

# REQUEST FOR PROPOSALS

## RFP 0215-2021 PERMITTING AND INSPECTIONS SOFTWARE



**CITY OF CONROE  
P.O. BOX 3066  
CONROE, TEXAS 77305**

<b>Solicitation Schedule</b>	<b>Dates</b>
RFP Issued	Monday, February 15, 2021
Deadline for Questions	Monday, April 12, 2021
Final Posting of Answers to Questions Received	Wednesday, April 21, 2021
<b>Sealed Proposals Due to the City</b>	<b>Thursday, May 06, 2021 @ 2:00 pm</b>
Announce Most Competitive Proposers	Wednesday, June 9 <sup>th</sup> , 2021
Software Demonstrations and Interviews	*June 21 – July 05, 2021
Announcement of Apparent Successful Proposer	*Wednesday, July 14, 2021
Contract Award	*Thursday, August 12, 2021
Start Implementation	As soon as possible after contract completion

*\* These dates are tentative and subject to change at the city's discretion.*

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## A. INTRODUCTION

### **Background:**

The City of Conroe is located in Montgomery County, Texas. Conroe has a population of approximately 100,000 residents and is one of the 10 fastest growing cities in the United States. The City of Conroe Departments of Engineering, and Inspections and Permits (hereafter referred to as “the Department”, or “the City”) are the department(s) responsible for reviewing, tracking, and permitting all of the land development, subdivision platting, building permitting, and capital improvements within the city.

On a annual basis the department issues approximately 1,200 new single family residential construction permits, 370 commercial building permits, 90 site development permits, 75 subdivision plats, roughly 14,000 trade permits, and we perform over 47,000 building and engineering inspections. Our Capital Improvements division on an annual basis oversees approximately 20 to 30 million dollars in Capital Improvement Projects.

The permitting and land management software currently used by the department is BluePrince, a product by Harris Computer. Blueprince was introduced to the department in May, 2005 as a replacement to BDS (Building Department Software). In addition to the software being used for all permit tracking, land use management, contractor licensing, and business licensing, the software also serves as our digital archive for construction and building plans through the use of an “attachments tab” to tie each digital record to the corresponding project/property.

While the software has served us well over the years, with our current rate of growth we are experiencing the need to explore more robust and automated systems.

### **Purpose:**

The department is seeking to procure a new software system to serve as its core application to replace BluePrince. This software system will be used to manage workflows and record keeping related to a variety of engineering projects, building permits, trade licenses, code enforcement cases, daily inspections, and regulatory enforcement programs. It will also be used to track and

manage information for all Conroe buildings and properties, such as building occupancies, unit counts, type of construction, and similar enduring characteristics that extend beyond a normal permit life-cycle. Said system is hereafter referred to as “the software”, or “the system”.

The purpose of this RFP is to solicit proposals for the most appropriate software system from a qualified Vendor at a firm, fixed price, including implementation services. For the purposes of this RFP, a “Vendor” is a company that can provide goods and/or services to the City of Conroe and has submitted a response to this RFP. The terms “Vendor” and “Proposer” may be used interchangeably in this document.

The City prefers to purchase an existing system that is commercially available without major customizations, in use by other similar agencies in other jurisdictions of a similar size and complexity, and proven to operate effectively over time.

The City prefers to purchase from a Vendor who has demonstrated long-term viability as a company and a long-term commitment to customers through regular product enhancements and on-going support.

The City is seeking a Vendor that provides a proven, effective, and carefully structured approach to implementation of the chosen system. In this context, implementation refers to all efforts required to provide a complete and functioning system, and to prepare the City to use it effectively. This includes technology and implementation planning, detailed design, interfaces, software integration, designing minimal software modifications, testing, training, data conversion/migration, end user and technical documentation, project management, implementation change management, and post-implementation warranty support.

Although the City is requesting proposals for complete systems, including software, and services that include any and all third-party components, the City at its sole discretion may choose not to acquire all optional system components. The City may also exercise the option to procure third-party components directly, in addition to or in lieu of any identified in specific proposals.

**Objectives:**

Our objective is to provide a next-generation replacement to our current permit system that will provide core tracking and workflow functionalities, as well as to integrate closely with other department tools and systems (such as electronic payment, geographic information systems, billing and financial management, management reporting, etc.) to provide a seamless overall experience for the department's internal and external customers.

The system should provide a workflow-automation solution that enables inter-departmental communication and collaboration and should provide configuration tools to enable the City to easily add new application types, custom fields, workflow, letters and process rules customized to reflect the business practices of Conroe without relying on outside consultants or vendors.

The City of Conroe would like to use a centralized database as outline in Appendix B, Technical and General section that acts as the centerpiece for all modules. The software must allow users to link to GIS data and provide mapping capabilities within the application. It must also enable citizens and contractors to perform common business tasks, apply for permits, check permit status, and request inspections all via the Internet and should provide staff with the capability to access applications and services in a connected or intermittently connected state from the field.

The software/system should integrate with Microsoft Word, Microsoft Outlook, and other city systems such as ESRI, Incode AR version 10, and PayStar. Electronic plans review functionality is a desire.

**Our major goals:**

- Improve turnaround time for development-related project and permit applications
- Increase accuracy and consistency of application processing to ensure quality and customer service

- Improve staff productivity by reducing time lost in researching status and project history and improving accessibility to information
- Reduce the reliance on multiple disparate data sources in managing the permit and planning processes
- Provide true mobile applications with real time updates for our inspectors in the field.
- Enhance customer satisfaction by streamlining the application process and providing access to services online
- Reduce staff processing time through the automation of certain processes.
- Reduce errors and remove complexities from fee collection by providing a structured framework for fee assessment, collection and tracking
- Improve communication and information flow among departments
- Integrate land development information using a GIS base
- Reduce legal exposures by keeping accurate logs of project and permit history
- Facilitate rapid or automated responses to Open Records Requests
- Build the structure for future upgrades and improvements and for compliance with new technologies.
- Reduce or eliminate paper plans, permits, and applications

## B. SCOPE OF SERVICES

The scope of the project is to automate the processing of project data and record tracking. This encompasses the regulation of land development activities such as plan-review, permit issuance, inspections, bond requirements, issuance of certificate-of-occupancy and enforcement of code requirements and activities.

The vendor should provide a complete solution including software, project planning, implementation services, conversion assistance, user training and support. The vendor should provide integration services to transition from our current software to the chosen platform while maintaining the access and use of our current and historical data. **The maintenance and accurate migration of our current digital archive is critical, should not be limited, and should include all data and attachments from our current database.** Vendors that are unable to accurately detail the migration plan and what data will be included and migrated to the new platform will not be considered.

