through the City's legal counsel. The vendor shall provide a copy of its standard contract for their system for review. In addition, any legal restrictions or provisions, enforced by the vendor or its parent company, which are not in line with the industry's standard, should be pointed out.
8. It is a requirement that any one software company provide all applications and not sub-contract or partner.
9. Demonstrations of software will be made available upon request by the City of Hopkinsville to help with the evaluation of the proposal. The City of Hopkinsville is not interested in being a beta site for the vendor. Proposed software must be running in a local government production environment.

GENERAL BACKGROUND

Purpose

This information was developed in a format to facilitate responses to the City of Hopkinsville's need to identify a secure SaaS enterprise solution for managing the operational workflow for public requests (intake/service requests) for service, permits, code enforcement, public works work order management, asset maintenance, codes enforcement, inspections, plan review, enforcement workflow, mobile device integration, and the integration of GIS data into the city's business processes.

The goal of the city is to implement an integrated SaaS enterprise public interface and resource planning system utilizing best practices, automated workflow, project management tools, and other suitable applications.

The final decision will be based on a number of evaluation criteria, primarily how well the proposed solution will meet the City's technology currently and into the future. A major evaluation criterion will also be the experience of the proposing vendor to implement such a system within a local government with major emphasis on data conversion, integrating existing information, and providing as little disruption to staff during such a transition.

City Data

Population

Approximately 32,442

Budget

Approximately 36 million

Departments

30

Employees

Approximately 300 including seasonal

Funds

Approximately 50

VENDOR INSTRUCTIONS

1. INTRODUCTION

Vendors are invited to provide a written proposal to provide a comprehensive, fully integrated, enterprise end-to-end solution to empower the City of Hopkinsville to operate more efficiently and connect more transparently with their constituents and with each other. By connecting data and processes across disparate systems. The solution should be an integral tool to help the city gain actionable insights that solve problems in the community.

The proposed solution should be a secure web-hosted, highly configurable software solution that will support all necessary functions related to Code Enforcement (violations, summons), Construction Permitting, Plan review and workflow, Lien-held and/or abated property, Inspections, Zoning Foreclosure, "Lot Next Door," and Planning. The software solution must include online permitting and tracking of all application types. The proposed solution should allow citizen or other applicants to apply, pay, track, and access documents through a web-based portal. Ability to provide automatic updates via email and/or text message. Restrict no administrators from deleting or modifying submittals.

The solution should provide or easily integrate with a 3rd party mobile CRM solution.

The overall goals of the project are to:

- Successfully implement the contracted scope on time and on budget
- Increase operational efficiencies and empower users to be more productive
- Improve accessibility and responsiveness to external and internal customer needs
- Overcome current challenges and meet future goals
- Providing a single, comprehensive, and integrated solution to manage business functions
- Streamline business processes through automation, integration, and workflows
- Provide a user-friendly user interface to promote system use and productivity

2. GENERAL REQUIREMENTS

The City is seeking to streamline and accelerate processes to assist employees in accomplishing their responsibilities, to empower business professionals and residents in their interactions with the City, and to conduct fair, accountable and customer-friendly operations.

Project objectives include implementation of a commercial off-the-shelf software system that provides full functionality in an integrated solution to replace our existing systems and to:

- implement an enterprise solution
- streamline and automate processes
- enable transparency to the permit, inspections, and licensing processes
- manage work directives, scheduling, and inventory
- upload documents and drawings
- facilitate interdepartmental collaboration and project management
- reduce staff hours spent on processing applications and researching case data
- interface with the City's Esri GIS solution
- schedule preventative maintenance
- deploy the selected solution on mobile devices ("smart" devices) with and without
- wireless connectivity
- provide web-based customer and staff access portals

The City anticipates and expects the capability for the use of mobile devices with the selected solution, at a minimum, will enable field workers to complete forms (inspection forms, work order directives, code violations, etc.) and print them in the field.

3. CONVERSION SERVICES, WORKFLOWS, AND REPORTS

Data conversion services are required as part of this project.

This will include but is not limited to Data Conversion from a Microsoft Excel spreadsheet for lien property and enforcement data from populated DCT template, other required data conversions, forms design, hardware and software installation, reports building, code mapping and satisfying invoices.

This will require building and/or configuring workflows within the solution, Reporting Configuration and Ready Forms.

4. RESPONSE INSTRUCTIONS

The submitted proposal must follow the rules and format established within this RFQ. Adherence to these rules will ensure a fair and objective analysis of all proposals. Failure to complete any portion of this request may result in rejection of a proposal.

1. Submit proposal in a sealed envelope labeled "Proposal Software for SaaS Enterprise Public Interface, Codes Enforcement & Work Order Management Solution."
2. Include your company name, address, and phone number on the outside of the envelope
3. Submit four hard copies and one electronic copy as an Adobe .pdf file on a USB drive to:
City of Hopkinsville
ATTN: Darryl Anderson, Information Technology Director
715 South Virginia Street, Hopkinsville, KY 42240 (*physical address*) **OR**
P.O. Box 707, Hopkinsville, KY 42241-0707 (*mailing address*)
4. Sealed Proposal responses should include:
 - a. A cover letter
 - b. An Executive Summary
 - c. Responses to each question in Section B – Functional Area Required Responses
 - d. Narrative Responses to "No" Answers and/or Exceptions on separate sheet
 - e. Narrative response and explanation for the Implementation and Support Section
 - f. Responses to addressing the Conversion Services, Workflows and Reports as described in Section 3.
5. Sealed Proposals should also include:
 - a. A sample license agreement
 - b. City VPN, software, hardware, and other requirements
 - c. Project Management/Implementation approach

5. CONTACT WITH MUNICIPALITY EMPLOYEES

To ensure a fair and objective evaluation of all proposals, vendors are required to submit all inquiries to the project point of contact noted on the cover of this RFQ.

6. ASSESS RFQ DOCUMENTS

Before submitting a proposal, vendors shall examine the specifications in order to understand all existing conditions and limitations. The vendor shall indicate in the proposal the total sum to cover the cost of all items included in the RFQ.

7. COSTS OF RFQ PREPARATION AND SUBMISSION

Each vendor shall bear the responsibility for all costs incurred in order to prepare and submit their response to this RFQ.

8. PROPOSAL REVIEW

All documents submitted as part of the vendor's proposal will be deemed confidential during the evaluation process. Vendor proposals will not be available for review by anyone other than the evaluation team or its designated agents. There shall be no disclosure of any vendor's information to a competing vendor prior to award of the contract. All applicable information will be subject to public disclosure in accordance with the Kentucky Public Records laws, at award of contract, cancellation of this RFQ, or within 180 days, whichever shall occur first.

9. PROPOSAL FORM

Each proposal will be prepared in the format described below and be submitted in a sealed envelope bearing the title of work and the name of the vendor.

The proposal must be prepared in the following format:

Section A – Executive Summary

Provide a brief narrative highlighting the bidder's proposal. Summary should contain as little technical jargon as possible, should be oriented toward non-technical personnel, and be no more than five (5) pages.

Section B – Functional Area Required Responses

Provide a written response for how the vendor's proposed solution meets the qualifications and capabilities for each of the Functional Areas described below. Sometimes a "Yes" or "No" response will satisfy a Functional Area Response. However, use this opportunity to also *briefly* highlight unique functional features of the proposed solution herein also. If the proposed solution does not have functional capability at all in its native form, please put "No" in the response area. ***(Note this RFQ document is specifically published in MS Word format for editing within the section below. Bidders should copy and edit within the tables provided for their responses.)***

10. GENERAL SOLUTION QUALIFICATIONS AND REQUIREMENTS

Please provide responses to some general software technology questions so we can get an understanding of your solution.

Functional Area	Item	Response (mandatory)
General System Access	User Access must be tied and validated against the City's Active Directory environment and be able to provide varying levels of access into the system and data.	
General Tracking/ Configuration	Provides a configurable, database-driven tracking and management system for development agency records and processes, including applications, reviews, permits, approvals, forms, cases, service requests, work orders, and inventory control.	
General Tracking/ Configuration	All application lookups (drop-down box), text libraries, data fields, screen layouts, application dependencies and business rules are table driven and capable of update by the City.	
General Tracking/ Configuration	Ability to configure menus and lookups to sort alphabetically, by frequently used items, or another user defined method, including per individual.	
General Tracking/ Configuration	Ability to create custom user-defined data fields on all application types, and allow fees, conditions, inspections, etc. to be dependent on data entered in the fields.	
General Tracking/ Configuration	Default values can be defined for data fields.	
General Tracking/ Configuration	Ability to place warnings, flags, holds and restrictions on a record, case, parcel, or person with a comment/notes field, and the ability to override if needed. Ability to prevent additional tasks based on these flags.	
General Tracking/ Configuration	Ability to automatically generate a unique identifier for any activity, application, permit, work order, etc. initiated in the system. Ability to continue the City's current numbering system if desired.	
General Tracking/ Configuration	Ability to select multiple items. (e.g., complaints, violations, inspections and comments) to add to a case or activity at one time.	
General Tracking/ Configuration	Ability to track and modify status of individual items associated to a case or activity. (e.g. complaints, violations, inspections and comments.)	
General Tracking/ Configuration	Ability to associate an address on a permit/case with an occupant/tenant in a structure.	
General Tracking/ Configuration	Ability to automatically track correspondence, including outside of workflow steps (e.g. phone calls, conversations, letters, and emails).	
General Tracking/ Configuration	Ability to have multiple names, addresses, & phone numbers associated with a case. Ability to indicate which contact should serve as the main/primary contact or address associated with the project. Ability to specify role(s) of all contacts (e.g. owner, contractor, sub-contractor).	
General Tracking/ Configuration	When primary contact is changed on a case, ability to ask if it should change for whole project or just the case. History should be preserved.	
General Tracking/ Configuration	Ability to clone an existing case/permit/project and all associated information (e.g. activities, inspections) to a new case/permit/project, and edit as necessary.	
General Tracking/ Configuration	Provides a configurable, flexible workflow management system to automate business processes performed by each department and agency involved with the development review process, including the following features:	

	<ul style="list-style-type: none"> * Ability to generate tasks in a specified order * Ability to automatically generate a task once the prior task is complete (sequential flow) * Ability to specify pre-requisite tasks in order to generate new or additional tasks * Ability to provide the task owner or assignee with information needed to complete the assigned task (access/link to plan for plan review, access/link to case for inspection, etc.) * Ability to require completion of parallel tasks prior to the start of the next task. * Ability to assign multiple tasks to a single resource and queue those tasks by priority and/or chronological order * Ability to track versions of a workflow process. * Ability to denote that a workflow step is completed, but workflow should not continue with the next task. * Ability to configure escalation rules (e.g. if a task is not completed within a timeframe) 	
General Tracking/ Configuration	Ability for the City to expand and edit the workflow processes.	
General Tracking/ Configuration	Ability to automatically alert staff and customers (e.g. mail, application pop-up, letter, task list, Outlook task) to next action, remind of deadlines, expirations, milestones reached, activities completed, based on workflow criteria and parameters established. Please describe options available.	
General Tracking/ Configuration	Allow override, reassignment, re-route, add or delete steps, and rescheduling of workflow steps/requirements based on defined rules and authorization.	
General Tracking/ Configuration	Support complex pre-requisite rules and validation. (e.g. checking for multiple activities, statuses and fees, on same record/case, related records/cases, and GIS information.) (e.g. ((inspection A approved AND inspection B partial approved on related trade permit) OR (inspection C approved on parent permit)) AND (fees paid)	
General Tracking/ Configuration	Ability to automatically verify all required fields and conditions (e.g. fees, approvals, requirements, no holds) are met prior to proceeding to next step or allowing certain activities to happen (e.g. issuing a permit or certificate of occupancy, changing status, scheduling an inspection, approving another activity).	
General Tracking/ Configuration	When activities are added, ability to automatically generate associated activities or items (e.g. required inspections, reviews, forms, comments) based on the type of work/permit. Ability for the user to modify generated activities as required (e.g. add, remove, and/or amend).	
General Tracking/ Configuration	Ability to automatically update status when conditions are met (e.g. the permit status changes to "FINAL" once all of the necessary final inspections have been approved).	
General Tracking/ Configuration	Ability to automatically calculate permit/plan expiration date based on user parameters. Ability to extend expiration date automatically based on inspection or other activity and manually based on written request.	
General Tracking/ Configuration	Ability to automatically increase or add fees in accordance with adopted fee schedules when violations are issued on project, address, and parcel. (Note: limits may be set). System admins must be able to change fees.	
General Tracking/ Configuration	Ability to defer a requirement or condition to a future date, submission or workflow step.	
General Tracking/ Configuration	Ability to support automated periodic or recurring tasks.	
Lien Properties	Ability to provide a workflow solution to import and interface into various data sets (including without limitation) databases, spreadsheets, data extracts, etc. existing lien property information.	
Lien Properties	Ability to provide analysis (both geographic and financial) of the city's lien properties.	

