Request for Proposal & Quotation

City of Rochester, NH is seeking proposals and quotation for a

Planning, Permitting, Licensing, and Code Enforcement Software System

BID # 15-17

Proposals must be submitted in a sealed envelope plainly marked: "Sealed RFP & Quotation. Planning, Permitting, Licensing, and Code Enforcement Software System". "**Bid#15-17".**

City of Rochester, New Hampshire

31 Wakefield St. Rochester, NH 03867

Attn: Purchasing Agent.

All bids must be received no later than **"October 23, 2014 "** at **"2:30"** p.m.

Actual RFP opening will begin at **2:45 p.m**. Proposal specifications may be obtained from the City of Rochester's website Purchasing link, www.rochesternh.net, contacting the purchasing agent via email at purchasing@rochesternh.net, calling the Purchasing Agent at 603-335-7602, or visiting the City Hall Business Office, 31 Wakefield Street, Rochester, NH 03867. Bidders should periodically check our purchasing website for addendums related to this RFP.

CITY OF ROCHESTER
BID #15-17
PLANNING, PERMITTING, LICENSING, & CODE ENFORCEMENT
SOFTWARE SYSTEM

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I.   <u>PURPOSE</u>: The purpose of this Request for Proposal is to solicit sealed proposals for a comprehensive software system that can assist the City of Rochester in the regulatory processes of land use planning and zoning applications, building permitting, inspections, final approvals, fee calculations, enforcement management, and citizen inquires.

II.   <u>BACKGROUND</u>: The City of Rochester has five critical departments involved in the various processes identified above, Planning Department, Building Zoning and Licensing Services, Public Works Department, Assessing, and Fire Department. These departments are contending with a decentralized semi automated process, and subsequently each department has independent process tracking systems that rely on the integrity of other manual steps. The systems are not fully automated, and do not lend to easy data sharing, or workflow management tools. Subsequently, process times are increased, as well as risks related to errors and omissions. The City of Rochester NH is located in southeast New Hampshire, and has a population of 30,000. For more information on the City of Rochester please visit our website at http://www.rochesternh.net/economic-development

III.   SCOPE OF WORK: The City of Rochester is seeking proposals and quotation for an enterprise wide planning, permitting, licensing, and code enforcement software system. The City intends to purchase an off-the-shelf- system that will be simple to use for Planning, Building Zoning and Licensing, Public Works, Fire and Assessing with minimal customization to meet the requirements stated in this RFP.

The selected system will replace BMSI, the system currently used by the City of Rochester, implementation is targeted for June **3, 2015.**

The project scope shall include, but will not be limited to, the following;

     a) Software installation and set up.
     b) Data Conversion of the BMSI system.
     c) Template and application form development.
     d) Integration services.
     e) Testing, including acceptance testing.
     f) Training for support staff, end users, and administrators.
     g) Associated vendor project management.
     h) Software maintenance and warranty services.

IV.   PROPOSAL SPECIFICS: Proposals will include the following key components;

     a) SOFTWARE- Must include detail costs for all required software

     b) LICENSES- Proposals should include a detailed licensing structure (concurrent user, named user, server CPU's and costs). Shortlisted vendors may be asked to provide a formal software licensing agreement. At the time of this RFP the City estimates there will be 14 desktop users, and 8 mobile inspector users for a total of 22 users, but would like allowance for **30** total users. However, this number may be subject to adjustment, and some of the mobile users could also be a desktop users. If proposers allow a single user to be both a desktop user and mobile user please identify that detail in the proposal.

c) INSTALLATION & TRAINING- Complete training documentation for users, administrators, and technical support staff must be included. In addition Vendor must off and provide instructor-led onsite training to end users and system administrators on the use of the software. Vendor shall include documentation for procedures on regular maintenance of the software. Vendor shall provide documentation of the system that includes identification of all physical configuration, parameters, written installation instructions, user manuals, and system administrator manuals.

d) SUPPORT & MAINTENANCE- Pricing on first year support costs should be identified and listed separately from the main software, licensing and training expenses. Multi- year pricing should be identified in the additional costs section in the Pricing Schedule. Multi-year pricing should also identify any yearly cost escalators. In addition, please identify the days and hours support is available. If proposer has multiple support tiers please explain. Please include details regarding regular updates, new releases, as well as technical consultation support. Shortlisted vendors may be asked to provide a support and maintenance agreement.

e) PROJECT PLAN-Proposers should include a detailed project plan identifying all major tasks, milestones, and estimated durations. Please include a description of quality assurance methods to be used to guarantee successful outcome.

V. TECHNICAL SPECIFICATIONS- The ideal system shall provide the following functionality:

a) Plan Review Tracking- online and reporting capabilities of all plan review activities from project submittal through permit issuance and project completion. Process should include Planning application tracking through the various application stages and notice of decisions, through the entire workflow process of all required inspections and approvals.

b) Building Permit & Certificate of Occupancy Issuance-ability to issue and track status of a building permit from beginning to Certificate of Occupancy issuance.

c) Inspection Tracking and Scheduling-track both routine and periodic inspections of buildings and property, as well as managing all building inspection activities. Software must be able to sync, communicate, with Microsoft Outlook Calendar. Specifically we seek a system that will allow a scheduled inspection within the Vendor's calendar to populate out to an individual's Microsoft Outlook Calendar. Additionally, its desired to have

functionality that can have an appointment scheduled within the Microsoft Outlook Calendar populate back to the Vendor's inspection calendar.