The department anticipates a maximum of 60 internal users, of which 15 are anticipated to be mobile users. Citizen/external access is expected to be unlimited. While the annual workflow numbers outlined in the Introduction of this RFP are just a sample of our volume, that information should be used to help determine the system requirements. Based on the anticipated system requirements, the vendor will specify the hardware/network infrastructure necessary for the vendor's system to operate as intended.

## C. PROPOSAL CONTENT AND EVALUATION CRITERIA

Proposals should be organized as indicated in the Proposal Outline section of this document. You must include the requested information and complete the enclosed Application Requirements Checklist (Appendix B). Failure to complete the Application Requirements Checklist and to include it with your response may result in disqualification.

## Proposal Outline

The Proposal shall be submitted in the order outlined in this section. The department reserves the right to require additional Information or materials after the proposals are submitted. Please note, departure from the outline presented will make it more difficult to evaluate your proposals.

Proposal Submittal Item	Description	RFP Reference Document/Page Limit
1	Agreement and Certification	RFP Section E.
2	Internal Revenue Service Form W-9 (Oct 2018)	Vendor to Provide
3	<ul style="list-style-type: none"><li>• Certificate of Liability Insurance</li><li>• 1295 certificate of Interested Parties</li><li>• Conflict of Interest Questionnaire</li><li>• HB 89 Verification Form</li><li>• SB 252 Verification Form</li></ul>	Appendix A,
4	<p><b>Executive Summary</b></p> <p>Response should include:</p> <ul style="list-style-type: none"><li>• An Executive Overview/Summary of the proposed software solution, describing the overall approach, methodology, City's responsibilities and overall schedule, excluding cost.</li></ul> <p>Cost shall only be listed in Appendix C – Price Proposal and attached as Tab 20 in your proposal</p>	Limit 10 pages



5	<p><b>Company Background and History</b></p> <p>Describe in detail the firm’s experience of providing Permit Tracking Software solutions and working with government entities. Provide the following information:</p> <ul style="list-style-type: none"> <li>• Total number of employees</li> <li>• Type and number of company employees committed to the product and support of proposed solution</li> <li>• Office locations</li> <li>• Total number of active clients</li> <li>• Total number of active government clients using the proposed product version</li> <li>• Total number of active clients in Texas</li> <li>• Total number of completed implementations of the proposed product solution and version</li> <li>• Total years offering government Permit Tracking Software Systems</li> <li>• Largest active government installation including population</li> <li>• Smallest active government installation including population</li> <li>• Other products offered by company</li> <li>• Disclose recent, within the past three years, if vendor or vendor’s direct affiliates have been a victim of a security breach upon which vendor’s client’s information may have been vulnerable from the breach and if the breach affected the functionality of the vendor’s product(s). Explain the severity of the breach and how it was mitigated.</li> <li>• Disclose recent, within the past three years, quantitative and qualitative information about current and pending litigation to enable the City to understand the nature of the litigation, potential magnitude of the litigation, and potential time of litigation. Vendor may aggregate disclosures about similar litigation by class or type so that the disclosures are understandable. Include the timeline of the litigation history, subject of the litigation and current status of litigation. Proposals must also include any pending litigation of any third-party partners in the proposals.</li> </ul>	Limit 10 pages
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6	<p><b>References</b></p> <ol style="list-style-type: none"> <li>1. Provide at least five (5) city/municipal government clients with whom the Vendors has worked with during the past three (3) years that are of similar size and complexity to the City of Conroe.</li> <li>2. Three (3) of the references should be from City/municipal governments that have been live with the current software version for a minimum of two (2) years</li> <li>3. Two (2) of the references should be city/municipal government clients who switched directly from BluePrince to the vendor's software.</li> </ol> <p><i>For each reference provided include the following:</i></p> <ul style="list-style-type: none"> <li>• Name of Client, and address.</li> <li>• Project Manager/Contact, title, email, phone number</li> <li>• Summary of the project and current status</li> <li>• Modules implemented</li> <li>• Original budget, # of change orders and revised budget</li> <li>• Original start date, actual start date</li> <li>• Original end date, actual end date</li> </ul> <p>Vendor may substitute other organizations to ensure five (5) total references are provided. Vendors are to indicate how these substitute references deviate from the requested characteristics.</p> <p>City prefers to receive comparable references from municipal governments within the State of Texas or nearby states. If possible, the City prefers references that utilize the same Project Manager as will be recommended for this Project, and the same scope of functional areas.</p> <p><i>Site Visit Reference</i></p> <p>Provide at least three (3) similarly-size City/Municipal governments with which the City may conduct site visits, preferably in the State of Texas</p>	Limit 6 Pages
7	<p><b>Proposed Key Personnel Team Organization / Project Roles and Responsibilities</b></p> <p>Provide an organization chart showing all proposed team member roles and responsibilities, including any subcontractors/subconsultants.</p>	Limit 2 Pages
8	<p><b>Sub-Contracting</b></p> <p>Describe and identify if any of the required services will be sub-contracted. For each of these services provide the following:</p> <ol style="list-style-type: none"> <li>1.Summary of the service</li> <li>2.Reasons for sub-contracting</li> <li>3.Proposed sub-contractor, name, location</li> <li>4.Detailed sub-contractor responsibilities</li> <li>5.Sub-contractor experience</li> <li>6.Previous use of sub-contractor</li> <li>7.Any additional relevant information</li> </ol>	Limit 2 pages of narrative per Sub-Contractor

9	<b>Technical Specifications</b> List all specifications for hardware, operating environment, database, mapping, and security. This includes but is not limited to operating system, additional software requirements, processor speed and memory requirements, estimated number of servers, etc.	5 pages
10	<b>Software Customization Plan</b> The City anticipates the vendor taking the lead role. If any customization is proposed to meet the City's needs, describe in detail, what the customization entails, the purpose, the end results, what additional resources (staff, hardware, software, etc.) may be required.	Limit 10 pages
11	<b>Data Conversion Plan</b> The City anticipates the vendor taking the lead role with assistance from the City. The City has extensive legacy information to be converted, such as, permit number, address, type of permit, completed or not, site and parcel information, owner information, fees paid, fees due, etc. The city expects ALL of our legacy data to be migrated to the new system with no timeline limitation and must include all attachments in a usable format. Describe typical data conversion activities from a legacy Permit system to the proposed system. Explain how it is planned out, what data clean-up is expected prior to conversion and how converted data is validated. Explain limitations on record/record counts converted and any pricing differences based off record count.	Limit 10 pages
12	<b>System Interface Plan</b> The City anticipates the vendor taking the lead role with assistance from the City. Provide a list of all Vendor system interfaces currently in use with the proposed software solution. Include the date created, version of software supported for the other software and vendor's software. Describe the typical approach to interfacing with other software systems. Identify any special approach for interfacing with the City's identified interface systems in Appendix B.	Limit 10 pages