Asset Maintenance	Providing a single, comprehensive, and integrated solution to manage business functions related to community development assets management and planning.	
User Interface	Provides standard word processing functionality (e.g. cut and paste, word wrap, and spell check for text fields).	
User Interface	Ability for end user to sort and configure columns displayed in table/grid style screen views.	
User Interface	Ability to group and subtotal search results or table/grid style screen views.	
User Interface	Ability to customize screens based on user role and case types.	
User Interface	Provides real-time, user configurable dashboard to display dynamic charts & graphs (e.g. pie, bar, Gantt charts, etc.).	
User Interface	Provides real-time configurable task (to-do) list for each user with the ability to filter and sort.	
User Interface	System includes calendar interface for entry of date fields.	
User Interface	Allows users to use/access several records or windows at one time (Non-modal screens. Let the user multi-task.).	
User Interface	Ability to link to commonly used websites directly from software.	
User Interface	Dynamic screen generation and data field requirements (e.g. based on a field selection or a case type or activity that was added, fields become mandatory and/or display as needed).	
User Interface	Allows for inclusion of unlimited free-form text fields.	
User Interface	Information only needs to be entered once. Auto-populate fields based on previous information captured, stage of workflow, and related cases, including information entered by the customer.	
User Interface	Ability to tab from field to field.	
User Interface	Different modules should have a consistent look and feel in terms of navigation and use.	
User Interface	Includes a graphical user interface (GUI) or web interface that makes use of common Windows features, including windows/frames, menus, scroll bars, drag and drop, table list boxes, buttons, and right-click to access standard functions (e.g., print and save)	

Section 1 – GIS

This Section should be used to describe and demonstrate how internal GIS integration is accomplished; the GIS interface & administration; & external GIS interfaces, such as web-based and mobile solutions

Functional Area	Item	Response (mandatory)
GIS	Ability for the City's central GIS to be the basis upon which all subsequent geographic data sets are derived and maintained, rather than a third-party map service. Ability to maintain a real-time connection to ESRI's ArcServer 10.2 and higher versioned geodatabase and without reliance on shapefiles for accessibility (X / Y coordinate storage and projection on to City map services is an acceptable alternative).	
GIS	Provides parcel and address history tracking that does not rely on manual processes or nightly scripting. City prefers that the historical data be accessed through spatial queries rather than relying on attribute information to create the link between "Parent-Child" properties and cases.	
GIS	Ability to automatically populate data fields or display information using a spatial query on GIS data layers to gather required information (e.g., ownership, address, or parcel identifier, zoning, floodplain, resource protection area).	

GIS	Includes querying functionality within the GIS interface including key identifiers (e.g., Name, Address, Parcel Identifier, Date, Project Name, Project Number, etc.).	
GIS	Ability to retrieve system data (e.g., permits, cases, inspections) by selecting parcel(s) within the GIS interface either by point or polygon and display or print a report of the activities within the selected area.	
GIS	Ability to be fully integrated with the City's Master Address database. Ability for permits issued to be validated against the master address list by utilizing various address locators which are maintained by the GIS Office. The system will be a consumer of this master address list and no addresses will be stored in individual cases or tables. Utilization method should be a view or linked table and not replicate addresses in the system.	
GIS	Ability to display all development information (e.g., projects, permits, violations) on any geographical area upon demand.	
GIS	Ability to assign a project/case to a spatial entity other than a parcel. Should have the ability to assign to point and line features, as well as user-defined polygons.	
GIS	Ability to create custom queries to automatically export all development information to nonproprietary formatted tables.	
GIS	Ability to automatically fill in information common to all records and forms (e.g. ownership, address, parcel identifier), upon entry of parcel identifier or selection of a GIS feature.	
GIS	Ability to delete and manipulate GIS features as needed and not be required to maintain features in the active GIS Feature Class just to retain the link to the development data.	

Section 2 – Self Service Capabilities

Functional Area	Item	Response (mandatory)
Online Applications	The system shall have the ability to pre-populate information into the online application based on preexisting data in the system (i.e., account information, related projects, owner, company, location, license information).	
Online Applications	The system shall have the ability for the user to relate the application to previously filed applications using multiple relationship types (e.g., hierarchical/parent-child, network/link, other relational, etc.).	
Online Applications	The system shall have the ability to associate the application with an existing, or multiple, project ID(s).	
Online Applications	The system shall provide an estimated duration range based on historical data on application approval based on various parameters, such as application type, current workload, etc.	
Online Applications	The system shall provide an estimate of the anticipated fees associated with the application.	
Online Applications	The system shall have the ability to designate a point of contact for an application.	
Online Applications	The system shall have the ability to associate multiple contacts with an application.	
Online Applications	The system shall have the ability to store contacts in an address book for easy use on future applications.	
Online Applications	The system shall have the ability to associate multiple addresses and TMKs with an application.	

Online Applications	The system shall have the ability to configure and maintain required and optional fields on the online application forms.	
Online Applications	The system shall require supporting documentation to be uploaded for selected application types (e.g., documents, plans).	
Online Applications	The system shall have the ability to enforce an in-person verification for some application content according to business rules (e.g., some documentation or verifications must be performed in person vs. online).	
Online Applications	The system shall alert the applicant to complete any required missing data in mandatory fields and prevent submission of the application until all prerequisites are met.	
Online Applications	The system shall have the ability for user to save incomplete/un-submitted applications (e.g., "bullpen").	
Online Applications	The system shall allow applicants to skip steps and come back later to complete.	
Online Applications	The system shall have the ability to allow an incomplete application to be retained for a designated time period.	
Online Applications	The system shall have the ability for a user to return to a previously saved point in the application process, if user has logged out or otherwise navigated away from the application form.	
Online Applications	The system shall have the ability for user to copy incomplete/un-submitted and previously submitted applications into a new record (e.g., to serve as a template for a new application).	
Online Applications	The system shall have the ability to submit application for partial sign off (e.g., TCO).	
Online Applications	The system shall allow the modification of an existing application prior to submission.	
Online Applications	The system shall allow an application to be withdrawn.	
Online Applications	The system shall identify any inconsistencies or errors in the application and the required steps the Applicant must complete before it can be submitted.	
Online Applications	The system shall provide appropriate online help features (chat, email, phone contact information).	
Online Applications	The system shall generate a receipt upon application submission that includes configurable content according to application type.	
Online Applications	The system shall associate the receipt with the application as an original document that is available for future retrieval.	
Online Applications	The system shall allow for a permit to be generated and printed by applicant once approved in system workflow.	
Online Applications	The system shall generate notifications and communications regarding application status changes as defined according to business rules (e.g., email).	
Online Applications	The system shall make application status available to the applicant on the online portal.	
Online Applications	The system shall allow the applicant to elect to complete part, or all, of the application in person after it has been initiated online. Describe who enters the information for the application.	
Online Applications	The system shall generate appropriate documentation that can be printed (e.g., cover page, receipt) for any components of the application that has been selected to be completed in person by the applicant (e.g., payment), that may include but is not limited to the following:	
Online Applications	User Account Information	

Online Applications	Project/Application Information	
Online Applications	Step by Step Instructions	
Online Applications	Barcode, Smart Tag, or other Technology to identify the application through a scanner.	
Online Applications	Receipt	
Online Applications	The system shall send periodic reminders to an applicant regarding an incomplete and/or unsubmitted application for defined periods of time until cancelled.	
Online Applications	The system shall notify applicant of any compliance issue actions affecting the processing of his or her application (e.g., hold on his or her account).	
Online Applications	The system shall have the ability to automatically put a hold on an application according to pre-defined criteria (e.g., days outstanding payment has been due).	
Online Applications	The system shall have the ability to manually put a hold on an application according to pre-defined criteria (e.g., dropdown) and user permissions.	
Online Applications	The system shall have the ability to manually override existing holds on applications according to pre-defined business rules and user permissions.	
Online Applications	The system shall have the ability to allow applicants to print application documents from the online portal, including approval documents (as allowed by business rules), including but not limited to:	
Online Applications	Receipts	
Online Applications	Permits	
Online Applications	Letters	
Online Applications	Certificates	
Online Applications	The system shall have the ability to indicate an approval document may only be picked up in person (e.g., Certificate of Occupancy) and provide detailed instructions to the applicant on how to obtain the document.	
Application Status	The system shall allow an applicant to track the status of his or her application/project online.	
Application Status	The system shall display relevant application information to the applicant about pending applications, including but not limited to the following:	
Application Status	Pending application list	
Application Status	Application ageing metrics (e.g., date of submission, days in current review phase, total number of days in City review phase, etc.).	
Application Status	Remaining steps to completion.	
Application Status	Typical benchmarks for time to completion of review.	
Application Status	Pending actions, requests, or other communications.	

Application Status	Responsible point of contact (e.g., Plans Examining Manager).	
Application Status	The system shall provide appropriate online help features (email, phone contact information).	
Application Status	The system shall provide self-guided help features (FAQ's).	
Application Status	The system shall have the ability to track when deliverables / action is on applicant vs. City personnel.	
Application Status	The system shall have the ability to provide the applicant with options to progress the application through the workflow when outstanding actions are to be performed by the applicant.	
Application Modifications	The system shall allow an applicant to update his or her application with additional information.	
Application Modifications	The system shall indicate what additional information is specifically required and provide specifics about what is being requested by the City.	
Application Modifications	The system shall allow or disallow the modification of an existing application at various points in the application process according to pre-defined business rules (e.g., can or cannot upload new plans when application is in plan review status).	
Application Modifications	The system shall have the ability to determine if any additional payments are required based on changes to application.	
Application Modifications	The system shall have the ability to determine if any additional inspections or information are required based on changes to application.	
Application Modifications	The system shall have the ability to add conditions and notify affected departments (and supervisors where applicable) of additions, deletions, and modifications to the application.	
Application Conditions	The system shall notify applicants of any outstanding conditions on applications.	
Application Conditions	The system shall allow applicants to search and filter conditions on their applications.	
Application Conditions	The system shall allow the applicant to review the condition and upload Proof of Compliance document to the condition.	
Application Conditions	The system shall update the condition to indicate Proof of Compliance is attached and notify City staff.	
Online Inspection Request	The system shall have the ability to notify an Applicant if an inspection(s) is required for his or her project.	
Online Inspection Request	The system shall allow applicants to request and schedule an inspection online according to pre-defined business rules.	
Online Inspection Request	The system shall have the capability to distinguish particular stages in the workflow when inspections can and cannot be requested by the applicant.	
Online Inspection Request	The system shall allow an applicant to indicate date/time preferences for inspection of available timeslots.	
Online Inspection Request	The system shall allow an applicant to provide detailed information regarding inspection request (e.g., text box).	