d) Code Enforcement-Compliance-ability to track all Code Enforcement complaints from complaint intake through final determination and remedy.

e) Business License Management-ability to issue and track multiple licenses in various categories for each business. Maintain historical information regarding location of business, ownership transfers, and any other changes.

f) Finance-ability to manage fees, payments, refunds, credits, voids, and escrow accounts.

g) Land Management and Tracking-ability to manage parcels, addresses, zoning, code and geographic areas.

h) Records Management-Plan tracking for location and routing of physical plans.

i) Renewable Permitting-Licensing- ability to create and process renewals on Business Licenses and Fire Safety Permits.

j) Public Online Application Submittal and Inquiry Capabilities-capability to integrate into the City's existing website and allow access to permit-license information, as well as access to online permit-license applications, scheduling of inspections and plan submittals.

k) Mobility-In Field Usage- Field staff should be able to view, schedule and modify inspections and notes live in the field. However, mobile connectivity can not compromise our PCI standards related to credit card processing.

l) Reporting-ability to report on plan applications, permits, inspections, code complaints, land, licenses etc at the summary and detail level. In addition ability to produce financial summary report on permit values for a specific period, and ability to segregate and subtotal permits issued within our Tax Incremental Financing districts.

m) Integration capability with our Munis Financial Management System is desirable.

n) Integration capability with Geographic Information System (GIS) is mandatory-City of Rochester uses CAI Technologies for GIS services.

o) Integration capability with Patriot Assesspro Assessing software-OBDC export desirable, but not mandatory.

p) Additional capability to integrate with Tri Tech Perform pervasive database is desirable, but not mandatory.

q) Simulation Environment- In order to evaluate the functionality, usability, intuitiveness and supportability of the proposed software, **shortlisted vendors** shall provide an initial vendor-hosted Simulation Environment to be used by City employees in order to get a direct hands-on exposure to the software. In addition, the final award winner shall maintain a simulation environment with updated data based on the City's actual workflow processes. The Simulation Environment with updated data and workflows will be available for at least two months prior to the Go Live target date of **June 30, 2015.** City employees will be allowed to update data and confirm functional testing.

The Simulation Environment should allow City employees to experience the various processes identified in (a) through (l) above in this section. Employee will also be supplied with a quick start guide for reference.

VI.   PROPOSAL PREPARATION AND SUBMISSION INSTRUCTIONS:

A. GENERAL INSTRUCTIONS:

1. RFP Response: In order to be considered for selection, vendors must submit a complete response to this RFP. Please submit one (1) original hard document, (1) hard copy, and (1) electronic copy on either a CD, or USB storage drive. No other distribution of the proposal shall be made by the vendor.

2. Proposal Preparation:

    a. Proposals shall be signed by an authorized representative of the vendor. All information requested should be submitted. Failure to submit all information requested may result in the purchasing agency requiring prompt submission of missing information and/or giving a lowered evaluation of the proposal. Proposals which are substantially incomplete or lack key information may be rejected by the purchasing agency. Mandatory requirements are those required by law or regulation or are such that they cannot be waived and are not subject to negotiation.

    b. Proposals should be prepared simply and economically, providing a straightforward, concise description of capabilities to satisfy the requirements of the RFP. Emphasis should be placed on completeness and clarity of content.

c. Proposals should be organized in the order in which the requirements are presented in the RFP. All pages of the proposal should be numbered. Each paragraph in the proposal should reference the paragraph number of the corresponding section of the RFP. It is also helpful to cite the paragraph number, sub-letter, and repeat the text of the requirement as it appears in the RFP. If a response covers more than one page, the paragraph number and sub-letter should be repeated at the top of the next page. The proposal should contain a table of contents which cross-references the RFP requirements. Information which the vendor desires to present that does not fall within any of the requirements of the RFP should be inserted at an appropriate place or be attached at the end of the proposal and designated as additional material. Proposals that are not organized in this manner risk elimination from consideration if the evaluators are unable to find where the RFP requirements are specifically addressed.

d. As used in this RFP, the terms "must", "shall", "should" and "may" identify the criticality of requirements. "Must" and "shall" identify requirements whose absence will have a major negative impact on the suitability of the proposed solution. Items labeled as "should" or "may" are highly desirable, although their absence will not have a large impact and would be useful, but are not necessary. Depending on the overall response to the RFP, some individual "must" and "shall" items may not be fully satisfied, but it is the intent to satisfy most, if not all, "must" and "shall" requirements. The inability of an Vendor to satisfy a "must" or "shall" requirement does not automatically remove that Vendor from consideration; however, it may seriously affect the overall rating of the Vendors' proposal.

e. Each copy of the proposal should be bound or contained in a single volume where practical. All documentation submitted with the proposal should be contained in that single volume.

f. Ownership of all data, materials, and documentation originated and prepared for the City of Rochester pursuant to the RFP shall belong exclusively to the City and be subject to public inspection in accordance with the *New Hampshire Right to Know Law*. Trade secrets or proprietary information submitted by a vendor shall not be subject to public disclosure under the *New Hampshire Right to Know Law*; however, the vendor must invoke the protections of § RSA 91-A:5 of the *NH RSA's*, in writing, either before or at the time the data or other material is submitted. The written notice must specifically identify the

data or materials to be protected and state the reasons why protection is necessary. The proprietary or trade secret material submitted must be identified by some distinct method such as highlighting or underlining and must indicate only the specific words, figures, or paragraphs that constitute trade secret or proprietary information. The classification of an entire proposal document, line item prices, and/or total proposal prices as proprietary or trade secrets is not acceptable and will result in rejection of the proposal.