13	<p><b>Training Plan</b></p> <p>Describe how the primary training for the proposed system will be conducted. Training should cover the typical systems for end-users and administrator requirements.</p> <p>Include training on all system functionality, including screen and report use, ad hoc report creation and use.</p> <p>Address how the Vendor will address training on the responsibilities related to system operation and management, security, problem identification and problem resolution.</p> <p>Will training be in-person or web-based? Are video tutorials available? Provide details related to the training offerings.</p> <p>What data (live, sample, etc.) will be used for training City staff on the use of the system?</p> <p>What provision will the Vendor make for having a system environment available for training exercises, and when?</p> <p>Are training materials available online or as part of the software?</p>	Limit 10 pages
14	<p><b>Testing and Quality Assurance Plan</b></p> <p>The City anticipates shared roles for both the vendor and City.</p> <p>Describe the Testing and Quality Assurance Plan that describes all phases of testing: unity, system, interface, integration, regression, parallel, and user acceptance testing.</p> <p>Identify and include both Vendor and City roles and responsibility for testing.</p>	Limit 10 pages
15	<p><b>System Documentation</b></p> <p>The City anticipates the vendor will have 100% responsibility for system documentation.</p> <p>Describe the process to document and provide system documentation to the City.</p> <p>If customization is proposed, include how customized documentation will be incorporated into the overall documentation.</p> <p>Describe the plan to update documentation, including any customized documentation, when new software revisions are released.</p>	Limit 5 pages

16	<p><b>Pre and Post-Implementation Level Support</b></p> <p>The City anticipates shared roles for both the vendor and the City. At a minimum, describe the ability to adhere to the following standards for issue resolution:</p> <ul style="list-style-type: none"> <li>•<b>Severity Level 1:</b> System is down. Attention required immediately, maximum 30-minute response time.</li> <li>•<b>Severity Level 2:</b> Major functionality of the system is impacted, or parts of the system are down. Maximum of 1-hour response time.</li> <li>•<b>Severity Level 3:</b> Non-mission critical processes are impacted. Maximum of 8-hour response time.</li> <li>•Provide support during standard City business Monday –Friday 7:00 am to 5:00 pm Pacific Time.</li> </ul> <p>What access by vendor is required to the application and/or network prior to troubleshooting?</p> <p>Third party software such as: JAVA virtual machine, Internet Explorer, Mozilla, Safari, etc., is often used in conjunction with a software system. Describe how the vendor’s support center will notify the City when third party releases are known to create problems with the City current version of the vendor’s software.</p>	Limit 5 pages
17	<p><b>System Security</b></p> <p>Identify and provide certifications the vendor has received from Cyber / Internet security companies (such as trustee.com or Better Business Bureau), if any, as to the security of the Web and the privacy of the information gathered.</p> <p>Include Data Privacy and Security Standards and plans.</p> <p>Provide a summary statement that the vendor, and vendor’s affiliated companies has or has not been victim of a security breach. If vendor or vendor’s affiliated companies have been victim of a security breach please include in the summary statement the type and severity of the breach and how it was mitigated.</p>	Limit 5 pages
18	<p><b>Business Continuity and Disaster Recovery Plan</b></p> <p>Describe vendor’s current disaster recovery measures and contingency plans for business continuity.</p>	Limit 5 pages
19	<b>Application Requirements Checklist</b>	Appendix B
20	<b>Price Proposal and Resources Worksheets</b>	Appendix C
21	<p><b>Appendices: Supporting Documents</b></p> <p>All supporting documents are to be included as Appendices to the proposal, which could include Training Course Outlines, Sample Software Agreement, any exceptions to the RFP, etc.</p>	Limit 10 pages

## Evaluation Criteria

Round 1	
Ability of software to meet the Application Requirements Checklist out-of-the-box	100 Points
Vendor's company longevity and security	50 Points
Previous contractual experiences between vendor and the department	50 Points
Demonstrated ability and financial ease of updating system to future versions, upgrades, and releases	50 Points
Demonstrated ability to accurately import and migrate historical records	100 Points
Level of pre and post implementation support	50 Points
Total cost, including initial acquisition, implementation, annual maintenance, and required hardware	100 Points
Round 2*	
Product demonstration (Ease of accurately generating a variety of standard and custom administrative reports: 100 Points; Ability to adapt to changes in workflow and business process: 50 Points; Ease of use and user-friendliness of the overall product from an internal user perspective as well as an external user perspective: 100 Points; Level of automation 50 Points; Overall technical ability: 100 Points; Overall functional ability: 100 Points)	500 Points
Results of reference checks on previous implementations	50 Points

\* The 3 highest scoring vendors in Round 1 will advance to Round 2.

## D. APPLICATION REQUIREMENTS CHECKLIST INFORMATION

The vendor must respond to each of the specific requirements described in the Application Requirements Checklist (Appendix B). Instructions for each column are provided below.

### Vendor Response Columns

In the Vendor Response Columns, you will enter an “X” in the appropriate column as to what degree your system will meet the requirement based on the possible responses below. These are the only columns in which you should enter responses. No changes should be made to any other column.

**Fully Meet** - the application satisfies our needs “out-of-the-box”

**Meet with config** - System can meet the requirement with a configuration (configurable by user, no effect on future upgrades, etc.)

**Meet with custom** - System can meet the requirement with a customization (modification to code, impairs future upgrades, etc.)

**Meet with 3<sup>rd</sup> party** - System can meet the requirement using a third party.

**Cannot Meet** - System cannot meet the requirement.

**Comments** - Should you need to add comments to clarify your responses further, please use the space provided in the column entitled Comments. If there is insufficient space for your explanation you can include additional information in the appendices of your proposal and reference the appropriate appendix in the comment column.

## E. TERMS AND CONDITIONS/AGREEMENT AND CERTIFICATION

Any **purchasing related** questions may be directed to Kristina Colville at [kcolville@cityofconroe.org](mailto:kcolville@cityofconroe.org). or 936-522-3830.

All **Specification questions** MUST be asked on Vendor Registry.

**1. Preparation of RFPs:**

Unless otherwise directed in the Notice to Bidders, submit RFPs electronically through Vendor Registry or **(one original, three manual copies and one digital copy)** on the prescribed forms or copies thereof, along with Bid bond if required, in a sealed envelope marked **"RFP # 0215-2021 City of Conroe, Permitting and Inspections Software"**. Prepare RFPs in accordance with the requirements of the Notice to Bidders, and any instructions in the Proposal.

**2. Owner:**

The City reserves the right to award parts of RFPs, reject any or all RFPs and to waive technical irregularities. Contract award will be made on the basis of the lowest qualified responsible respondent or the respondent who provides the goods and services at the best value for the City, considering the selection criteria outlined in Section C. of this RFP.

**3. Questions and Inquires:**

**ALL** questions regarding specifications must be asked through Vendor Registry. Answers will be posted on Vendor Registry.