Online Inspection Request	The system shall allow the applicant to upload supporting files (e.g., documents, photos) related to the inspection request.	
Online Inspection Request	The system may allow the Applicant to indicate a specific location for the inspection to take place that is different from what appears on the permit but still within reasonable distance according to pre-defined business rules (e.g., for sign inspections).	
Online Inspection Request	The system will prevent an Applicant from scheduling an inspection according to pre-defined business rules (i.e. inspection limit for particular day as been reached).	
Online Inspection Request	The system shall validate that the contractor's state license is current prior to allowing scheduling of an inspection.	
Online Inspection Request	The system shall provide applicant detailed information about the selected inspection type, such as restrictions (e.g., inability to start a project prior to inspection).	
Online Inspection Request	The system shall allow the inspection request to be canceled or rescheduled according to pre-defined business rules. City should be able to set windows for request reviews.	
Online Inspection Request	The system shall have the capability to display estimated inspector arrival via the online portal based on inspector's route.	
Online Inspection Request	The system shall have the capability to display estimated inspector arrival via the online portal based on data input by the inspector.	
Online Inspection Request	The system shall have the ability to display inspection results via the online portal.	
Online Inspection Request	The system shall provide the ability to notify the inspection requestor that inspection results are available.	
Online Inspection Request	The system shall allow a user to view the inspection history for his or her project(s).	
Online Plan Submittal	The system shall allow plans to be submitted online.	
Online Plan Submittal	The system shall allow the applicant the option to submit plans via mail or in-person.	
Online Plan Submittal	The system shall generate a cover page for the Applicant to bring or mail to the City Office for plan submission via physical media (CD, DVD) or paper.	
Online Plan Submittal	The system shall be able to assess fees for accepting paper plans.	
Online Plan Submittal	The system shall also send periodic reminders to the Applicant regarding incomplete application for lack of plans.	
Online Plan Submittal	The system shall provide the means to link plans to address/TMK/or GIS coordinates.	
Online Plan Submittal	The system shall have the ability to accept plan/drawings in multiple formats including but not limited to the following:	
Online Plan Submittal	.PDF	
Online Plan Submittal	CAD files	
Online Plan Submittal	.JPG	

Online Plan Submittal	.TIFF	
Online Plan Submittal	The system shall require Applicant to provide a Letter of Authenticity to the City that indicates a licensed professional has prepared the plans.	
Online Plan Submittal	The system shall have the ability to define specific categories of plans to be submitted / required for particular application types.	
Online Plan Submittal	The system shall display the plan in scale and format required.	
Online Plan Submittal	The system shall allow the applicant to annotate and mark up plans, using pre-defined shapes/colors and notations based on pre-defined standards.	
Online Plan Submittal	The system shall provide detailed online instructions and guidelines for plan submissions, including acceptable formats, level of detail, content requirements, sample scope of work, and sample for plan types to be submitted.	
Online Plan Submittal	The system shall link each plan submitted to the specific plan submission requirements in the application (e.g., a Site Plan shall be attached to all application components or permits that require a site plan, etc.).	
Online Plan Submittal	The system shall display specific requirements provided by City Employee for plans or plan modifications requested during the review process.	
Online Plan Submittal	The system shall enforce any file size limitations.	
Online Plan Submittal	The system shall have a mechanism where the applicant can track the upload of the file.	
Online Plan Submittal	The system shall display all uploaded files for the user to review to ensure quality of upload.	
Online Plan Submittal	The system shall link all the uploaded files to the designated project or application.	
Online Plan Submittal	The system shall support version control of plans.	
Online Plan Submittal	The system shall record the date and time the plans were uploaded.	
Online Plan Submittal	The system shall prevent further alteration to the original submittals unless part of the defined review process.	
Online Plan Submittal	The system will generate an overall index list (drawing/document list) for all document sets to aide in navigation to specific drawings/documents.	
Online Plan Submittal	The system shall display a listing (or thumbnails) of all submitted plans.	
Online Plan Submittal	The system shall have the ability to archive plans.	
Online Plan Submittal	The system shall provide a document check-in tool to allow users to update the status of existing documents upon check-in; prevent when documents are checked out.	
Online Plan Submittal	The system shall provide user-defined template fields to allow users to provide key metadata during the document upload process.	
Online Plan Submittal	The system shall process the plans through workflow according to pre-defined business logic.	
Online Plan Submittal	The system shall route plans to be validated by system and City intake staff for completeness and accuracy before being routed to a skilled plan checker to continue with the plan review process.	

Online Plan Submittal	The system shall be able to automatically assign plans by business rules. For example, if the Planner had previously review plans for the application.	
Payment	The system shall have the capability to interface with the existing cashiering system to collect payment online.	
Payment	The system shall have the ability to indicate Applicant will pay in person or via mail.	
Payment	The system shall have the ability to collect partial or full payment based on business rules.	
Payment	The system shall have the ability to determine and display fees owed.	
Payment	The system shall notify applicant of payment due (e.g., fees) required and/or the balance on his or her account.	
Payment	The system shall have the ability to display payment history for a user, project, and/or application.	
Payment	The system shall allow an applicant to pay for multiple fees on multiple applications at the same time in one transaction (e.g., shopping cart).	
Payment	The system shall have the ability to apply payment to multiple items in one transaction.	
Payment	The system shall have the ability to itemize outstanding payments associated with project number or applicant.	
Payment	The system shall accept payment via a variety of methods, including but not limited to the following:	
Payment	Credit Card	
Payment	Debit Card	
Payment	The system shall have the ability to allow the use of multiple tender types for payment within one transaction.	
Payment	The system shall have the ability to provide unique receipt number.	
Payment	The system shall have the ability to create itemized receipts by payment or application.	
Payment	The system shall have the ability to generate payment notices that contain all the information necessary for the Applicant to process his or her payment online, in-person, or through the mail.	
Payment	The system shall have the ability to capture payment information, including but not limited to:	
Payment	Payer Information	
Payment	Payment Method (e.g., credit card type, number)	
Payment	Date and Time of Payment	
Payment	Amount received per service component (e.g., permit)	
Payment	The system shall have the ability to disburse funds to appropriate accounts based on pre-defined business rules.	
Payment	The system shall have the ability to submit detailed payment information to the City's existing financial system, including but not limited to:	

Payment	GL Account Number	
Payment	Total Revenue Collected by Date	
Payment	The system shall have the capability to generate a receipt of payment that is saved in the system and also emailed to the applicant.	
Payment	The system shall have the ability to store the transaction record as payment history, including but not limited to the following detailed payment information:	
Payment	Payer information	
Payment	Limited Payment information (e.g., last four of credit card number, check number)	
Payment	Date and time of payment	
Payment	Amount received per service component (e.g., permit)	
Payment	The system has the ability to scan the barcode or use the reference number from a payment cover page to retrieve the Customer's account and permit application.	
Payment Refunds	The system shall have the capability to allow a customer to request a refund for a previous payment, according to business rules.	
Payment Refunds	The system shall require the customer to provide detailed information for the refund request, including but not limited to the following:	
Payment Refund	Identify transaction	
Payment Refund	Identify desired refund amount	
Payment Refund	Reason for refund	
Online User Account	The system shall provide templates (i.e., required data field based on the online users account type selected by the user.	
Online User Account	The system shall have the ability to capture and maintain user information, including but not limited to the following:	
Online User Account	Name (First, Last, Middle, Suffix)	
Online User Account	Mailing Address	
Online User Account	Phone Number(s)	
Online User Account	Email Address	
Online User Account	Payment Information (e.g., Advance Pay Account)	
Online User Account	Project(s) Information	
Online User Account	Project Role	
Online User Account	Business Information	

Online User Account	The system shall have the ability to maintain all City information associated with the individual's account (application status, license status, account history, recent transactions, etc.) online for the customer to access/view.	
Online User Account	The system shall have the ability for the user to modify his or her account details, including changes to existing licenses, applications, contact information, etc.	
Online User Account	The system shall allow a user to identify communication preferences (e.g., email, best time to contact).	
Report a Complaint	The system shall have the ability to intake complaints online.	
Report a Complaint	The system shall have the capability to intake detailed complaint information (e.g., Complainant, Violator, Location, etc.) in a structured format, including but not limited to:	
Report a Complaint	Complaint Type	
Report a Complaint	Complaint Information	
Report a Complaint	Violator Information	
Report a Complaint	Violation Type(s)	
Report a Complaint	Comments (e.g., Text Box)	
Report a Complaint	The system shall have the ability to require or not require complainant contact information to submit all or certain types of complaints.	
Report a Complaint	The system shall have the ability to track or make updates to complaints according to business rules.	
Report a Complaint	The system shall have the ability for the public to upload images/ pictures/ other data when originating a complaint.	
Report a Complaint	The system shall generate a unique Complaint ID Number upon submittal for reference purposes without creating duplicates.	
Report a Complaint	The system shall have the ability to view status of submitted complaint online.	
Report a Complaint	The system shall have the capability to provide detailed instructions to the Complainant on how to file their complaint.	
Report a Complaint	The system shall have the capability to notify the Complainant if his or her complaint type cannot be filed online.	
Report a Complaint	The system shall have the capability to notify the Complainant if his or her complaint type must be filed with another agency and direct the complaint to the appropriate agency.	
Appeal Enforcement Violation	The system shall notify the customer of any pending violations and citations.	
Appeal Enforcement Violation	The system shall allow the customer to view all violations and citations on the online portal.	
Appeal Enforcement Violation	The system shall allow the customer to search for and sort violations and citations.	
Appeal Enforcement Violation	The system shall allow the customer to file an appeal of a violation providing a reason and required supporting documents and request a hearing.	

Appeal Enforcement Violation	The system routes the appeal according to business rules. The appeal can go to the City Attorney or the Board of Appeals, etc. for a hearing request.	
Appeal Enforcement Violation	The system shall notify the customer of the appeal outcome.	
Appeal Enforcement Violation	The system shall update the appeal outcome and make it available for viewing on the online portal.	

Section 3 – Intake and Processing

Address how your proposed solution handles citizen input and requests for services like permit applications, work order requests, negligent property complaints, etc.