3. Oral Presentations- Demonstrations: Vendors who submit a proposal in response to this RFP may be required to give an oral presentation-demonstration of their proposal to the agency. This provides an opportunity for the vendor to clarify or elaborate on the proposal. This is a fact finding and explanation session only and does not include negotiation. The City of Rochester will schedule the time and location of these presentations and will be during the weeks of **November 3rd-14th**, **2014.** Web-based presentations demonstrations will be considered.

B. SPECIFIC PROPOSAL INSTRUCTIONS:
    Proposals should be as thorough and detailed as possible so that the City may properly evaluate your capabilities to provide the required goods/services. Vendors are required to submit the following items as a complete proposal:

    1. Return the RFP cover sheet with addendum acknowledgments, if any, signed and filled out as required.

    2. Vendor Data Sheet and Pricing Schedule shall be included as an attachment to the RFP, as well as any other specific items or data requested in the RFP.

    3. A written narrative statement to include:
        a. Experience in providing the goods/services described herein.
        b. Names, qualifications and experience of personnel to be assigned to the project.
        c. Resumes of staff to be assigned to the project.

    4. Specific plans for providing the proposed goods/services including:
        a. List of proposed equipment/goods/etc. including operating parameters, illustrations, etc.
        b. What, when and how the service will be performed.
        c. Provide for on-site training,
        d. **Schedule for completion on or before June 30, 2015**

    5. Proposed Price. Indicate in the pricing schedule, Section XVIII of the RFP.

VII.   ADDITIONAL PREPARATION DETAILS

    a. The Bidder shall submit their proposal in a layout described in section VI General Instructions, paragraph (2) above. In addition the bidder should attach the furnished City forms related to the Section XVIII Pricing Schedule, XIX Vendor Data Sheet, and XX Requirements Matrix.

    b. If an amount entered by the bidder on the proposal form is to be altered it should be crossed out with ink, the new unit price or lump sum bid entered above or below it, and initialed by the bidder, also with ink. In a case of discrepancy between the prices written in words and those written in figures, the prices written in words shall govern.

    c. The Bidder's proposal must be signed with ink by the individual, by one or more members of the partnership, by one or more members or officers of each firm representing a joint venture, by one or more officers of a corporation, or by an agent of the contractor legally qualified and acceptable to the owner. If the proposal is made by an individual, his name and post office address must be shown; as a joint venture, the name and post office address of each must be shown; by a corporation, the name of the corporation and its business address must be shown, together with the name of the state in which it is incorporated, and the names, titles, and business address of the President, Secretary, Treasurer.

    d. All questions shall be submitted in writing to the Purchasing Agent, no less than seven (7) days prior to the bid opening date. The Purchasing Agent will then forward both the question and the City's response to the question to all prospective bidders.

VIII.   IRREGULAR PROPOSALS

Bid proposals will be considered irregular and may be rejected for any of the following reasons:

    a. If the proposal is on a form other than furnished by the Owner, or if the form is altered or any thereof is detached.

    b. If there are unauthorized additions, conditional or alternated bids, or irregularities of any kind which may tend to make the proposal incomplete, indefinite, or ambiguous as to its meaning.

    c. If the bidder adds any provisions reserving the right to accept or reject an award, or to enter into a contract pursuant to an award.

    d. If the proposal does not contain a unit price for each pay item listed, except in the case of authorized alter pay items.

IX.   INTERPRETATIONS

No oral interpretations will be made to any vendor as to the meaning of the specifications or terms and conditions of this sealed proposal invitation. Any such interpretations will be in writing by the purchasing agent of the City.

X.   WITHDRAWAL OF BID PRPOSALS

Bidder will be permitted to withdraw his proposal unopened after it has been deposited if such request is received in writing prior to the time specified for opening the proposals.

No bid may be withdrawn, for a period of (60) sixty days subsequent to the opening of bids, without express written consent of the City of Rochester, NH.

XI.   PUBLIC OPENING OF PROPOSALS

Proposals will be opened and read publicly at the time and place indicated in the invitation for bids. Bidders, their authorized agents, and other interested parties are invited to be present.

XII.   DISQUALIFICATION OF PROPOSALS

The following reason may be considered as being sufficient for the disqualification of a bidder and the rejection of his proposal of proposals:

    a. Evidence of collusion among bidders.

    b. Failure to supply complete information as requested by bid specifications.

XIII.   CONSIDERATION OF PROPOSALS

    c. Bids will be made public at the time of opening and may be reviewed only after they have been properly recorded. In case of discrepancy between the prices written in words and those written figures, the written in words shall govern. In case of discrepancy between the total shown in the proposal and that obtained by adding the products of the quantities of items and bid prices, the latter shall govern.

    d. The right is reserved to reject any or all proposals, to waive technicalities or to advertise for new proposals, if in the judgment of the City, the best interest of the City of Rochester will be promoted thereby.