**4. Submission of RFPs:**

One (1) original three copies and one digital copy of each proposal shall be submitted to the address below by the time and date set forth. Responses received later than the due date will not be accepted, and returned unopened. Names of Respondents will be read aloud at 2:00 PM in the 1<sup>st</sup> Floor Council Chambers, 300 West Davis Conroe Texas 77301.

**Due Date: May 06, 2021 2:00 PM**

Mail:	City of Conroe	Physical:	City of Conroe
	Soco Gorjon, City Secretary		Soco Gorjon, City Secretary
	P.O. Box 3066		300 W. Davis
	Conroe, TX. 77305		Conroe, TX. 77301

**5. Respondents:**

Should a respondent discover a discrepancy or an omission in the RFP documents, they should at once notify the Purchasing Department so that an addendum can be issued. No explanation or interpretation other than an addendum issued by the City will be considered official or binding. Each interpretation made will be distributed to all parties holding contract documents no less than two (2) days prior to RFP opening. It is, however, the proposers responsibility to make inquiry as to any addendum issued. All such



addendums shall become part of the Contract Documents and all respondents shall be bound by such addenda, whether or not received by the respondents.

**6. RFP Evaluation and Award:**

As required under Government Code 252.042, the Owner upon appropriate evaluation of all qualifications candidates will rank up to three Candidates based on the criteria established below to determine the most qualified firm. After review of the proposals and prior to the final ranking, the committee may conduct interviews with the shortlisted firm(s). The committee will verify references and past work history for specific firms. The committee's decision will be submitted to the City Council for consideration.

**7. Interviews**

After written proposals are received and initially evaluated in Round 1 of the Evaluation Criteria, the top three Candidates will be invited to conduct a product demonstration and interview as a supplement to their statements. Any Candidate invited to interview should be prepared to discuss and substantiate any area of their proposal. Such product demonstration/interviews will be limited to 2 hours. The Owner is under no obligation to grant product demonstrations or interviews to any Candidate receiving a copy of this RFP and/or submitting a written proposal in response to this RFP.

**8. References:**

The City of Conroe has requested respondents to supply, with this Invitation to RFP, a list of at least five (5) references where like services have been supplied by their firm. Include name of firm, contact person, address, telephone and fax number.

**9. Delivery of Proposals:**

It is the proposer's responsibility to deliver his proposal at the proper time to the proper place. The fact that a proposal was dispatched will not be considered. The proposer must have the proposal actually delivered before the time set and the start of opening of the RFPs. Any RFPs received after the time and date specified in the Notice to Bidders will be returned unopened.

**10. Materials and Services:**

The proposer warrants that goods, materials or services delivered to the City will meet the minimum specifications set forth herein. The proposer shall furnish all data pertinent to specifications and warranties, which apply to items in the RFP.

**11. Price of Materials and Sales Tax:**

Prices for all goods or services shall remain firm for the duration of this contract and shall be stated on the pricing sheet. Prices shall be all inclusive. Any price not shown on the RFP sheet will not be honored by invoice. No price changes, additions or subsequent

qualifications will be honored during the course of this contract. All prices must be written in ink or typewritten. If there are additional charges of any kind, other than those mentioned above, specified or unspecified, proposer must indicate both items required and attendant cost or forfeit the right to payment. This Contract is issued by an organization, which qualifies for exemption pursuant to the provisions of Article 20.04 (F) of the Texas Limited Sales, Excise and Use Tax Act.

**12. Indemnification:**

The Proposer shall, defend, indemnify, and hold harmless the City of Conroe, their officers, and agents from and against any and all claims, demands, causes of action, orders, decrees, or judgments for injury, death, damage to person or property, loss, damage, or liability of any kind (including without limitation liability under any federal, state, or local environmental law, Compensation and Liability Act; fees and costs (including all costs or settlements and reasonable attorney's fees incurred in defending any claim, demand, or cause of action) occasioned by, growing out of, or arising from (a) the performance of any product or service to be supplied by the Proposer, or (b) by any act, error or omission on the part of the Proposer, its agents, employees, or subcontractors, and or (c) any failure to fully comply with all applicable laws and regulations by the Proposer, its agents, employees, or subcontractors.

**13. Insurance Requirements:**

The proposer shall procure and maintain, at its expense, during the term of this RFP, at least the following insurance, covering work performed.

COVERAGE	LIMITS
A. Worker's Compensation	- As required by Texas Law
B. Employer's Liability	- \$ 500,000 each occurrence
C. Public Liability (Bodily injury)	- \$1,000,000 combined single limit
D. Public Liability (Property damage)	- \$1,000,000 combined single limit
E. Automobile Liability (Bodily injury)	- \$ 200,000 each person
F. Automobile Liability (Property damage)	- \$ 50,000 each occurrence

The Proposer agrees to furnish insurance certificates, showing the respondents compliance with this section if required by the City.

**14. Conditions of Work:**

Respondents are expected to be fully informed of construction and labor conditions under which the work will be performed, and to have thoroughly reviewed the plans, contract documents and specifications. Failure to do so will not relieve a successful proposer of any obligations to furnish material and labor necessary to complete the project.

**15. Conditions of Conduct:**

At all times any agent, officer, or employee of Proposer shall be present upon property owned by the City of Conroe, the terms and conditions of the Drug and Alcohol Policy currently adopted by the City of Conroe, shall be deemed applicable to such persons. Violations of terms and conditions while present on the premises owned by the City of Conroe shall be grounds for termination of any contract between the City and Proposer. A copy of this policy is available for public inspection in the office of the City Secretary and copies may be obtained at a nominal charge.

**16. Ethical Standard:**

No City official or employee shall have interest in any contract resulting from this bid. Individuals with a possible conflict will enact a public disclosure record by completing a "Statement of Financial Interest" form.

Refer to "RFP Number and Title" on the **1295 form**.

**Example forms are included with this Bid.**

- **1295 certificate of Interested Parties**
- **Conflict of Interest Questionnaire**
- **HB 89 Verification Form**
- **SB 252 Verification Form**

**The four forms stated above MUST be returned as part of your Bid response. Failure to include these forms may result in your Bid being considered unresponsive and therefor disqualified. Sample copies of these forms are included in the Bid. The web address to the Texas Ethics Commission website with instructions is listed below:**

(Sample Forms are attached)

[https://www.ethics.state.tx.us/whatsnew/elf\\_info\\_form1295.htm](https://www.ethics.state.tx.us/whatsnew/elf_info_form1295.htm)

**17. RFPs:**

All RFPs must be consistent in every respect and no special conditions may be made or included by the proposer.

If a contract is awarded, it will be awarded to the most responsible proposer having previous experience, meeting all the qualifications and specifications for this type of work and on the bases of the arrangement of selected RFP items that offer the best value to the City of Conroe.