Functional Area	Item	Response (mandatory)
Application Intake	The system shall process the application through workflow according to pre-defined business logic	
Application Intake	The system shall support the capability to auto-accept and reject application packages based on business logic and parameters	
Application Intake	The system shall support the capability to queue the application for review by personnel prior to accepting the application package and routing to departments for processing.	
Application Intake	The system shall have the capability to allow applicants to submit applications for permits online, in person, or via a kiosk.	
Application Intake	The system shall have the ability to create a unique project ID for project application once required project application information is provided. Unlike building permit processing, Planning permits and applications generate an application docket number upfront at formal acceptance of application, involving at least 34 permit types. And each permit type can be amended at any time referencing the parent permit docket number.	
Application Intake	The system shall have the ability to issue a temporary/pre-filing number to un-submitted applications which can be given by the applicant to development staff for support purposes.	
Application Intake	The system shall have the ability to assign or re-assign a City contact to the application.	
Application Intake	The system shall have the ability to capture application information, including but not limited to the following:	
Application Intake	Applicant Information (Name, Contact Information, ID Numbers, etc.)	
Application Intake	Basic Project Location Information, including but not limited to the city's applications.	
Application Intake	Physical Address Information	
Application Intake	Select a parcel/address by map through GIS integration	
Application Intake	Parcel Number (TMK)	

Application Intake	Specific Building Structure	
Application Intake	Owner	
Application Intake	Project Type (Examples: Build a Building, Modify a Building, Host a Special Event)	
Application Intake	Work Type (permits, clearances, conditions)	
Application Intake	Individuals associated with the project	
Application Intake	Identifying information (Name, ID Numbers)	
Application Intake	Role (e.g., filing representative, applicant, owner, subcontractors, etc.)	
Application Intake	Security Level and Permissions (e.g., license holder, staff member)	
Application Intake	Contact Information (e.g., email address, phone number(s), mailing address)	
Application Intake	Communication Preferences (e.g., phone vs. email, time of day)	
Application Intake	License information for entities related to a project (e.g., license number, license type)	
Application Intake	Insurance information for entities related to a project	
Application Intake	Company Information (e.g., Name, Mailing Address, Physical Location)	
Application Intake	Location Details (e.g., building, lot characteristics)	
Application Intake	Project Details (e.g., size, description)	
Application Intake	Supporting Documentation (e.g., permission letters, lease agreements, required affidavits, etc.)	
Application Intake	Plans (see Plan Submittal and Plan Review requirements)	
Application Intake	Support foreign mailing addresses	
Application Intake	The system shall have the ability to indicate estimated application cost based on information provided by the applicant, including but not limited to:	
Application Intake	Fixtures	
Application Intake	Circuits, Feeders, and Service Equipment	
Application Intake	Number of Signs	
Application Intake	Project Size (e.g., Valuation, Square Footage)	
Application Intake	The system shall have the ability to save estimated costs in the system for future reference.	
Application Intake	The system shall retrieve pertinent information based on the location entered on the application from the System, including but not limited to existing permits, existing certificates of occupancy, existing use, citations, inspection reports, land use covenants, etc.	

Application Intake	The system shall have the ability to determine required permits, inspections, clearances, bonds and conditions based on the completed application questionnaire and request the applicant to provide the required information.	
Application Intake	The system shall have the ability to determine existing permitted use of proposed project site and list the available schedule of uses.	
Application Intake	The System shall generate conditions of approval based on the project information entered by the Applicant.	
Application Intake	The system shall have the ability to notify the applicant if plans are required for their project.	
Application Intake	The system shall have the ability to process applications (submitted manually or electronically).	
Application Intake	The system shall have the ability for personnel to manually data enter an application submitted in person.	
Application Intake	The system shall have the ability to process applications according to pre-defined workflow processes and business rules.	
Application Intake	The system shall support manual and condition-based routing of applications.	
Application Intake	The system shall have the ability to maintain a list of pending applications that have been assigned to a given user in the system (e.g., queue or work list).	
Application Intake	The system shall have the ability to determine required license type based on project type, work type.	
Application Intake	The system shall have the ability to indicate if professional certification/license is active (e.g. contractor licenses).	
Application Intake	The system shall have the capability to verify if a professional license is active via integration with external licensing systems (e.g. KDHBC).	
New	The system shall have the ability to pre-populate information into the online application based on preexisting data in the system (i.e., account information, related projects, owner, company, location, license information).	
Request for Comment/Assistance/Determination Review	Request for Comment/Assistance/Determination review shall follow the similar requirements as for applications (see Application Review requirements below).	
Request for Comment/Assistance/Determination Review	The system shall allow the review to disposition the Request for Comment/Assistance/Determination and recommend next steps.	
Land Use/ Variance Review	Land Use/Variance review shall follow the similar requirements as for applications.	
Land Use/ Variance Review	The system shall track the hearing dates, dates of D&O issuance and other relevant dates that impact the Land Use/Variance application process.	
Application Review	The system shall support the manual or automatic prioritization or escalation of applications according to business rules.	

Application Review	The system shall be able to automatically approve simple permits according to business rules.	
Application Review	The system shall support ad-hoc sorting and filtering of pending applications list.	
Application Review	The system shall support conditional filtering and sorting of pending applications (e.g., time-sensitive applications, chronological, location-based, etc.).	
Application Review	The system shall have the ability to verify that supplied information meets the requirements of application (e.g., project type, work type, filing status) through configurable checklists for application types.	
Application Review	The system shall support application review processes, including but not limited to the following:	
Application Review	Ability to capture internal notes / comments about application	
Application Review	Ability to highlight parts of the application that contain errors or that are incomplete	
Application Review	Ability to support multiple methods of notation (e.g., free text fields, drop-downs)	
Application Review	The system shall pre-populate the note with information of the user based on the profile of the user logged into the system and the associated application, such as: i. Name and role of person recording the note ii. Date and time the note was left	
Application Review	The system shall allow the user to attach documents to a note.	
Application Review	The system shall have the capability to send electronic notifications to collaborating Employees when notes are added/modified on an application they are reviewing.	
Application Review	The system shall be able to send notes to recipients based on the recipients profile communication preferences.	
Application Review	The system shall support approval activity (task or document is approved, declined, need more information, etc.).	
Application Review	The system shall provide a template to document comments or requests for additional information from the applicant, that include but are not limited to:	
Application Review	Summary sheet	
Application Review	Comments section	
Application Review	Steps applicant must take to resolve application package	
Application Review	Marked-up application	
Application Review	Contact information for reviewer (Name, Department, Email, Phone Number)	
Application Review	The system shall have the ability to link application pieces or references in application notes.	
Application Review	The system shall have the ability to make application notes private (City only) or public to the applicant.	

Application Review	The system shall have the ability to allow required items to be satisfied by multiple types of means (e.g., required inspection, external documentation, self-certification, plan checker approval, planner approval, etc.).	
Application Review	The system shall have the ability to allow required items to be satisfied at various stages of the workflow (e.g., as late as possible - prior to approval, prior to permit, etc.).	
Application Review	The system shall notify the applicant periodically when the payment is not received.	
Application Review	The system shall have the ability for reviewers to send messages to other reviewers of the application.	
Application Review	The system shall provide a template for reviewer message and pre-populate the template with information of the department, employee, and application information based on the profile of the user logged into the system and the associated application, such as: i. Name and title of person recording the note ii. Employee agency iii. Service application iv. Applicant name v. Message type (i.e. question, informational, notification, etc.)	
Application Review	The system shall allow the reviewer to write the message as free text and to attach documents to the message.	
Application Review	The system shall provide a virtual messaging center that is readily accessible for employees.	
Application Review	The system shall allow the messages to be flagged internal only or available to the Applicants.	
Application Review	Applicant-facing messages shall be made available by the system for reporting purposes (i.e. print permit, inspection ticket, etc.).	
Application Review	Messages sent via the system can flag electronic notifications to the desired recipients based on information captured in their user profile (i.e., SMS, email).	
Application Review	The system shall be able to require supervisor review to approve an application according to business rules based on various parameters such as permit type, size, geographic area, etc.	
Application Rejection	The system shall have the ability to manually create an objection.	
Application Rejection	The system shall have the ability to associate objections to messages or notes.	
Application Rejection	The system shall have the ability to associate objection and requests for additional information/clarification with project ID and uploaded documentation.	
Application Rejection	The system shall have the ability to automatically create an objection based on predefined criteria including but not limited to the following:	
Application Rejection	Missing requirements based on project type or work type	
Application Rejection	Missing applicant certification requirements	

Application Rejection	Outstanding payments	
Application Rejection	Missing pre-approvals from other departments	
New	Unresolved violations (Notices of Warning and Notices of Violation)	
New	Liens	
Application Rejection	The system shall have the ability to automatically prohibit issuance if required information or documentation is missing.	
Application Rejection	The system shall have the ability to configure and maintain multiple objection categories (Administrative, Plan Review, Inspection, etc.).	
Application Rejection	The system shall have the ability to put a hold on an application and/or project until objection resolved or hold has expired.	
Application Rejection	The system shall have the ability to manually override objections, including ability to limit such function to specific users / user-groups.	
Hearing and Appeal	The system shall be configured to require hearings with applicable commissions and/or City Council for certain application types.	
Hearing and Appeal	The system shall be able track when the required hearings have been scheduled by the user using a calendar.	
Hearing and Appeal	The system shall notify the user when the required hearings have not been scheduled.	
Hearing and Appeal	The system shall provide workflow to manage the hearing process.	
Hearing and Appeal	The system shall provide templates to assist the Planner in preparation of the hearing agenda.	
Hearing and Appeal	The system shall track when the agenda has been reviewed and approved by required stakeholders, and posted (i.e. agenda, hearing meeting minutes, and other hearing documentation).	
Hearing and Appeal	The system shall track the appeals/contested case period and flag the Land Use/Variance application in the system.	
Hearing and Appeal	The system shall mark Land Use/Variance applications that are under appeal or contested case and generate appropriate notifications.	
Hearing and Appeal	The system shall link appeal/contested case requests to the application.	
Hearing and Appeal	The system shall display the appeals chronologically as well as allow the Planner to sort and filter appeals in an ad-hoc manner.	
Hearing and Appeal	The system shall allow the user to review the submitted appeal request and documentation.	
Hearing and Appeal	The system shall provide a structure template or wizard to track actions and steps related to appeals.	

Hearing and Appeal	The system shall allow for sending appeal related notifications to affected parties.	
Hearing and Appeal	The system shall provide workflows to manage and track an appeals/contested case process through different levels of the relevant proceedings.	
Hearing and Appeal	The system shall track additional hearings necessary related to appeals or contested case proceedings.	
Hearing and Appeal	The system shall allow the user to disposition the appeal and automatically take actions as defined by business rules.	
Manage Conditions	The system shall add the conditions and clearances to list of rules and constraints for any applications related to the Land Use/Variance application.	
Manage Conditions	The system shall allow users to add conditions to applications.	
Manage Conditions	The system shall provide a list of standard conditions in a structured manner (e.g. drop down, filters).	
Manage Conditions	The system shall allow the user to create new types of conditions.	
Manage Conditions	The system shall provide a template to create the condition to capture at a minimum the following information: User name, date, and time Due Date Recurring due date interval Reason for condition Requirements for condition to be met	
Manage Conditions	The system shall allow the Planner to specify whether the condition must be met prior to permit issuance (i.e. the system shall allow conditions to impact application/renewal workflows).	
Manage Conditions	The system shall allow the Planner to place the condition on the project, application, and/or address/TMK.	
Manage Conditions	The system shall notify the user about conditions on a TMK when that TMK is subdivided and prompt the user to carry forward the condition.	
Manage Conditions	A condition may already exist on a TMK, but it may not necessarily apply to a particular application for that same TMK. The System shall provide the user the ability to associate existing conditions on a TMK to an application on that same TMK at the user's discretion.	
Manage Conditions	The system shall notify the applicant of new conditions.	
Manage Conditions	The system shall remind applicants of conditions that are approaching the due date.	
Manage Conditions	The system allows the user to review Proofs of Compliance submitted for conditions.	
Manage Conditions	The system allows the user to clear the condition.	
Manage Conditions	The system allows the user to deny clearance and provide a reason.	
Manage Conditions	The system shall allow City staff to define when to receive notifications when Proof of Compliance has been updated for a defined set of conditions.	