XIV.   <u>AWARD OF CONTRACT & TERMS</u>

If a contract is to be awarded, the award will be made to the lowest responsible and qualified bidder whose proposal complies with all the requirements prescribed as soon as practical after the bid opening. No bid shall be withdrawn for a period of (60) sixty days subsequent to the opening of bids, without the consent of the City of Rochester. The successful bidder will be notified, by being mailed to the address on his proposal, that his bid has been accepted and that he has been awarded the contract. The City of Rochester reserves the right to award multiple firms if in the best interest of the City. Upon completion of the City's approval process the contract will proceed through the implementation, installation and support of the system.

XV.   <u>INSURANCE REQUIREMENTS</u>

Winning bidder will be required to present to the City a certificate of insurance, with a minimum of Five Million Dollars ($5,000,000) General Liability, One Million Dollars ($1,000,000) Workmen's Compensation, and Five Hundred Thousand ($500,000) Automobile Liability.

XVI.   <u>CANCELLATION OF AWARD</u>

The City reserves the right to cancel the award of any contract at any time before the execution of such contract by all parties without any liability against the City.

The City also reverses the right to cancel the award as a result of non performance by winning bidder related to any of the terms, conditions, and specifications identified in the bid. Notice of intent to cancel due to non performance issues will be delivered in writing.

XVII.   BID EVALUATION

In addition to the bid amount, additional factors will be considered as an integral part of the bid evaluation process including, but not limited to:

    a. The bidder's ability, capacity, and skill to perform within specified time limits.

    b. The bidder's experience, reputation, efficiency, judgment, and integrity.

    c. The quality, availability and adaptability of the supplies and materials sold.

    d. Bidder's last performance.

    e. Sufficiency of bidder's financial resources to fulfill the contract.

    f. Bidder's ability to provide future maintenance and/or services.

    g. Other applicable factors as the City determines necessary or appropriate (such as compatibility with existing equipment).

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XVIII.   PRICING SCHEDULE ATTACHMENT A: Subtotal a, b & c, then all total a-e

Item	Quantity	Per Unit Price	$ Total Amount-Numeric	$ Total Amount Written	Comments
a) Software-Base Price		$	$		
b) User Licenses		$	$		
c) Installation-Training		$	$		
Sub-Total		**$**	**$**		
d) Yearly Maintenance		$	$		
e) Other		$	$		
f) ALL TOTALS		**$**	**$**		

Use this area below to describe any other costs that require consideration

Explanation for any additional cost associated with your proposal that is not included in the above pricing schedule.

If necessary provide additional attachments-section XX, reference
XVIII Pricing Schedule

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If you need additional space, please attach detail, reference XVIII Pricing Schedule

XIX.   VENDOR DATA SHEET ATTACHMENT-B

VENDOR DATA SHEET

Note: The following information is required as part of your response to this solicitation. Failure to complete and provide this sheet may result in finding your bid nonresponsive.

1.   Qualification: The vendor must have the capability and capacity in all respects to satisfy fully all of the contractual requirements.

2.   Vendor's Primary Contact:

Name: _____   Phone: _____

3.   Years in Business: Indicate the length of time you have been in business providing this type of good or service:

           _____ Years   _____ Months

4.   Vendor Information:

        FIN or FEI Number: _____ If Company, Corporation, or Partnership

        Social Security Number: _____ If Individual

5.   Indicate below a listing of at least three (3) current or recent accounts, either commercial or governmental, that your company is servicing, has serviced, or has provided similar goods. Include the length of service and the name, address, and telephone number of the point of contact.

        A. Company:_____Contact: _____

            Phone:(_____)_____Fax (___)_____

Project:_____

Dates of Service: _____

$ Value: _____

        B. Company:_____Contact: _____

             Phone:(_____)_____Fax (___)_____

Project:_____

Dates of Service: _____

$ Value: _____

        C. Company:_____Contact: _____

             Phone:(_____)_____Fax (___)_____

Project:_____

Dates of Service: _____

$ Value: _____

XX.   <u>REQUIREMENTS MATRIX ATTACHMENT C-</u> Included the attached Requirements Matrix with proposal. This is a detailed and mandatory matrix be sure to fill in completely.

XXI.   <u>OTHER OPTIONAL ATTACHMENTS-</u> Any other attachment or supplemental information proposer feels is necessary to include.

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RFP 15-17
Planning, Permitting, Licensing and Code Enforcement Software System

ATTACHMENT C REQUIREMENTS MATRIX

REQUIREMENTS MATRIX:
Please complete the following Requirements Form to assist the City in determining an appropriate permitting, licensing and land management software system.

Place an "X" in the column that best describes your solution according to the legend below.

In the column labeled "Module" please list the distinct application(s) or software module(s) that fulfill the requirement. For example, if your proposed solution has a separate module for public (citizen) access that fulfills a given requirement, please list the name of that software module. Please list multiple modules where appropriate.

Please include additional details in the "Comments" column.

For your convenience, this form is available for download as an Excel spreadsheet from Demandstar.com. Please print the form in portrait layout, 1 page wide.