**18. Unit Prices if Applicable:**

The unit price of each of the items in the RFP proposal shall include it's pro-rata share of overhead so that the sum of the products obtained by multiplying the quantity shown for each item by the unit price proposed represents the total RFP. Any RFP not conforming

to the condition may be rejected. The unit prices will be used to determine the amount of any change orders resulting from an increase or decrease in quantities, if such applies.

**19. Corrections:**

Erasures or other corrections in the RFP must be noted over the signature of the proposer.

**20. Withdrawal of RFPs:**

RFPs may be withdrawn by written request dispatched for delivery in the normal course of business prior the RFP opening. The RFP guaranty of any proposer withdrawing his RFP in accordance with the above will be returned promptly.

**21. Award of Contract / Rejection of RFPs:**

The City reserves the right to consider any proposer as unqualified to do the work or service, who does not habitually perform with his own forces, the major portions of the work specified and embraced in this contract.

**22. Equal Employment Opportunity:**

Attention is called to the requirements for ensuring that employees and applicants for employment are not discriminated against because of their age, race, color, creed, sex or national origin.

**23. Payment:**

The City of Conroe is exempt from state sales tax and federal excise tax. These taxes shall not be included in the submitted pricing. The City will provide tax exemption certificate upon request.

Payment will be scheduled within thirty (30) days upon complete delivery and acceptance of all services and receipt of an original invoice complying with the terms and conditions of the award.

Invoices must be submitted by the vendor to the City of Conroe Purchasing Dept., P.O. Box 3066, Conroe Texas 77305 or by email at [acctpays@cityofconroe.org](mailto:acctpays@cityofconroe.org). If invoices are subject to cash discount, discount period will be taken from the date of completion of order or date of receipt of invoice, whichever occurs last regardless of whether or not correct discount terms appear on invoice.

**24. Default:**

The City reserves the right to terminate this contract with 30 days written notice for any reason if found to be in the best interest of the City of Conroe.

## **Acknowledgement**

### **The Undersigned Agrees That:**

- A. No Federal, State, County or Municipal taxes have been included in the quoted prices and none will be added.
- B. Prices in this proposal have not knowingly been disclosed with any other provider and will not be prior to award.
- C. Prices in this proposal have been arrived at independently, without consultation, communication or agreement for the purpose of restricting competition.
- D. No attempt has been made nor will be to induce any other person or firm to submit a proposal for the purpose of restricting competition.
- E. The individual signing this proposal certifies that he/she is a legal agent of the proposer, authorized to represent the proposer and is legally responsible for the offer with regard to supporting documentation and prices provided.

## Signature Sheet

My signature also certifies that the accompanying proposal is not the result of, or affected by, any unlawful act of collusion with another person or company engaged in the same line of business or commerce, or any act of fraud punishable by Texas Law.

My signature also certifies that this firm has no business or personal relationships with any other companies or persons that could be considered as a conflict of interest or potential conflict of interest to the City of Conroe (House Bill 914), and that there are no principals, officers, agents, employees, or representatives of this firm that have any business or personal relationships with any other companies or persons that could be considered as a conflict of interest or a potential conflict of interest pertaining to any and all work or services to be performed as a result of this request and any resulting contract with the City of Conroe.

I hereby certify that I am authorized to sign as a Representative for the Firm:

**Complete Legal Name of Firm:** \_\_\_\_\_

**Order From Address:** \_\_\_\_\_

**Remit To Address:** \_\_\_\_\_

**Fed ID No.:** \_\_\_\_\_

**Signature:** \_\_\_\_\_

**Name (type/print):** \_\_\_\_\_

**Title:** \_\_\_\_\_

**Telephone:** (\_\_\_\_) \_\_\_\_\_ **Fax No.:** (\_\_\_\_) \_\_\_\_\_

**Date:** \_\_\_\_\_ **Minority:** \_\_\_\_\_ **Women Owned:** \_\_\_\_\_

**To receive consideration for award, this signature sheet must be returned  
WITH RESPONSE.**

# APPENDIX A

Certificate of Liability, Form 1295 Certificate of Interested Parties, Form CIQ  
Conflict of Interest Questionnaire, HB 89 Verification Form, SB 252 Verification  
Form

(6 pages excluding this cover)

**ATTACH CERTIFICATE OF LIABILITY INSURANCE  
(HERE)**



# CERTIFICATE OF INTERESTED PARTIES

## FORM 1295

### OFFICE USE ONLY

Complete Nos. 1 - 4 and 6 if there are interested parties.  
Complete Nos. 1, 2, 3, 5, and 6 if there are no interested parties.

**1 Name of business entity filing form, and the city, state and country of the business entity's place of business.**

**2 Name of governmental entity or state agency that is a party to the contract for which the form is being filed.**

**3 Provide the identification number used by the governmental entity or state agency to track or identify the contract, and provide a description of the goods or services to be provided under the contract.**

4 Name of Interested Party	City, State, Country (place of business)	Nature of Interest (check applicable)	
		Controlling	Intermediary

**5 Check only if there is NO Interested Party.**

☐

### 6 AFFIDAVIT

I swear, or affirm, under penalty of perjury, that the above disclosure is true and correct.

\_\_\_\_\_  
Signature of authorized agent of contracting business entity

AFFIX NOTARY STAMP / SEAL ABOVE

Sworn to and subscribed before me, by the said \_\_\_\_\_, this the \_\_\_\_\_ day  
of \_\_\_\_\_, 20 \_\_\_\_\_, to certify which, witness my hand and seal of office.

\_\_\_\_\_  
Signature of officer administering oath

\_\_\_\_\_  
Printed name of officer administering oath

\_\_\_\_\_  
Title of officer administering oath

**ADD ADDITIONAL PAGES AS NECESSARY**

# CONFLICT OF INTEREST QUESTIONNAIRE

FORM CIQ

For vendor doing business with local governmental entity

**This questionnaire reflects changes made to the law by H.B. 23, 84th Leg., Regular Session.**

This questionnaire is being filed in accordance with Chapter 176, Local Government Code, by a vendor who has a business relationship as defined by Section 176.001(1-a) with a local governmental entity and the vendor meets requirements under Section 176.006(a).

By law this questionnaire must be filed with the records administrator of the local governmental entity not later than the 7th business day after the date the vendor becomes aware of facts that require the statement to be filed. See Section 176.006(a-1), Local Government Code.

A vendor commits an offense if the vendor knowingly violates Section 176.006, Local Government Code. An offense under this section is a misdemeanor.

## OFFICE USE ONLY

Date Received

**1 Name of vendor who has a business relationship with local governmental entity.**

**2** ☐ **Check this box if you are filing an update to a previously filed questionnaire.** (The law requires that you file an updated completed questionnaire with the appropriate filing authority not later than the 7th business day after the date on which you became aware that the originally filed questionnaire was incomplete or inaccurate.)