Manage Conditions	The system shall notify the Planner of conditions have not been met by the due date. This will delay compliance report approval when all conditions are not met, and can hold up issuance of grading/grubbing/building permit, construction, operations. It may also revoke or prevent renewal of land use permit.	
Issuance	The system shall be able to generate a Decision and Order (D&O) after completion of hearings for land use/variance applications.	
Issuance	The system shall provide a list of recipients for the D&O based on pre-set parameters (500ft radius, adjacent properties, etc.).	
Issuance	The system shall publish D&Os on the City's website.	
Issuance	The system shall allow user to send notification of the D&O to other selected parties.	
Issuance	The Planner confirms the D&O issuance, and the system shall track the period during which an Applicant can appeal the decision.	
Issuance	The system shall have the ability to auto-assign a unique number to a new permit.	
Issuance	The system shall have the ability to configure, maintain, track and validate prior approvals from multiple departments.	
Issuance	The system shall have the ability to configure, maintain, track and validate required approvals and conditions for different permit types.	
Issuance	The system shall have the ability to generate standard approval documentation for a project, such as permits, letters, certificates, etc.	
Issuance	The system shall have the ability to track that agreements, D&O, or other documents are recorded appropriately.	
Issuance	The system shall have the ability to send notifications to relevant parties upon application approval (e.g., contractors, departments).	
Issuance	The system shall store and archive an original copy of the approval document.	
Issuance	The system shall have the ability to auto-associate a digital permit with the generated permit record for storage in the system's document management system and make the documentation available online to the applicant for printing.	
Issuance	The system shall be able to prevent printing of the permit and require that the applicant come in-person to pick-up the permit for certain permit types.	
Issuance	The system shall have the ability to associate permit or multiple permits with project ID or multiple application records (e.g., parent/child or brother/sister relationship).	
Issuance	The system shall be able to track the TMK genealogy when parcels are subdivided.	

Issuance	The system shall have the ability to determine appropriate type of clearance or sign off (Certificate of Occupancy or Letter of Completion) based on job type, work type, application type.	
Issuance	The system shall have the ability to determine if all required inspections have been completed prior to allowing or issuing sign off.	
Issuance	The system shall have the ability to reopen a closed or canceled permit.	
Issuance	The system shall have the ability to record and track expiration dates and automatically set expiration date according to business rules.	
Issuance	The system shall have the ability to prevent/allow issuance based on application status.	
Issuance	The system shall have the ability to automatically prevent issuance if outstanding required payments or other conditions are present.	
Issuance	The system needs to reset application and permit counters at the beginning of each year as determined by the city.	
Permit Renewals	The system shall have the ability to identify permits due for renewal according to pre-defined business rules (e.g., permit crosses a date-based threshold).	
Permit Renewals	The system shall have the ability to maintain a customizable template for permit renewal notices that can be pre-populated with information for a particular account, including the ability to calculate fees due via a fee table.	
Permit Renewals	The system shall have the ability to generate renewal letters for batches of permits.	
Permit Renewals	The system shall have the ability to track when renewal notifications were sent (electronically or manually).	
Permit Renewals	The system shall have the ability to track renewal notifications as activity on the account.	
Permit Renewals	The system shall have the ability to associate the renewal letter to the project record.	
Permit Renewals	The system shall have the ability to define renewal periods for permit types.	
Permit Renewals	The system shall have the ability to automatically process batches of permit renewal notifications.	
Permit Renewals	The system shall have the ability to generate renewal notices on demand.	
Permit Renewals	The system shall have the ability to generate renewal notices in defined time frames (e.g. monthly, bimonthly, and annual batches).	
Permit Renewals	The system shall have the ability to trigger events if a permit status changes (e.g., expired, violation).	
Permit Renewals	The system shall be able to keep the same permit numbers for renewals/extensions depending on business rules.	
Permit Renewals	The system shall allow the user to add or modify conditions prior to allowing renewal/extension.	
Permit Renewals	The system shall verify that any new or recurring conditions placed on the permit have been cleared before allowing the permit to be renewed.	

Permit Renewals	The system shall be able to auto-expire permits that have not been renewed before expiration date based on business rules (e.g., has not applied for a renewal/extension).	
Application - General	The system shall have the ability to configure fees according to a pre-defined fee schedule.	
Application - General	The system shall have the ability to generate customizable templates for notices.	
Application - General	The system shall have the ability to prevent certain parts of the template from editing (e.g., City seal).	
Application - General	The system shall have the capability to track approval conditions that affect a location that have been input on a parcel, address, contact, or building.	
Application - General	The system shall have the capability to apply multiple holds at one time (e.g., batch holds).	
Application Management	The system shall have the ability to capture and track application metrics against pre-defined metrics.	
Application Management	The system shall have the ability to notify a supervisor if application performance metrics are approaching or have surpassed standard metrics.	
Application Management	The system shall have the ability to display applications in graphical "dashboard" format.	
Application Management	The system shall allow the searching, sorting and filtering of applications via ad-hoc and categorical measures (e.g., pending inspections sorted by request date).	
Legacy Records	The system must support the ability to enter in "legacy permits" issued from prior years (ex. 1972), including the preservation of permit docket structure.	
Migrated Records	The system must allow migrated application records to complete the permitting process through plan review, permit issuance and completion (includes recording plan review comments, fee calculation, fee acceptance, permit issuance, inspection, and completion).	

Section 4 – Plan Review Requirements

Functional Area	Item	Response (mandatory)
Plan Submission	The system shall allow plans to be submitted online, at a kiosk, or in person (see Self Service Requirements for online plan submittal requirements).	
Plan Submission	The system shall allow personnel to scan in plans into the system that were submitted in paper format.	
Plan Submission	The system shall allow personnel to upload plans to the system that were submitted in person in an electronic format.	
Plan Submission	The system shall track all versions of plans submitted for a project (see Plan Review requirements).	
Plan Review Management	The system shall have the ability to determine if submitted plans meet City guidelines based on City defined parameters.	
Plan Review Management	The system shall have the ability to configure and manage plan document types.	

Plan Review Management	The system shall have the capability to configure and manage plan review types.	
Plan Review Management	The system shall have the capability to allow workflows to accommodate simultaneous reviews.	
Plan Review Management	The system shall have the capability to allow workflows to accommodate dependent reviews.	
Plan Review Management	The system shall provide configurable plan review workflows per permit requirements.	
Plan Review Management	The system shall have the ability to view all plan reviews (pending and in-progress) in graphical "dashboard" format.	
Plan Review Management	The system shall have the ability to track plan review metrics against pre-defined performance metrics.	
Plan Review Management	The System shall provide the functionality for a Supervisor dashboard to present performance metrics in a meaningful manner, such as prioritization and aging metrics.	
Plan Review Management	The system shall have the capability to alert a user if a plan review approaches or moves beyond an acceptable measure.	
Plan Review Management	The system shall have the capability to flag a plan review for supervisor review.	
Plan Review Management	The system shall have the capability to flag plans that have been reviewed/resubmitted a certain number of times (e.g., three times).	
Plan Review Management	The system shall display information related to plan review workload to applicants and reviewers.	
Plan Review Management	Unassigned plan reviews.	
Plan Review Management	Workload for resources, including availability and backlog for each reviewer.	
Plan Review Management	Visual cues for potential issues (e.g., aging of workload).	
Plan Review Management	The system shall provide dashboard reports for operations and management to use showing high level project statuses as well as detailed project tasks for project managers and reviewers involved.	
Plan Review Management	The system shall allow the ad-hoc or categorical sorting and filtering of plan reviews.	
Plan Review Management	The system shall have the ability to route a plan review to a Supervisor for assignment.	
Plan Review Management	The system shall allow the Supervisor to re-assign pending/in-process plan reviews to the workload of other plan reviewers for any reason.	
Plan Review Management	The system shall allow the Supervisor to cancel a plan review providing a reason.	
Plan Review Management	The system shall have the capability to prioritize or escalate plans for review.	
Plan Review Management	The system shall allow for permission settings that govern plan review activities (e.g., user's ability to assign reviews).	
Plan Review Assignment	The system shall have the ability to trigger a plan review as part of a workflow process.	
Plan Review Assignment	The system shall have the ability to manually create a plan review.	

Plan Review Assignment	The system shall have the ability to prevent plan review according to pre-defined business rules (e.g., project status, outstanding payment).	
Plan Review Assignment	The system shall have the capability to maintain information for each plan reviewer, including specific skill sets, plan review types, department, supervisor, etc.	
Plan Review Assignment	The system shall have the ability to automatically assign a plan review to a plan reviewer, according to various criteria, including but not limited to the following:	
Plan Review Assignment	Skill set required for plan type	
Plan Review Assignment	Department	
Plan Review Assignment	Workload / Availability	
Plan Review Assignment	Previous inspector association to project or application record	
Plan Review Assignment	The system shall have the ability to automatically or manually assign a plan review to a team of plan reviewers	
Plan Review Assignment	The system shall have the ability to automatically or manually assign plan review components to external parties (e.g., other departments)	
Plan Review Assignment	The system shall have the ability to approve auto-scheduled plan review assignments	
Plan Review Assignment	The system shall have the ability to manually reassign plan reviews	
Plan Review Assignment	The system shall have the capability to reassign multiple plan reviews from one plan reviewer to another	
Plan Review Assignment	The system shall allow a plan reviewer to route a set of plans to another department for review	
Plan Review Assignment	The system shall have the ability to automatically trigger a follow up plan review when a modified plan is submitted by the applicant	
Plan Documentation	The system shall have the capability to generate and display an overall index sheet (drawing/document list) for all document sets to aide in navigation to specific drawings/documents.	
Plan Documentation	The system shall have the ability to pre-populate information into the online application based on preexisting data in the system (i.e., account information, related projects, owner, company, location, license information).	
Plan Documentation	The system shall have the capability to indicate differences between multiple versions of uploaded plans, including but not limited to the following:	
Plan Documentation	Ability to superimpose two drawings to view differences.	
Plan Documentation	Ability to automatically flag, or otherwise visually indicate, any new sheets or changes made.	
Plan Documentation	The system shall have the ability to require plan documentation to be of certain file types (e.g., PDF, CAD).	
Plan Documentation	The system shall have the ability to require plan documentation to meet various attributes (e.g., dimensions) according to plan type.	
Plan Documentation	The system shall have the ability to overlay uploaded plans with watermarks (e.g., "accepted" or "approved").	
Plan Documentation	The system shall have the capability to overlay dynamically generated images (e.g., barcodes) on plans.	