Legend for completing the Requirements Form:
S = Standard functionality out-of-the-box
P = 3rd party required
M = Modification required (no change to base code/API)
C = Customization (change to base code/API)
N = Not able to provide

GENERAL

Requirement	S	P	M	C	N	Module	Comments
Flexible configuration (by permit/license type) for sending an automatic email to internal staff (plan checker, inspector, etc.) and/or external parties (contractor, developer, owner, builder, applicant, contact, etc.) upon update of a workflow event (inspection, plan review, permit/license status change, condition of approval, flag/hold, etc.)							
Ability within workflow email notification to include attachements, and provide a link back to software to allow user to continue their piece of workflow.							
Ability to configure default inspection and/or plan review checklist items by inspection/permit type, but also to manually add and/or remove items from this list on an individual permit or inspection if desired. For each checklist item, the ability to select an appropriate correction code from a dropdown list.							
Ability to create "custom" fields if necessary (for data fields from the legacy system that need to be tracked but have no corresponding field in new system)							
Ability to use command buttons and/or hot keys that speed up data entry and program navigation							
Ability to tie a permit/license as a "child" of another permit/license in order to build a permit/license hierarchy; easy access to a user-friendly view of this hierarchy							
Ability to link associated documentation to a permit/license, parcel, or inspection record (i.e. image files, PDF, Word, Excel, Powerpoint/Keynote, etc.).							
Flexible reporting structure allowing end users to run canned reports and create ad hoc reports supporting exporting in a variety of file types (Excel, delimited text, pdf, xml, txt).							

Requirement	S	P	M	C	N	Module	Comments
Have a work center where internal staff can view all of the workflow items (inspections, plan reviews, etc.) assigned to them (or their workgroup) along with target dates for completion							
Ability to view a history of all updates/changes to a permit/license, parcel, inspection, workflow item, etc. (showing old value, new value, updated by, etc.)							
Customizable automatic email reminders when project, inspection, license, etc., is coming due, is past due, etc.							
Ability for internal staff to update workflow items, inspections, etc. from a mobile device							
User friendly, simple, configurable forms for use in office and in the field (easy navigation and links)							
User friendly, simple, configurable reports for use in office and in the field							
Ability to interface with other systems via web services							
Ability to interface with Geographical Information Systems-GIS							
Ability to interface with Patriot Assesspro Software							
Ability to interface with Tritech Perform pervasive database							
Ability to set up a variety of internal user roles and specify what access a user with that role has							

BUSINESS LICENSE

Requirement	S	P	M	C	N	Module	Comments
Before linking a professional to a Building permit, ensure that the professional has a valid business license							
Ability to automatically place a hold at the professional level when the professional's license status becomes invalid, if configured that way for this permit/license type							

Requirement	S	P	M	C	N	Module	Comments
Ability to place a hold on a professional, to prevent that professional from being linked to a building permit and/or scheduling inspections							
Ability to mark certain related documents as confidential (only viewable to select staff)							

FINANCE

Requirement	S	P	M	C	N	Module	Comments
Ability to support a real-time interface with our cashiering system MUNIS FINANCIAL MANAGEMENT for inquiry, payment posting, and reporting for daily reconciliation							
Ability to add/remove/update any fees easily and in a timely manner. Be adaptable and flexible to incorporate any new fees and fee structures based on new ordinances.							
Prevent ALL users from deleting any fee that has partial or full payments against it							
Ability to provide customer refunds, credits, or voids with staff review							
Ability to take overpayments							
Ability to provide automated warnings and/or holds based on NSF checks or delinquent accounts (hold at the customer level)							
Ability to define fees and fee schedules							
Ability to support the use of City's GL accounting code structure and associate with individual fees							
Ability to update fee rates in an Excel-like table, and apply those rates to permits/licenses and cases based on effective date							
Ability for internal user to review calculated fees and make adjustments prior to final billing							
Ability to accept and process fee payments online and over the counter (including application fees, plan check fees, inspection fees, etc.)							
Ability to validate that full payments have been received before issuing permits/licenses							

Requirement	S	P	M	C	N	Module	Comments
Ability to print a receipt with detailed breakdown of fees paid, and "roll up" (summary) view of the receipt for the customer, if configured that way							
Ability to search by receipt number							
Ability for multiple permits/licenses to be processed at one time, i.e., one payment could be paying for several types of permits/licenses.							
Ability to track a fee, e.g., a reinspection fee, deferred submittal or revisions that results in additional fees, that will become due when a future activity occurs, e.g. at final inspection							
Ability to allow for and track partial payments.							
Ability to take an overpayment from one permit/license and apply the overage to a separate permit/license for the same customer, or hold it for the next license							
Ability to provide/allow multiple payment types (e.g., credit card, cash, check)							
Ability to select a fee code from a drop down to calculate fee, but also to allow manual override of fee amount, if necessary							
Ability to default in fees for a particular permit/license type							
Ability to bill or cancel all fees for a customer (across multiple permits/licenses) as well as fees within any given permit/license							
Ability to automatically cancel permit/license if a particular fee has not been paid within a certain time frame							
Ability to predefine effective dates for permit/license fee changes (i.e. 9/1/2013)							
Ability to retain historical fee schedules that are no longer active							
Ability to recalculate, log and display all changes to fees regardless of status of permit/license							

Requirement	S	P	M	C	N	Module	Comments
Ability to generate fees based on calculated and/or submitted valuations, defined quantities, or other business rules							
Ability to generate a valuation of work based on defined information fields and apply modifiers if required based on business rules							
Ability to automatically generate review and inspection fees based on time spent							
Ability to calculate, assess, and track penalties associated with an event, geographic location, parcels, person, or business							
In reporting, differentiate penalty fees from other fee types							
User has ability to manually adjust the date used to calculate fees, when necessary							
Ability to inquire and report on cash receipts for reconciliation							
The ability to define milestones during a permit life cycle that can be used to determine how far along in the permitting process the permit is (percentage complete) for reporting purposes							
Void payments processed on current day rather than the original payment date							
Ability to automatically generate letters when actual fees or charges exceed initial assessed fee or charge							
Ability to bill customer for outstanding fees							
Ability to enter and track time worked on any workflow item (review, inspection, etc.) by any staff users in any division and automatically generate a fee based on that data(with administrative configuration)							
Ability to handle and report escrow/surety accounts							
Ability to hold and monitor a deposit for licensing at the customer level (not escrow, but a penalty to ensure prompt payment)							