**3 Name of local government officer about whom the information is being disclosed.**

\_\_\_\_\_  
Name of Officer

**4 Describe each employment or other business relationship with the local government officer, or a family member of the officer, as described by Section 176.003(a)(2)(A). Also describe any family relationship with the local government officer. Complete subparts A and B for each employment or business relationship described. Attach additional pages to this Form CIQ as necessary.**

A. Is the local government officer or a family member of the officer receiving or likely to receive taxable income, other than investment income, from the vendor?

☐ Yes ☐ No

B. Is the vendor receiving or likely to receive taxable income, other than investment income, from or at the direction of the local government officer or a family member of the officer AND the taxable income is not received from the local governmental entity?

☐ Yes ☐ No

**5 Describe each employment or business relationship that the vendor named in Section 1 maintains with a corporation or other business entity with respect to which the local government officer serves as an officer or director, or holds an ownership interest of one percent or more.**

**6** ☐ Check this box if the vendor has given the local government officer or a family member of the officer one or more gifts as described in Section 176.003(a)(2)(B), excluding gifts described in Section 176.003(a-1).

**7**

\_\_\_\_\_  
Signature of vendor doing business with the governmental entity

\_\_\_\_\_  
Date

## **CONFLICT OF INTEREST QUESTIONNAIRE**

### **For vendor doing business with local governmental entity**

A complete copy of Chapter 176 of the Local Government Code may be found at <http://www.statutes.legis.state.tx.us/Docs/LG/htm/LG.176.htm>. For easy reference, below are some of the sections cited on this form.

**Local Government Code § 176.001(1-a):** "Business relationship" means a connection between two or more parties based on commercial activity of one of the parties. The term does not include a connection based on:

- (A) a transaction that is subject to rate or fee regulation by a federal, state, or local governmental entity or an agency of a federal, state, or local governmental entity;
- (B) a transaction conducted at a price and subject to terms available to the public; or
- (C) a purchase or lease of goods or services from a person that is chartered by a state or federal agency and that is subject to regular examination by, and reporting to, that agency.

**Local Government Code § 176.003(a)(2)(A) and (B):**

- (a) A local government officer shall file a conflicts disclosure statement with respect to a vendor if:

\*\*\*

- (2) the vendor:

(A) has an employment or other business relationship with the local government officer or a family member of the officer that results in the officer or family member receiving taxable income, other than investment income, that exceeds \$2,500 during the 12-month period preceding the date that the officer becomes aware that

(i) a contract between the local governmental entity and vendor has been executed;  
or

(ii) the local governmental entity is considering entering into a contract with the vendor;

(B) has given to the local government officer or a family member of the officer one or more gifts that have an aggregate value of more than \$100 in the 12-month period preceding the date the officer becomes aware that:

- (i) a contract between the local governmental entity and vendor has been executed; or
- (ii) the local governmental entity is considering entering into a contract with the vendor.

**Local Government Code § 176.006(a) and (a-1)**

- (a) A vendor shall file a completed conflict of interest questionnaire if the vendor has a business relationship with a local governmental entity and:

(1) has an employment or other business relationship with a local government officer of that local governmental entity, or a family member of the officer, described by Section 176.003(a)(2)(A);

(2) has given a local government officer of that local governmental entity, or a family member of the officer, one or more gifts with the aggregate value specified by Section 176.003(a)(2)(B), excluding any gift described by Section 176.003(a-1); or

(3) has a family relationship with a local government officer of that local governmental entity.

- (a-1) The completed conflict of interest questionnaire must be filed with the appropriate records administrator not later than the seventh business day after the later of:

- (1) the date that the vendor:

(A) begins discussions or negotiations to enter into a contract with the local governmental entity; or

(B) submits to the local governmental entity an application, response to a request for proposals or bids, correspondence, or another writing related to a potential contract with the local governmental entity; or

- (2) the date the vendor becomes aware:

(A) of an employment or other business relationship with a local government officer, or a family member of the officer, described by Subsection (a);

(B) that the vendor has given one or more gifts described by Subsection (a); or

(C) of a family relationship with a local government officer.

\_\_\_\_ (“Company or Business Name”)  
**House Bill 89 Verification**

I, \_\_\_\_\_ (Person name), the undersigned representative of \_\_\_\_\_ (Company or Business Name) hereafter referred to as “Company”; being an adult over the age of eighteen (18) years of age, after being duly sworn by the undersigned notary, do hereby depose and verify under oath that the company named-above, under the provisions of Subtitle F, Title 10, Government Code Chapter 2270:

1. Does not boycott Israel currently; and
2. Will not boycott Israel during the term of the contract.

*Pursuant to Section 2270.001, Texas Government Code:*

1. *“Boycott Israel” means refusing to deal with, terminating business activities with, or otherwise taking any action that is intended to penalize, inflict economic harm on, or limit commercial relations specifically with Israel, or with a person or entity doing business in Israel or in an Israeli-controlled territory, but does not include an action made for ordinary business purposes; and*
2. *“Company” means a for-profit sole proprietorship, organization, association, corporation, partnership, joint venture, limited partnership, limited liability partnership, or any limited liability company, including a wholly owned subsidiary, majority-owned subsidiary, parent company or affiliate of those entities or business associations that exist to make a profit.*

\_\_\_\_\_  
DATE

\_\_\_\_\_  
SIGNATURE OF COMPANY REPRESENTATIVE

On this the \_\_\_\_ day of \_\_\_\_\_, 20\_\_\_\_, personally appeared \_\_\_\_\_, the above-named person, who after by me being duly sworn, did swear and confirm that the above is true and correct.

NOTARY SEAL

\_\_\_\_\_  
NOTARY SIGNATURE

\_\_\_\_\_  
Date

**CITY OF CONROE  
PURCHASING DEPARTMENT**

**SENATE BILL 252 CERTIFICATION**

On this day, I, \_\_\_\_\_, the Purchasing Representative for the City of Conroe, Texas, pursuant to Chapter 2252, Section 2252.152 of the Texas Government Code, certify that I did review the website list prepared, maintained, and made available to the City of Conroe by the Comptroller of the State of Texas of companies known to have contracts with or provide supplies or services to Iran, Sudan or any foreign terrorist organization. I have ascertained that the below-named company is not contained on said list of companies that do business with Iran, Sudan or any Foreign Terrorist Organization.