Plan Documentation	The system shall have the ability to store and retrieve plans in an external document management system.	
Plan Documentation	The system shall have the ability to archive plans and comply with document retention policies (e.g., maintain documents for 7 years).	
Plan Documentation	The system shall have the ability to add hyperlinks to external documents or websites.	
Plan Documentation	The system shall enable the reviewers to create a hyperlink between two sheets of plans, i.e. floor plan sheet to detail sheet, etc.	
Plan Review	The system shall allow plan reviewers to view their assigned workload.	
Plan Review	The system shall allow plan reviewers to sort and filter their assigned plan reviews ad-hoc or categorically.	
Plan Review	The system shall allow plan reviewers to view project information related to the plan review, including clearances, conditions, or other relevant information.	
Plan Review	The system shall track assigned point of contact for each plan review component.	
Plan Review	The system shall track the status of each plan review component.	
Plan Review	The System shall allow the Plan Reviewer to view alternate layers of the plans checked and marked by other Plan Reviewers from all involved departments.	
Plan Review	The System shall allow the Plan Reviewer to view previous versions of the plan, previously requested corrections and other historic information.	
Plan Review	The system shall allow viewing of multiple plans/sheets at the same time.	
Plan Review	The system shall allow for the reviewer to superimpose two drawings to view the differences. System shall detect differences and highlight.	
Plan Review	The system shall have the ability to associate meta-data such as Code sections and Code book types/years to standard plan review checklist tasks.	
Plan Review	The system shall have the ability to generate standardized plan check checklists based on various application criteria and plan type.	
Plan Review	The system shall have the capability for a plan reviewer to create ad-hoc plan check checklist tasks.	
Plan Review	The system shall have the ability to sort drawing sheets by metadata such as drawing type (architectural, engineering, energy analysis, etc.).	
Plan Review	The system shall have the ability for plan checker to escalate specific components of review (e.g., checklist items) to higher levels of management.	
Plan Review	The system shall have the ability to load code sets into system (e.g., building, zoning, etc.).	
Plan Review	The system shall have the ability to acquire code sets from system (e.g., building, zoning, etc.).	
Plan Review	The system shall provide planner's access to all clearances, conditions, and any additional information (e.g. documents in the electronic document management system. For example be able to query against the document management repository from the system, such as electronic CAD plans) associated with the application.	

Plan Review	The system shall have the ability to input required bond amount and attach as a condition.	
Plan Review	The system shall have the option to automatically launch a document viewer to review Portable Document Format (PDF) documents (e.g. Adobe Acrobat Pro).	
Plan Review	The system shall allow plan reviewers to use templates or standard measurement tools including but not limited to the following:	
Plan Review	Measuring Tools	
Plan Review	Calculators	
Plan Review	Scaling	
Plan Review	Zoom Capability	
Plan Review	Side by side viewing of different plans	
Plan Review	The system shall have the ability to indicate an in-person meeting required related to a plan review.	
Plan Review	The system shall have the ability to manage a calendar organizing plan review-related meetings.	
Plan Review	The system shall have the ability to track meeting method (e.g., in-person, virtual).	
Plan Review	The system shall have the ability to collaborate or conduct plan review online.	
Plan Review	The system shall allow for one reviewer, at any time during the review process, to "hold" the plan review. (This is to allow one plan reviewer to alert other departments that there are significant problems with the plans that will affect all aspects of the plans/project).	
Plan Review	The system shall allow for one reviewer to notify other reviewers of potential changes that may impact their review.	
Plan Review	The system shall notify all reviewers that changes have been made by another department (even after the department has approved) because additional review may be necessary.	
Plan Review	The system shall have the ability to capture notes (internal or public) regarding a plan review. Notes can include a temporary sketch on the electronic plan along with text description.	
Plan Review Results	The system shall have the ability to configure standard plan exam comments (Dropdown list - Missing Window Schedule, Inaccurate Cost Estimation, etc.).	
Plan Review Results	The system shall have the ability for plan reviewer to apply digital signature to plan review.	
Plan Review Results	The system shall enable before and after corrections to be easily identified (e.g., call-outs, color) to highlight the review comments and the corresponding corrections made.	
Plan Review Results	The system shall have the ability to consolidate all comments from reviewers into a plan review report.	
Plan Review Results	The system shall have the ability to consolidate all comments from reviewers into a plan review report.	
Plan Review Results	The system shall have the ability to export plan review comments to multiple formats (e.g., comments sheet).	

Plan Review Results	The system shall have the ability to markup plans online (tablet/stylus tools and text tools) and save changes to the plans.	
Plan Review Results	The system shall have the ability to save edited plans as new attachment to project application (i.e., version control).	
Plan Review Results	The system shall have the ability to manually create a comment.	
Plan Review Results	The system shall have the ability to put a hold on an application until plan review objection resolved.	
Plan Review Results	The system shall support a variety of hold types, with different levels of severity that affect what can and cannot be done going forward until the issue is resolved.	
Plan Review Results	The system shall have the ability to associate metadata such as multiple Code sections and Code types to comments.	
Plan Review Results	The system shall have the ability to lock/secure plan comments placed on plan or otherwise from modification by the applicant.	
Plan Review Results	The system shall have the ability to generate comment sheets on multiple templates (e.g., alone, next to drawing, etc.).	
Plan Review Results	The system shall have the ability to associate comment sheets with multiple contacts (Design, License Professional, Owner, etc.).	
Plan Review Results	The system shall have the ability to enter updates or notes on existing comments.	
Plan Review Results	The system shall have the ability to add metadata to all marks ups (e.g. date, time, and reviewer).	
Plan Review Results	The system shall enable the customer to respond to each comment.	
Plan Review Results	The system shall have the capability to restart the application process if the requested corrections force the Applicant to re-engineer the plans, at the appropriate step as dictated by the Plan Reviewer for the affected process.	
Plan Review Results	The System shall support batch approvals and denials for multiple projects / locations, including but not limited to locations like neighborhoods or apartment buildings.	
Plan Review Results	The system shall have the ability to issue partial approvals (e.g., by sheet) and for partial approvals to allow some workflow to continue (e.g., issuance of foundation permit).	
Plan Review Results	The system shall have the ability to sign off on plans that have been submitted.	
Plan Review Results	The system shall allow the Supervisor to revise any comments and conditions that have been made (changes are captured in an audit trail).	
Plan Review Results	The system shall enable electronic approval stamps to be applied on a single page, all pages and specified range of pages of a plan.	
Plan Review Results	The system shall secure the electronic approval stamps and prevent the stamps to be copied.	
Plan Review Results	The system shall support the development and deployment of electronic "smart" stamps and seals that are date, time, and author stamped.	
Plan Review Results	The system shall have the capability to customize stamps by department.	
Plan Review Results	The system shall have the capability to include approval conditions in the approval language and/or stamped on the plans.	

Plan Review Results	The system shall have the capability to save approved plans in a file format that prevents any further changes to the plans (e.g., PDF).	
Plan Review Results	The system shall have the capability to provide the approved plans and review report available for download by the applicant via the online portal.	
Plan Review Results	The system shall have the ability to send automated notification to other agencies or departments based on plan review outcome.	
Plan Review Results	The system shall have the ability for applicant to review plan review information, updates and status online.	
Plan Review Results	The system shall have the ability to automatically notify applicant of key statuses via electronic notification.	
Migrated Records	The system must allow migrated application records to complete the permitting process through plan review, permit issuance and completion (includes recording plan review comments, fee calculation, fee acceptance, permit issuance, inspection, and completion).	
Plan Review Results	The system shall have the ability to consolidate all comments from reviewers into a plan review report.	
Plan Review Results	The system shall have the ability to export plan review comments to multiple formats (e.g., comments sheet).	
Plan Review Results	The system shall have the ability to markup plans online (tablet/stylus tools and text tools) and save changes to the plans.	
Plan Review Results	The system shall have the ability to save edited plans as new attachment to project application (i.e., version control).	
Plan Review Results	The system shall have the ability to manually create a comment.	
Plan Review Results	The system shall have the ability to put a hold on an application until plan review objection resolved.	
Plan Review Results	The system shall support a variety of hold types, with different levels of severity that affect what can and cannot be done going forward until the issue is resolved.	
Plan Review Results	The system shall have the ability to associate metadata such as multiple Code sections and Code types to comments.	
Plan Review Results	The system shall have the ability to lock/secure plan comments placed on plan or otherwise from modification by the applicant.	
Plan Review Results	The system shall have the ability to generate comment sheets on multiple templates (e.g., alone, next to drawing, etc.).	
Plan Review Results	The system shall have the ability to associate comment sheets with multiple contacts (Design, License Professional, Owner, etc.).	
Plan Review Results	The system shall have the ability to enter updates or notes on existing comments.	

Section 5 – Inspections

Functional Area	Item	Response (mandatory)
Inspections – General	The system shall have the capability to configure and manage multiple inspection types for building, electrical, plumbing, sign, and temporary permits as well as special inspections for non-permit associated work.	
Inspections – General	The system shall have the ability to designate required inspections for a project according to various business rules (e.g., project type, work type, filing type).	
Inspections – General	The system shall have the ability to associate various fee(s) with an inspection type (e.g. re-inspection fee, special inspection fee, etc.).	
Inspections – General	The system shall have the ability to weight an inspection type, indicating difficulty or complexity to assist with scheduling/assignment.	
Inspections – General	The system shall have the ability to designate the skill set(s) required for the assigned inspector for that inspection type.	
Inspections - General	The system shall have the ability to categorize inspection types by department/division/section.	
Inspections - General	The system shall have the ability to categorize inspection types by permit type(s).	
Inspection Scheduling	The system shall compute inspection scheduling availability-based parameters including, but not limited to:	
Inspection Scheduling	Inspection type and inspector skill set	
Inspection Scheduling	Location of inspection and inspector geographic assignment	
Inspection Scheduling	Inspector availability	
Inspection Scheduling	Complexity of inspection	
Inspection Scheduling	The system shall allow an inspection to be manually created in the System.	
Inspection Scheduling	The system shall allow for an inspection to be automatically triggered as part of a workflow process.	
Inspection Scheduling	The system shall have the capability to distinguish particular stages in the workflow when inspections can be requested, and inspections cannot be requested (e.g. "no scheduling when the workflow is updated to 'Stop Work Order' status").	
Inspection Scheduling	The system shall allow for ad-hoc scheduling of inspections by City staff.	
Inspection Scheduling	The system shall have the ability to enforce business rules governing manual or automatic creation of inspections, including but not limited to:	
Inspection Scheduling	Inspection Type	
Inspection Scheduling	Project Type	
Inspection Scheduling	Project Status	
Inspection Scheduling	User Permissions	

Inspection Scheduling	The system shall have the capability to associate an inspection with multiple objects in the system (projects, applications, inspectors, applicants, etc.).	
Inspection Scheduling	The system shall have the ability to define which inspections can be requested or scheduled manually, or online.	
Inspection Scheduling	The system shall have the ability to automatically trigger an inspection according to pre-defined business rules, including but not limited to the following:	
Inspection Scheduling	Automatically schedule periodic inspections	
Inspection Scheduling	Automatically schedule inspections according to available qualified inspectors (e.g., inspector skills, workload, calendar)	
Inspection Scheduling	Automatically schedule a re-inspection based on inspection results / status	
Inspection Scheduling	The system shall have the ability to automatically schedule inspection for a specific day but allow specific time to be established later in the process.	
Inspection Scheduling	The system shall have the ability to assign multiple inspectors to one inspection/team inspections (appropriate user permissions required).	
Inspection Scheduling	The system shall have the ability to stage required inspections at different times throughout a predefined workflow process.	
Inspection Scheduling	The system shall have the ability to prevent an inspection from being scheduled according to pre-defined business rules (e.g., project status, workflow status).	
Inspection Scheduling	The system shall have the ability for inspection staff to manually override list of required inspections.	
Inspection Scheduling	The system shall have the ability to request, schedule, reschedule, and cancel inspections manually, or online.	
Inspection Scheduling	The system shall have the ability to batch load and schedule inspection requests.	
Inspection Scheduling	The system shall have the ability to create an ad-hoc inspection from the field not on the original inspection list (according to user permissions).	
Inspection Scheduling	The system shall have the ability for inspector to view nearby incomplete inspections on their route.	
Inspection Scheduling	The system shall allow the creation and scheduling of a same-day inspection according to business rules.	
Inspection Scheduling	The system shall be able to notify an inspector of a change in his or her inspection schedule (e.g., addition, cancellation).	
Inspection Scheduling	The system shall have the ability to display only available inspection time slots.	
Inspection Scheduling	The system shall have the ability to sign-up for a "first available" inspection.	
Inspection Scheduling	The system shall have the ability to automatically notify applicant of scheduled inspection via electronic notification.	
Inspection Scheduling	The system shall have the ability to estimate a particular inspection's duration through multiple detailed criteria (e.g., job type, cost, number of fixtures, trade, building type, etc.).	
Inspection Assignment	The system shall have the ability to automatically assign an inspection to an inspector, according to various criteria, including but not limited to the following:	
Inspection Assignment	Skill set required for inspection type	
Inspection Assignment	Geographic Location	