Requirement	S	P	M	C	N	Module	Comments
Timely processing of real-time payment request from cashiering system (MUNIS)							
Ability to add fees in a predefined order (some fees are calculated based on the amounts of others)							
Ability to give customer a discount on a fee if they pay before a predetermined date							
Ability to tie a payment to a particular fee line item, for a particular time period (same fee code is used for each time period on renewable permit/license)							

INSPECTIONS & CODE ENFORCEMENT

Requirement	S	P	M	C	N	Module	Comments
Track inspections by type, inspector, scheduled date, project, and completed date							
Automate inspection assignments based on inspector availability (accounting for vacation, schedule, etc.), expertise (discipline), and inspector area							
Ability to assign a default inspector to a project and/or permit. Inspections on that project should be assigned to that inspector, if the inspector's schedule shows that he/she is available							
Ability to quickly re-assign a group of inspections to another inspector							
Have standard notes unique to each inspection type							
Ability to batch schedule inspections from a single screen for all inspection requests							
Able to automatically insert a re-inspection fee based on the failed status of an inspection							
Ensure that appropriate previous inspections are approved before accepting the next inspection type, if configured that way							
Ability to view a centralized Work Calendar for all inspectors							

City of Rochester
RFP 15-17
Planning, Permitting, Licensing and Code Enforcement Software System

Requirement	S	P	M	C	N	Module	Comments
Rerouting inspections from the Work Calendar by dragging and dropping to another inspector's calendar							
Sync Microsoft Outlook calendar appointments on the Work Calendar.							
Ability to add attachments to the permit/license from a camera in the field							
Ability to customize the result codes of an inspection to our City's terminology							
Ability to associate an estimated amount of time with each inspection type, to allow for a daily "cap" of inspections, if configured that way							
Be able to enter actual time for certain workflow items (inspection, plan review, etc.) and make that field required for particular workflow items, based on setup							
Allow customers to schedule inspections online							
Drag and drop scheduled inspections from one calendar day/inspector to another							
Group inspections (and permits) into a project hierarchy							
Ability to schedule and inspect by project and system will place the inspection on the correct permit (using discipline)							
Condition of Approval on one permit affects associated permits - example: a shell permit with an open condition of approval that prevents a final inspection on associated permit(s)							
Ability to schedule (or prevent scheduling if configured that way) the same inspection type being scheduled on the same permits for the same day							
Define a required inspection list by permit type							
Access to GIS information in the field (link to City's GIS application)							
Access to the permit data and related property information through a map service in the field							
Ability for field inspectors to print documents stored in the system in the field							

Requirement	S	P	M	C	N	Module	Comments
Ability to configure security to assure that only authorized persons are allowed to sign off on an inspection							
Provide the appropriate capabilities to allow users to operate in the field with either hand-held devices or with laptop computers							
Store and forward updates in the field							
Immediate signoff of Condition of Approval upon inspection pass							
Allow scheduling by inspection group codes (scheduling of one inspection code actually schedules 2 or more inspections)							
Ability to schedule reoccurring inspections (if configured that way)							
Update permit/license status when a particular event occurs (example: final inspection)							
Automatically issue C of O when final inspection passes							
Ability to store a service target for on-time inspection completion (by inspection type and permit type)							
Time based inspection scheduling via web							
Allow a contractor to "register" for a permit by going to a web page, entering in the state license and type, the COH business license and type, the discipline (example: mechanical, plumbing, etc.), and the COH permit number. If the information is valid, the contractor will be "registered" for that permit and discipline. For specified permit types, require this registration before allowing inspections of that discipline to be scheduled on the permit.							
An outstanding fee balance automatically puts a hold on a permit/license, if configured that way							
Inspections specific hold (holds up inspections, but not permit activities)							
Ability to track and report on all Code Enforcement complaints, status, and determinations.							

Requirement	S	P	M	C	N	Module	Comments
LAND MANAGEMENT							
Ability to create, view, edit, delete (mark as historical) parcels and addresses within our jurisdiction							
Maximum efforts made to prevent users from multiple entry of unique addresses, and parcels							
Ability for user to select street names from database list through a drop down menu and to validate that the street entered exists in the database							
Ability to verify a property/address is located within City's jurisdiction							
Ability to validate customer address data against the City's master address database							
For certain address fields (owner, contact, etc.), the ability to enter foreign addresses							
Ability to differentiate structural addresses from non-structural addresses (meters, street light pedestal, gates, etc.)							
Ability to assign a location to any permit/license based on a variety of methods (GIS coordinates, address, parcel or combination of those)							
Ability to have multiple addresses and multiple buildings on a parcel							
Ability to associate a tenancy or user with a building							
Ability to link the permit/license to a property and retain connection after property is changed through parcel splits, parcel combines, etc.							
Ability to show all permit/license history on a parcel							
Ability to show history (current, temporary, retired) of all addresses on a parcel (history with comments explaining reason for change, etc.)							
Ability to configure the automatic generation and assignment of addresses based on selected block and lot and provide the ability to override under certain circumstances, e.g., supervisor override							