\_\_\_\_\_  
Company Name

\_\_\_\_\_  
RFP or Vendor number

CERTIFICATION CHECK PERFORMED BY:

\_\_\_\_\_  
Purchasing Representative

\_\_\_\_\_  
Date

# APPENDIX B

Application Requirements Checklist

(23 pages excluding this cover)

Technical and General							
Reference Number	Functional Requirements	Fully Meet	Meet with config	Meet with custom	Meet with 3rd party	Cannot Meet	Comments
	<b>TECHNICAL</b>						
1.1	Base Operating System requirement: Microsoft Server 2012, 2016 or 2019						
1.2	Interoperability with either Microsoft SQL 2012 through 2017 databases						
1.3	Microsoft licensing must be purchased by the City of Conroe to be included on the Microsoft EA contract.						
1.4	Desktop platform requirements Microsoft Windows 8 or 10.						
1.5	GIS integration with ERSI products - ArcGIS Server 10.5.1 through 10.8						
1.5.1	Integration with Incode version 10 for financial aspects.						
1.6	User integration with Microsoft Office suites (2010 through 2019) for email, forms, spreadsheets, and word processing. Ability to export data to MS Excel format.						
1.7	Full-featured integration with MS Outlook and supports MS Exchange for the purpose of Inspection scheduling.						
1.8	Microsoft Edge, Google Chrome and Firefox web browsers.						
1.9	The mobile functionality is supported on Android, Apple iOS, and Windows OS tablets and smartphones.						
1.10	The system has the ability to utilize LDAP (Active Directory) for user validation.						
1.11	The system has the ability to allow centralized deployment of system updates and system maintenance.						
1.12	Provide the city with details of required servers, hardware and 3rd party software requirements.						
1.13	The system allows access to the data by multiple users and manages record locking scenarios appropriately.						
1.14	Use of modern technologies to allow data updates caused by one user's session to be automatically pushed out to other users' sessions, to avoid seeing stale data and/or constant need to refresh data.						
1.15	The system ensures reasonable response times for all operations including saving, loading forms, executing reports, and automation.						
1.16	System allows simultaneous access to data by concurrent users						
1.17	The system facilitates effective use of multiple monitors for maximum productivity.						
1.18	The system allows authorized users to maintain all system settings from any workstation on the network.						
1.19	The system is built on latest technologies and has a development roadmap that includes support for future technologies.						
1.20	Ability to install multiple server instances and/or separate software components onto different VMs on Vmware Vsphere in order to achieve performance, scalability and security objectives.						
1.21	Software upgrades can be applied without risk to customizations, integrations or interfaces.						
1.22	System allows for separate environments (production, test, and training) under one licensing agreement.						
1.23	System provides system administrator tools for managing multiple environments (i.e. test, production, training).						
1.24	Provide technical documentation including a complete data element dictionary, preferably in electronic format.						
	<b>SECURITY</b>						
1.25	The system uses a role-based security model.						

Technical and General							
Reference Number	Functional Requirements	Fully Meet	Meet with config	Meet with custom	Meet with 3rd party	Cannot Meet	Comments
1.26	Support Staff must use the City of Conroe's Bomgar software or other City of Conroe approved remote access to login.						
1.27	The system has the ability to enforce security at the following levels: screen, menu, feature, report, database field and record state.						
1.28	Browser access can be secured using HTTPS.						
1.29	Ability to define and manage permission-based access that indicates a user's ability to view, enter and modify, delete, or override data						
1.30	Ability to require tiered or supervisor approval to modify data based on configured conditions.						
1.31	Ability to allow the System Administrator to add and change permissions for system access.						
1.32	The system has the ability to store passwords in one-way encrypted form.						
1.33	Ability to log out users and/or prevent users from logging in during periods of maintenance.						
1.34	Ability to monitor when users are using the system and when licenses are in use						
1.35	Ability to override system-generated scheduling (with appropriate access and security)						
	<b>GENERAL</b>						
1.36	All tasks assigned to a given user show up in a consolidated list, regardless of the module from which the task was assigned. Assigned tasks can be viewed from the user's system dashboard, the mobile interface, and from within Microsoft Outlook.						
1.37	Ability to send email notifications to interested parties at various phases of any process.						
1.38	System provides the ability to log changes to specific data by User ID and time/date stamp (audit log), with configurable parameters that can be controlled by City Staff (system administrators) to target problem areas and reduce unnecessarily verbose logging.						
1.39	Ability to integrate bidirectionally with document management systems such as Laserfiche and OnBase.						
1.40	Ability to accept electronic plans as they are submitted and work with them electronically the entire way through the plans review process, including markup, stamps and signatures, and version control.						
1.41	Provides configurable numbering system for any application, permit, case, license, etc. initiated in the system.						
1.42	System should have a configurable dashboard that allows each user to view what is important to them, such as assigned work activities, charts/graphs, maps, reports, recently visited applications, parameterized and non-parameterized searching, and access to administrative functions such as hearings, mailing lists, contacts, etc.						
1.43	System provides automatic history (breadcrumbs) to get the user back onto applications, properties, cases that they were working on previously, at the click of a button.						
1.44	Simple search box located in a consistent place throughout the system that satisfies most searching requirements. No need for users to understand database structure or how to formulate search criteria.						
1.45	System provides appropriate help text or procedures for data entry, through picklists and other visual cues, that non-intrusively guides the user while still ensuring complete and accurate data gets entered into the system.						



Technical and General							
Reference Number	Functional Requirements	Fully Meet	Meet with config	Meet with custom	Meet with 3rd party	Cannot Meet	Comments
1.46	System must use modern encryption methods such as TLS 1.2 or greater						
1.47	There is a provision for non-technical, complete, and easy-to-read user documentation, including reporting, system behavior, screen illustrations, configuration/system administration functions, and self-study quizzes.						
1.48	The system provides integrated modules that offer a consistent user experience to minimize training and administration of the system.						
1.49	Ability to easily attach documents of any type. Images can be viewed and filtered so that inspectors can review photos taken at job sites easily and without having to launch each document separately.						
1.50	Ability to prevent a primary record from being deleted if secondary records exist. The deleting action should be restricted to those users who have permissions to delete.						
1.51	Ability to link multiple permits, cases, plans, and licenses to a single master project. Allows nesting of master projects, e.g. to be able to tie together a planned unit development with several related subdivisions containing many individual SFD permits, and related code cases and/or accessory permits.						
1.52	System allows concurrent access to all sections that the user has permissions to view. User should be able to view multiple applications/cases at one time, for comparative purposes, either in separate tabs or windows.						
1.53	Key information about the application/case should be visible to the user at all times.						