Inspection Assignment	Inspector availability (Workload, Date, Time, Travel distance)	
Inspection Assignment	The system shall support the capability to queue the inspection for review and assignment by Inspection Supervisor prior to scheduling the inspection.	
Inspection Assignment	The system shall allow the manual assignment of an inspection to an inspector.	
Inspection Assignment	The system shall have the capability to alert a user if an assignment conflicts with pre-defined business rules, such as inspection type per inspector, or workload maximums.	
Inspection Assignment	The system shall have the ability to view inspector workload by various parameters (e.g., day, inspection type).	
Inspection Assignment	The system shall allow supervisors to view inspector details (e.g., skill sets, territories).	
Inspection Assignment	The system shall have the ability to maintain employee calendars indicating inspector availability.	
Inspection Assignment	The system shall have the ability to maintain a threshold of inspections that can be assigned to an inspector for a given time period (e.g., hours, day, week).	
Inspection Assignment	The system shall have the ability to override automatic inspection assignments.	
Inspection Assignment	The system shall have the ability to reassign inspections (appropriate user permissions required).	
Inspection Assignment	The system shall have the ability to configure inspection assignment order or prioritization.	
Inspection Management	The system shall have the ability to display inspections in graphical "dashboard" format.	
Inspection Management	The system shall allow the sorting and filtering of inspections via ad-hoc and categorical measures (e.g., pending inspections sorted by request date).	
Inspection Management	The system shall provide visual cues for potential issues with inspections (e.g., inspector workload reaching maximum threshold, aging of inspections).	
Inspection Management	The system shall have the capability to update, change, or create geographic boundaries for inspections and inspectors.	
Inspection Management	The system shall require Supervisor approval for overtime inspections.	
Inspection Management	The system shall have the ability to track inspection scheduling history for an inspector.	
Inspection Management	The system shall have the ability to sort inspection results by project type, work type, inspector, result types, work location, geographic zones, requested date/time, scheduled date/time.	
Inspection Management	The system shall have the ability to track inspection cycle time.	
Inspection Management	The system shall be able to track scheduled inspections that do not have an associated inspection outcome.	
Inspection Management	The system shall track the types and frequency of inspection types performed by individual inspectors.	
Inspection Routing	The system shall have the ability to automatically optimize inspection schedules for individual inspectors and inspection teams based upon pre-defined criteria, such as inspection routes and inspection weighting.	

Inspection Routing	The system shall allow inspectors to view their assigned workload.	
Inspection Routing	The system shall have the ability to generate optimized inspection routes based on predefined business rules, such as scheduled inspection times, geographic locations, prioritization of inspections, etc.	
Inspection Routing	The system shall allow inspectors to designate his or her inspection route/schedule manually.	
Inspection Routing	The system shall have the ability to estimate an inspector's arrival time according to various criteria (e.g., travel time, identified route).	
Conduct Inspection	The system shall have the capability for inspectors to perform all inspection transactions from his or her mobile device (see Mobile Requirements).	
Conduct Inspection	The system shall allow an inspector to view application and/or project information, including but not limited to the following:	
Conduct Inspection	View Application/Project Details (e.g., Registered Contractors for a project)	
Conduct Inspection	Access Application or Plans by scanning a coversheet onsite with a barcode or QR code scanner	
Conduct Inspection	Ability to access GIS Viewer and data	
Conduct Inspection	Search for an address or perform a location search to view projects associated with a given site	
Conduct Inspection	Add a new project, permit, or address to the System (given user permissions).	
Conduct Inspection	The system shall have the ability to review location history, including any previous or existing development work or violations, from inspection records online or via mobile devices.	
Conduct Inspection	The system shall have the ability to upload external documentation, pictures, or data objects and link to specific inspection.	
Conduct Inspection	The system shall have the ability to capture electronic signature.	
Inspection Results	The system shall have the ability to track site readiness information and reason if site cannot be inspected (e.g., no access, unsafe conditions, etc.).	
Inspection Results	The system shall have the ability to denote and track mandatory inspection information (i.e., required fields).	
Inspection Results	The system shall have the ability to require inspector to perform only outstanding checklist items on follow-up inspections.	
Inspection Results	The system shall have the ability to create a master categorized inspection checklist/task list that can be customized according to the following criteria:	
Inspection Results	Inspection Type	
Inspection Results	Project Type, utilizing various application criteria fields (e.g., building type, job size, job type, etc.)	
Inspection Results	The system shall have the ability to configure and maintain multiple data entry sets for capturing data associated with a specific inspection type, including but not limited to:	
Inspection Results	Standard disposition and rejection codes for an inspection type(s).	

Inspection Results	Standard sets of comments and conditions for an inspection type(s).	
Inspection Results	Standard objection/infraction and violation types (see Enforcement Requirements).	
Inspection Results	The system shall have the ability to associate a violation type with municipal code (see Enforcement Requirements).	
Inspection Results	The system shall have the ability to record inspection notes/updates (both public and internal).	
Inspection Results	The system shall have the ability for inspector to indicate need for follow-up inspection.	
Inspection Results	The system shall have the ability to generate an inspection report from a customizable template.	
Inspection Results	The system shall have the ability to trigger batch production of inspections reports.	
Inspection Results	The system shall have the ability to apply inspection results to multiple inspections.	
Inspection Results	The system shall have the ability to trigger follow up action from other inspection units or external department (e.g., bond release).	
Inspection Results	The system shall have the ability to send automated notification to other departments based on inspection outcome.	
Inspection Results	The system shall have the ability to automatically notify applicant of key statuses via electronic notification.	
Inspection Results	The system shall have the ability to automatically update key statuses online based on pre-defined milestones triggered by inspection updates.	
Inspection Results	The system shall automatically progress application workflow based on the outcome of an inspection, including trigger a bond release or utility release.	
Inspection Results	The system shall have the ability to submit infraction or violation related to inspection (see Enforcement Requirements).	
Inspection Results	The system shall have the ability to automatically close-out or cancel permits based on inspection results.	
Inspection Results	The system shall have the ability to issue and print inspection documentation (e.g., correction notice, red tag, inspection results, violation notice, etc.).	
Inspection Results	The system will allow the Inspector to record that a re-inspection is required and capture any relevant conditions and/or deadlines in the System.	
Inspection Results	The system shall allow an additional fee to automatically be charged and/or other impacts to the application process in the case of a failed inspection, according to business rules.	
Inspection Results	The system shall allow the Inspector to indicate who is doing the inspection (in the case that the inspection is performed by a third-party) and enter in results.	
Inspection Results	The system shall have the ability for inspectors to close/disposition complaints in the field.	
Inspection Results	The system shall be able to print all inspection schedules and checklists as a backup.	
Inspection Results	The system shall allow the inspector to upload supporting documentation even after the inspection has been conducted.	

Inspection Results	The system shall allow the inspector to put a hold or notification on the project, application, permit, address, or TMK.	
Utility Release	The system shall allow the inspector to indicate locations that are eligible for utility release.	
Utility Release	The system shall automatically generate a utility release form.	
Utility Release	The system shall automatically notify City personnel of utility release.	
Utility Release	The System shall periodically compile all locations eligible for a utility release (e.g., twice a day) into a notification that can be sent to the utility company (i.e. correspondence, report, email).	
Utility Release	The System shall update the project with a status update that the utility release has been sent to the utility company.	
Utility Release	The System shall notify the Applicant according to his or her communication preferences.	
Utility Release	The System shall have the capability for holds to stop utility releases on properties with violations, past outstanding requirements or projects that do not have final inspections.	
Legacy Records	The system must support the ability to enter in "legacy inspections" completed from prior years.	
Migrated Records	The system must allow migrated application records to complete the permitting process through plan review, permit issuance and completion (includes recording plan review comments, fee calculation, fee acceptance, permit issuance, inspection, and completion).	

Section 6 – Mobil Device Functional and Interface Capabilities

Functional Area	Item	Response (mandatory)
Mobile Inspection	The system shall allow field staff to view on their mobile device a list of inspections assigned to them according to configurable criteria and user permissions	
Mobile Inspection	The system shall allow the ad-hoc and categorical sorting and filtering of the inspection list for display on mobile units, including but not limited to the following options:	
Mobile Inspection	By Timeframe (e.g., Today's Inspections, Tomorrow's Inspections, Beyond Tomorrow's Inspections, Past Due Inspections)	
Mobile Inspection	By Status or Priority	
Mobile Inspection	By Inspection Type (e.g., Final Inspection)	
Mobile Inspection	The system shall provide real-time updates to the mobile device and indicate any changes to an assigned inspection workload made in the System.	
Mobile Inspection	The system shall allow standard, common, or regulatory sets of data to be configured and available for quick selection from inspection records on mobile units.	

Mobile Inspection	The system shall have the capability for field personnel to research location-specific information via GIS integration.	
Mobile Inspection	The system shall have the ability to access, view, and edit documents and files (assuming mobile software compatibility) associated to inspection records on mobile units.	
Mobile Inspection	The system shall allow field staff to review inspections history for related inspections from mobile units.	
Mobile Inspection	The system shall provide the ability for a mobile user to view inspections or investigations at nearby locations from mobile device.	
Mobile Inspection	The system shall have the ability to review application information, images of submitted document, and application status from mobile device.	
Mobile Inspection	The system shall have the capability for field staff to view plans by scanning an application/inspection coversheet onsite via scanner.	
Mobile Inspection	The system shall have the ability to view optimized route schedules in a map format on mobile units.	
Mobile Inspection	The system shall have the capability for field staff to modify the suggested route on mobile unit.	
Mobile Inspection	The system shall have the ability to perform all inspection tasks in the field from a mobile device either with or without connectivity.	
Mobile Inspection	The system shall have the ability to define dynamic checklists for inspection types, or groups of inspections, to be utilized by field staff from mobile units for data-entry items for review during inspections.	
Mobile Inspection	The system shall allow the update of system record with inspection status and results data from a mobile unit.	
Mobile Inspection	The system shall allow printing of system output (e.g. Notice of Violation) from mobile units.	
Mobile Inspection	The system shall have the ability to upload files from mobile units, such as pictures.	
Mobile Inspection	The system shall have the ability to batch upload multiple picture files from the field.	
Mobile Inspection	The system shall have the ability to initiate enforcement actions in the field with mobile units (i.e. stop work order, violation, etc.).	
Mobile Inspection	The system shall allow field staff to capture any comments related to the inspection via their mobile unit.	
Mobile Inspection	The system shall allow field staff to indicate a reinspection is required and capture any other relevant conditions and/or deadlines in the system via the mobile unit.	
Mobile Inspection	The system shall have the ability to reassign inspections from one field user via a mobile unit to another inspector, given user permissions.	
Mobile Inspection	The system shall allow the creation of a new inspection from a mobile unit, given user permissions.	
Mobile Inspection	The system shall have the ability send to system messages to field staff via mobile units.	
Mobile Inspection	The system shall provide the ability for "retries" of data transmission should connection be lost.	