Requirement	S	P	M	C	N	Module	Comments
Ability to provide warnings and flags to ensure logical and accurate address assignment based on customizable parameters (when manually generating addresses)							
Ability to extract, transform and load parcel records supplied from other organizations (e.g., County Recorder, County Assessor, etc.) on a scheduled basis. This process should have the capability to detect and easily reconcile changes that may have been made internally and externally.							
Ability to keep track of all historical processing (lot splits, combines) that may have occurred to one parcel and not lose the linkage to other existing data throughout the system							
Ability to capture multiple land use/zoning codes for one parcel							
Ability to view zone history for a parcel (including ordinance numbers and dates)							
Ability to capture multiple owners on a parcel							

PERMIT INTAKE

Requirement	S	P	M	C	N	Module	Comments
Ability to validate that the city of Rochester address and APN exists in City's GIS database when initializing permit application							
Ability to support multiple (unlimited) parcels and addresses for each permit/license							
Easy access to a list of all open or expired permits/permit applications for the same parcel(s) during permit initializing process							

Requirement	S	P	M	C	N	Module	Comments
Ability to tie multiple parcels to particular project. If the project description is changed for the project, the new description, as well as historical project description (alias description), should be visible on all parcels tied to the project (and all permits for those parcels). Historical project names should be queryable.							
Ability to auto populate and identify geo area information (i.e. Flood, Seismic / Sprinklers /Covenants, etc.) for a permit based on address							
Ability to list any Warnings, Locks, Holds and Notices or Restrictions for parcel during permit initializing process							
Ability to duplicate part or all of the data from one permit/license record to another							
Ability to add a hyperlink for an external website with an embedded identifier (apn, etc.) in the url parameters during the permit initialization process							
Ability to review permit information regardless of status							
Restrict the issuance of permits for certain parcels based on access authority (e.g. holds are placed on certain permits, parcel may require approval by Planning Manager or Building Official)							
Restrict resubmittal of plans until all comments are submitted to system and automated response is sent to applicant							
Ability to view historical permit data such as floor area or valuation within a certain date range issued for a particular structure							
Ability to calculate permit/license fees based on a current fee schedule							
Ability to automatically default in fees, quantities, workflow items, conditions of approval, inspections, etc. based on permit/license type and sub-types (to help minimize the number of distinct permit types required)							

Requirement	S	P	M	C	N	Module	Comments
Ability to automatically default in fees, quantities, workflow items, condition of approval, inspections, flags, etc.							
Ability to increase a batch of selected fees based on a percentage basis							
Ability to configure robust fee calculations, as well as create custom fee formulas for calculation							
Ability to identify if fees have already been paid on a parcel - some fees are one-time fees per parcel							
Ability to track plan review deposit balances / bonds / insurance information							
Ability to link multiple permits to one bond							
Ability to link multiple bonds to one permit							
Ability to define project timelines and schedule project milestones							
Ability to facilitate an expedited review process							
Ability to print a permit that shows all holds, warnings, conditions of approval, etc.							
Ability to send expiration notification letters to the permit/license contact a specified number of days prior to (or after) the expiration of the application							
Ability to expire permits/licenses if no action is taken prior to the expiration date of the application and send letters to notify applicants of the expired status							
Ability to have a completed condition of approval automatically schedule an inspection or inspection group							
Ability to have a completed inspection automatically signoff a condition of approval							
Ability to batch sign off conditions of approval, activities, flags, etc. by permit type, permit number range, permit name, etc.							

Requirement	S	P	M	C	N	Module	Comments
Ability to add flags at the parcel, project, and/or permit/license level. The flag would be customizable and would prevent certain events from occurring until signed off.							
Citizen access to permit, workflow, conditions, inspections, etc. from desktop browser or mobile device							
Citizen access to online permit/license submittal (renewable and non renewable permit/license types)							
Ability to enter a permit/license accept date (distinct from permit entry date)							
Ability to associate professionals with the permit/license							
Ability to validate the business license and state license of a professional before adding it to a permit							
Scheduled running of reports with specified parameters and automatic distribution of those reports via email							
Comprehensive training, for both end users and technical support staff							

PLAN CHECK

	S	P	M	C	N	Module	Comments
Ability to have customization options by log-in (Example: Saved query formats, starting screen, bookmarks, screen flow etc.)							
Ability to track the plan review process by permit number including multiple phased reviews and revisions including Notice of Decisions							
Ability to Utilize sub permit type to define multiple estimated completion dates for the same permit type. Such as a simple remodel vs. a complicated or involved remodel, expedited projects, etc.							

Requirement	S	P	M	C	N	Module	Comments
Ability to monitor individual and department plan review time statistics against accepted service targets for the permit type and review type (first review, 2nd review, mylar review, etc.)							
The ability to track the activities of receiving, routing and review							
The ability to customize flags in the system in terms of when they will appear. (Flags used for a portion of the permit only, such as the flag will only show up until the permit is issued)							
Automatic sign off flag by completing activity, condition, or inspection, etc.							
The ability to set conditions of approval that are required to be signed off before a permit/license can be issued, an inspection could be scheduled or in some instances any other changes are made at all on the permit/license.							
The ability to automate the sign-off of conditions of approval on associated (child, sibling, etc.) permits when the criteria the condition is based on is a completion of a permit (Example: Shell/TI Condition of Approval)							
Ability to identify occupancy groups on a permit. Most buildings have more than one occupancy group associated.							
Ability to view the occupancy group and code edition permitted under history at the parcel/address level (including square footage)							
Ability to capture location and description of occupancy within City of Rochester							

Requirement	S	P	M	C	N	Module	Comments
Ability to capture occupant loads in certain occupancies such as group A occupancies. Must be able to capture by each space, not just the total. Occupant loads should be able to be captured on a room by room basis.							
Ability to make certain fields mandatory (if configured that way for a particular permit/license type)							
Track main building design and code elements such as Code Requirements, Type of Constructions, Fire Systems, etc.							
Ability to generate a custom plan review checklist based on main building design, code elements, structural classifications, and permit type. Ability to modify that checklist later if the criteria in main building design and code elements changes							
Integration with electronic plan submittal and plan review							
Ability to automate a correction letter or email with the completion of an activity							
Ability to default inspection upon permit/license creation based on permit type and subtype							
On-line payment triggers issuing of a permit (if configured that way for the permit/license type)							
On-line printing of e-stamped plans							
Ability to process electronic stamps							
Ability to create a text document combining static text and field values (conditions of approval, applicant, contact, etc.) from a specific permit/license and automatically route to email address of owner, contact, and/or applicant (as selected by internal user)							

Requirement	S	P	M	C	N	Module	Comments
Ability to print a Certificate of Occupancy and a copy of that C of O be available online							
Ability to create templates for frequently generated permits either by permit or even by customer (i.e. high volume)							
Ability to pay partial payment fees and designate which fees would be paid with those funds							
Ability to track permits at the project level, relating to development agreements including the generation of a permit activity summary report and automated notifications to external and internal customers at set parameters before level is reached and when level is reached.							
Ability to log dates sent, reviewed, due, rejected or approved for multiple reviewers, as well as a remarks area for each reviewer							
Ability for a plan reviewer in each department to select a specific plan review comment from a list of standard comments							
Ability to define and add standard conditions as well as free-form condition information.							
Ability to easily reassign multiple activities from one user/group to another user/group							

RECORDS

Requirement	S	P	M	C	N	Module	Comments
Plan tracking for location and routing of physical plans, number of copies, etc.							
Ability to link to related documents for a permit/license/parcel within a document storage system							
Ability to "push" electronic documents to Open Text							

Requirement	S	P	M	C	N	Module	Comments
Ability to "trigger" a report run when a particular event occurs							
Ability to view a mass export of all electronic documents for a particular permit/license/parcel							
Ability to track cancellation date, expiration date, passed final inspection date, and have that information easily accessible							

RENEWABLES

Requirement	S	P	M	C	N	Module	Comments
Ability to set up a permit/license that never expires							
Ability to set up a non-renewable, auto expiring permit/license							
Ability to set up a permit/license to automatically expire x months, y days, and z years after the Issue date or Accept date, as configured							
Ability to set up a permit/license to automatically expire x days after last inspection has been signed off							
Ability to set up a permit/license to automatically expire x days after a particular activity has been signed off							
Ability to set up a permit/license to automatically expire at the end of the quarter, month, or year							
Ability to set up a permit/license to automatically expire on a specific date of the year (Example: July 4th for fireworks)							
Ability to automatically create a workflow item, inspection, condition of approval, etc. when a particular permit/license type (or group of types) changes to a particular status							
Ability to configure an event, or conjunction of events, (passed inspection, signed off condition of approval, fee payment, etc.) to trigger an automatic renewal							
Ability to automatically change the status of a permit/license a certain number of days after the last activity or inspection has occurred							

Requirement	S	P	M	C	N	Module	Comments
Specified events (adding fees, mailing renewal notices, scheduling an inspection, etc.) can be set up to automatically occur a specified number of days before or after the permit/license expires							
Specified events (printing Business License certificates, notices, etc.) can be set up to automatically occur upon renewal							
Internal staff can manually renew a permit/license							
Permit/License applicants can renew online (including updating quantities, recalculating and paying fees, if configured that way)							
Ability for an applicant to download and print a copy of their current license							
Configurable citizen online access to permit/license information (showing certain data fields, hiding others by permit/license type)							
Public online search for permits/licenses and inspections based on permit/license type, permit/license status, permit/business name, address, parcel, owner, permit/license number, phone number, etc. from desktop browser or mobile device							
Ability for permit/license applicants to select their preferred method of contact (paper, email, view online) for invoices, expiration notices, etc.							
Ability to manually adjust the initial expiration date, while using default setup for new expiration date upon the first renewal (Example, a customer applies late, so initial expiration date is earlier than the default)							
Ability to monitor renewal events (how many licenses ready to be issued, etc.)							
Ability to add a flag/hold at the customer level							
Ability to combine bills for multiple permits/licenses for the same customer into one bill upon renewal							

Requirement	S	P	M	C	N	Module	Comments
Ability to have one master permit/license with multiple quantities used to calculate fees and schedule specific inspections							
Upon sign off of a condition of approval for a particular permit type, automatically trigger creation of a new permit of a specified type, copying over specified fields from the original permit							
Ability to add a comment to a fee line item							
Ability to interface to system from dispatching system (for Hazardous Material quantities, contact information, etc.) using web services							