Mobile Inspection	The system shall provide an ability to transmit data in a bidirectional fashion from the field based on predefined intervals.	
Mobile Inspection	The system shall automatically transmit inspection results and other updates from the mobile device to the system.	
Mobile Inspection	The system shall provide the capability to digitally capture signatures out in the field.	
Mobile Inspection	The system shall provide the capability to print documents out in the field via a printer.	
Migrated Records	The system must allow migrated application records to complete the permitting process through plan review, permit issuance and completion (includes recording plan review comments, fee calculation, fee acceptance, permit issuance, inspection, and completion).	

Section 7 – Enforcement

Functional Area	Item	Response (mandatory)
Report a Complaint	The system shall have the ability to associate complaints with multiple permits and permit types.	
Report a Complaint	The system shall have the ability to associate complaints with multiple violation numbers and types.	
Report a Complaint	The system shall have the ability to associate complaints with relevant code violations.	
Report a Complaint	The system shall have the ability to display or hide complaint data from the public online according to business rules.	
Report a Complaint	The system shall have the ability to track/store complaint history for a location.	
Report a Complaint	The system shall have the ability to track history of complaints/complainants and violations/violators.	
Report a Complaint	The system shall have the ability to generate a new complaint record in the system via the following methods:	
Report a Complaint	Electronically via online portal submission	
Report a Complaint	Manually by City personnel	
Report a Complaint	The system shall have the ability to generate a unique complaint number.	
Report a Complaint	The system shall have the ability to associate a complaint with an existing application(s) or project ID(s).	
Report a Complaint	The system shall have the ability to capture address/location of complaint.	
Report a Complaint	The system shall have the ability to associate a complaint with a non-address based location (i.e. block).	
Report a Complaint	The system shall have the ability to capture other detailed complaint information, including but not limited to the following:	
Report a Complaint	Complaint Type (e.g., drop down)	
Report a Complaint	Complaint Information (e.g., name, address, phone number, email, location)	

Report a Complaint	Violator(s) Information (e.g., owner, name, property, address, SSN, etc.)	
Report a Complaint	Violation Type(s)	
Report a Complaint	Comments (e.g., Text Box)	
Report a Complaint	The system shall have the ability to attach pictures/images to a complaint.	
Report a Complaint	The system shall have the capability to automatically route a complaint to a department for review according to business rules (e.g., complaint type).	
Manage Complaints	The system shall have the ability for departmental staff to route complaints to other departments.	
Manage Complaints	The System shall allow manual merging of complaints into a single complaint.	
Manage Complaints	The system shall have the ability to track delegation of complaint/enforcement action to other external agencies.	
Manage Complaints	The system shall have the ability to display complaints in graphical "dashboard" format.	
Manage Complaints	The system shall allow the sorting and filtering of complaints via ad-hoc and categorical measures (e.g., pending complaints sorted by submittal date).	
Manage Complaints	The system shall have the ability to generate detailed management and analysis reports related to complaints (e.g., types, volumes, etc.).	
Manage Complaints	The system shall have the ability to prioritize or escalate a complaint.	
Manage Complaints	The system shall have the ability to determine and manage performance metrics for complaints.	
Manage Complaints	The system shall allow the user to add tasks that need to be performed for resolving the complaint.	
Manage Complaints	The system shall have the ability to categorize complaints by inspection type required.	
Manage Complaints	The system shall have the ability to manually add an inspection related to a complaint to an inspection schedule and/or route for investigation.	
Manage Complaints	The system shall have the ability for complaints to trigger an event in the workflow process (e.g., hold on the application).	
Manage Complaints	The system shall have the ability to close a complaint without an inspection or other follow up action based on departmental review of the complaint.	
Manage Complaints	The system shall allow Supervisor approval for closing complaints.	
Manage Complaints	The system shall have the ability to electronically notify parties associated to the record with complaint disposition.	
Manage Complaints	The system shall allow staff to keep certain information on the complaint internal such as personal contact information and to flag any information that is not public record and/or should not be displayed in the online portal.	
Manage Complaints	The system shall have the ability to automatically update complaint disposition with workflow tasks (e.g., assigned for inspection).	

Manage Complaints	The system shall have the ability to view history of permits, clearances, and conditions associated with a complaint record or address of the complaint.	
Manage Complaints	The system shall have the ability to view complaint history by project, complainant, property, or owner.	
Manage Enforcement Case	The system shall have the capability to issue an enforcement-related documents to a customer (e.g., property owner, license holder) in response to a violation.	
Manage Enforcement Case	The system shall provide a workflow process for managing enforcement documentation. It shall track when the first notice of violation is sent, when the second notice is sent if necessary, and finally when a citation is recorded and sent, and other milestone events but not limited to the following events:	
Manage Enforcement Case	Deadline to respond to notice of violations	
Manage Enforcement Case	Notice of violation status	
Manage Enforcement Case	Notice of violation follow-up site investigation	
Manage Enforcement Case	Date Order sent	
Manage Enforcement Case	Deadline to respond to order	
Manage Enforcement Case	Date sent to City Attorney	
Manage Enforcement Case	The system shall have the capability to provide a customized template for generating enforcement-related documents, that includes but is not limited to the following components:	
Manage Enforcement Case	Date(s) of violation	
Manage Enforcement Case	Codes in violation	
Manage Enforcement Case	Photos	
Manage Enforcement Case	Required action(s)	
Manage Enforcement Case	Fine(s)	
Manage Enforcement Case	The system shall have the ability to pre-populate information into the online application based on preexisting data in the system (i.e., account information, related projects, owner, company, location, license information).	
Manage Enforcement Case	The system shall have the capability to associate violations with existing project ID's, applications, and permits.	
Manage Enforcement Case	The system shall have the ability to associate violations with existing complaints.	
Manage Enforcement Case	The system shall have the capability to associate violations with existing inspections and inspection reports.	
Manage Enforcement Case	The system shall have the capability to pre-populate a violation with information preexisting information from the System (e.g., inspection location and address, customer information).	
Manage Enforcement Case	The system shall have the ability to link sections of enforcement-related documents with the Municipal Code.	

Manage Enforcement Case	The system shall have the capability to pre-populate a violation with relevant dates (e.g. date violation must be corrected).	
Manage Enforcement Case	The system shall have the ability to configure and select standard violation types.	
Manage Enforcement Case	The system shall have the capability to associate violation types with standard fines, fees, and penalties.	
Manage Enforcement Case	The system shall have the ability to issue and print violation documentation on-site.	
Manage Enforcement Case	The system shall have the ability to initiate enforcement action such as orders to vacate site, stop work, partial stop work, etc.	
Manage Enforcement Case	The system shall have the ability for inspectors to upload images/ pictures and associate them with a complaint, investigation, violation, etc.	
Manage Enforcement Case	The system shall have the ability to digitally attach electronic signature to documents or reports to be printed from a mobile device.	
Manage Enforcement Case	The system shall have the ability to associate multiple violations with a single project ID/application/license, etc.	
Manage Enforcement Case	The system shall have the ability to print all, individual, or select violations for mailing.	
Manage Enforcement Case	The system shall have the capability to display authorized violation information to the customer via the online portal.	
Manage Enforcement Case	The system shall have the capability to capture notes and comments in the system related to a violation.	
Manage Enforcement Case	The system shall require that violations be reviewed by City Attorney and/or Public Works.	
Manage Enforcement Case	The system shall allow the user to issue citations when violations are not corrected by the required deadline.	
Manage Enforcement Case	The system shall allow the user to update the citation with information from Corp Counsel, including but not limited to the following:	
Manage Enforcement Case	Case ID assigned by Corp Counsel	
Manage Enforcement Case	Case Dates (e.g., arraignment, hearings)	
Manage Enforcement Case	Disposition	
Manage Enforcement Case	Payment History	
Manage Violation Appeal	The system shall assign appeals to enforcement staff according to business rules.	
Manage Violation Appeal	The system shall allow enforcement staff to re-assign appeal cases.	
Manage Violation Appeal	The system shall allow enforcement staff to do a review of the appeals and supporting documents.	
Manage Violation Appeal	The system shall pause workflow timers (e.g. no issuance of next letter) while appeal review is in-progress.	
Manage Violation Appeal	The system shall allow enforcement staff to enter a disposition.	

Manage Violation Appeal	The system shall allow the enforcement staff to clear one or many violations as a result of the appeal and provide the reason.	
Manage Violation Appeal	The system shall continue the enforcement workflow (e.g. issuing letters, citations, etc.) if the appeal is not successful.	
Manage Violation Appeal	The system shall allow Supervisor over-ride to any appeal decisions and assignments.	

11. NARRATIVE RESPONSES TO “NO” ANSWERS AND/OR EXCEPTIONS

Provide narrative explanations to each “No’ response to the General Requirements. Limit each explanation to no more than one hundred (100) words.

12. IMPLEMENTATION AND SUPPORT

Answer the following questions and/or provide the necessary documentation for each item listed below.

1. The City does not currently have a Software for Life (Evergreen) annual agreement in place therefore is only interested in this type of agreement. Describe your process when a new version of your software is released in the future.
2. If you do not offer an Evergreen agreement what is the percentage costs to add this to the agreement. Please list it here and in your quote as well.
3. Describe the approach and resources needed to implement the proposed software. Attach a proposed implementation schedule with key activities and estimated milestones.
4. Describe your overall user training approach.
5. Describe your company’s service & support philosophy, how it is carried out, and how success is measured.
6. Describe ongoing services and support, such as a toll free customer service number, annual training classes, online customer service website and online software maintenance.
7. How do you service and troubleshoot problems for your current clients?
8. Identify provisions and associated costs with providing software updates and enhancements on a regular basis.
9. Please list conversion experience with various disparate systems and be specific on previous sites converted.

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10. Please explain how your firm will address the requirement for integrating and/or interfacing with multiple databases, data sets or other information that is held within the City, Christian County government, or other entities.

13. LICENSE AGREEMENT

Provide a sample of the proposed License Agreement.

14. HARDWARE REQUIREMENTS

Provide hardware requirements needed to run the proposed system, including, but not limited to PC and Server needs.

15. DEMONSTRATION AND PRESENTATIONS

Vendors may be required to provide detailed demonstrations of proposed application software. Vendors may also be required to make presentations and/or provide written clarifications of their responses at the request of the municipality.

16. RIGHT OF REFUSAL

The municipality reserves the right to reject all RFQs in their entirety or to select certain application software from the RFQs. The municipality reserves the right to award the contract in any manner deemed in the best interest of its citizens.

17. EVALUATIONS AND AWARD PROCESS

The primary criteria for vendor evaluation and consideration are:

- Market Focus (Public Administrative Specific with proven success in similar implementations)
- Stability (Financial Viability, Business Longevity)
- Customer Service (References, Retention, Measured Service Rates, 24x7 Support)
- Ability to Provide a Comprehensive Integrated Solution that meets the stated requirements
- Experience with similar types of projects or implementations in the State of Kentucky

Evaluation of the proposals is expected to be completed by February 11, 2022. An evaluation team will evaluate proposals on a variety of quantitative and qualitative criteria. Finalists may be invited to make oral presentations, demonstrations and/or participate in interviews. The proposal selected shall provide the most cost-effective approach that meets the stated requirements. The lowest price proposal will not necessarily be selected.

The city will negotiate pricing and terms with finalist(s) before making an award.

The City reserves the right to **a)** reject any or all proposals or to make no award, **b)** require modifications to initial proposals, or **c)** to make partial or multiple awards. The City further reserves the right to excuse technical defects in a proposal when, in its sole discretion, such excuse is beneficial to the City.