Technical and General							
Reference Number	Functional Requirements	Fully Meet	Meet with config	Meet with custom	Meet with 3rd party	Cannot Meet	Comments
	<b>CONFIGURATION TOOLS</b>						
2.1	City staff has the ability to change and add processes in the future, using the same tools used by the respondent to do the original configuration. Tools require no programming or scripting to do the majority of the configuration (fee calculations, workflows, letter templates, business rules, etc.)						
2.2	Ability to maintain system lookup tables and parameters. The system must allow for definition and maintenance of system lookup tables without requiring programmer intervention.						
2.3	System allows configuration for holiday, weekend, or other user defined non working days. These dates should be taken into account when computing any scheduled dates, such as inspections, meetings, and other system generated activities. System must be capable of handling both static holidays with proper weekend handling (e.g. New Year's Day always falls on Jan. 1st), as well as holidays like Labor Day that are definable but do not always occur on the same calendar date each year.						
2.4	System has the ability to configure and execute a variety of automated batch processes for various items throughout the system. These processes might include: automatic status updates, addition of an activity or task in workflow, or addition of fees and letters. For example, licenses renewals, permit expirations, etc. These functions should be able to use various forms of calculations using any date field.						
2.5	Custom fields can be added to any table in the system. Configuration controls where they appear on the screen and when they should appear (e.g. "Number of Stories" is only required for new construction permits.)						
2.6	Custom fields can be lookup-enabled and the corresponding picklists can be defined by the City.						
2.7	Custom fields are real database fields and can be defined as standard (SQL) data types, i.e. date, text, currency, etc. They can be reported on, queried, and used in business rules and other system automation.						
2.8	City can control which fields are recommended for entry versus required, where "recommended" is intended more for guidance, to ensure good quality data, whereas "required" means critical to the business process and may cause the user to be stopped at some point until the data is provided.						
2.9	Software upgrades have no implications to the configuration of the installed solution, i.e. upgrades can be applied without needing to re-do any of the previous configuration.						
2.10	System provides string replacement for out of the box on-screen labels that could be sensitive to regional terminology, spelling, etc. (e.g. Parcel Number versus APN, PIN, PIDN, Folio Number, etc.)						
	<b>LETTERS AND DOCUMENTS</b>						
2.11	Ability for the system to automatically generate and print documents once a milestone has been reached, e.g. plan review corrections notices, licenses and permits, decision notices, certificates of occupancy, etc.						
2.12	Unprinted letters, across the entire system, can be managed from a centralized location ("print queue").						
2.13	The system fully supports MS Word templates that pull appropriate system data into the letter at runtime. Generated letters can be modified in MS Word and saved back to the database prior to printing.						
2.14	The system automatically converts correspondence (letters, notices, certificates) to PDF, attaches them to the case or application and pushes them to the system's document repository.						

Technical and General							
Reference Number	Functional Requirements	Fully Meet	Meet with config	Meet with custom	Meet with 3rd party	Cannot Meet	Comments
2.15	PDFs can be automatically emailed to recipients who have requested to receive correspondence by email, unless the document type prevents it. PDFs can also be made available for download through the citizen portal.						
2.16	Ability to automatically push generated correspondence into a third-party document management system.						
2.17	Ability to schedule printing of large batches of letters such as renewal notices and expiration letters.						
2.18	System can schedule and print large batches directly to PDF for purposes of sending to outside print shops.						
2.19	The system allows full control (configurable with user overrides) over which documents will be accessible to the public. Different levels of access can be granted for general public versus contacts on the application.						
2.20	Letter templates can be easily exported from one environment (e.g. Development) into another (e.g. Test or Live) so that changes can be tested and safely deployed into production.						
	<b>WORKFLOW</b>						
2.21	System provides a built-in graphical workflow engine, capable of defining and automating complex business processes performed by each department involved with the development process.						
2.22	Workflows are not purely linear and support complex scenarios, such as returning to an earlier step (e.g. resubmittals), or going down different paths based on application details (e.g. some applications are approved administratively whereas others go to commission or commission and then public hearing).						
2.23	The system supports questionnaire-type workflows, where City staff can configure interactive questionnaires that will guide the user based on responses (i.e. for collecting information from complainants about service requests, where the questions may differ based on types, topics and responses.)						
2.24	Ability to trigger automation from many event types in a way that is fully maintainable by City staff, e.g. adding fees, automating checklists, generating correspondence, locking fields based on specific circumstances, checking for open conditions before closing applications/cases, etc.						
2.25	The system has the ability to monitor periods when the City is waiting for input from an applicant or external party and can report on that as well as automatically advance workflow when wait-time expires.						
2.26	Workflows can be easily exported from one environment (e.g. Development) into another (e.g. Test or Live) so that changes can be tested and safely deployed into production.						
2.27	System has the ability to re-assign tasks and manage workloads in the event of illness, vacation, overbooking, etc. System can accept proactive reassignments, e.g. in the case of planned vacation/leave periods, with the ability to automatically assign all tasks to an alternate person during that period.						
2.28	The system has the ability to integrate with Microsoft Exchange for availability of staff.						
2.29	The system has the ability to manage and report on overdue tasks, e.g. send reminder emails or automatically reassign to a supervisor.						
2.30	The system has the ability to allow workflow properties, including email notifications, to be configurable by the City without the need for programming or scripting.						

Technical and General							
Reference Number	Functional Requirements	Fully Meet	Meet with config	Meet with custom	Meet with 3rd party	Cannot Meet	Comments
2.31	The system has the ability to include comments within the workflow configuration tool. For example to document the business case that led to the configuration being a certain way.						
2.32	Ability to create and maintain templates for email notifications, e.g. an email notification to the applicant that their plan check is complete and their permit is ready to be picked up.						
2.33	Ability to generate notification to the applicant and contractor(s) when the status of tasks associated with their applications changes.						
	<b>FEE PROCESSING</b>						
2.34	Provide for calculation of standard and special fees using user defined formulas and/or tables.						
2.35	Provide the ability to assess fees and collect payments for various permits, applications, licenses, and cases. Fees displayed during processing should be determined by details of the application/case with only the applicable fees being displayed.						
2.36	Ability to automatically generate receipts and reprint receipts.						
2.37	Ability to override the calculated fee amount (with appropriate access and security).						
2.38	<p>The system allows the user to adjust a fee (prior to payment) using one of the following methods, subject to the rules of the City and the permissions of the logged-in user:</p> <ul style="list-style-type: none"> <li>• increase fee amount,</li> <li>• decrease fee amount,</li> <li>• waive fee,</li> <li>• double fee,</li> <li>• penalties and interest,</li> <li>• recalculate fee amount based on new information</li> </ul>						
2.39	System has ability to issue refunds.						
2.40	Ability to process partial payments, possibly a percentage or pay specific line items.						
2.41	Ability to calculate a penalty on fees or a proration of specific line items.						
2.42	The system supports the collection of application review fees up front while other fees are collected at issuance or occupancy.						
2.43	Ability to force all applicable fees to be paid prior to submitting online (citizen portal) applications.						
2.44	Ability to export payment detailed information to external financial system						
2.45	Configurable payment methods, including but not limited to: cash, credit card, escrow or trust accounts and account billing. Be able to track which type of payment was processed on each activity.						
2.46	Ability to prevent overpayments (i.e. disallow payment amounts greater than amount due). Provide alternative means of handling overpayment in case the City decides in future to accept overpayments.						
2.47	Ability to prevent application approval until all fees have been paid.						
2.48	Ability to provide a fee exemption and capture a reason for the exemption.						
2.49	The system has the ability to calculate fees based upon flat fee (e.g. \$50).						

Technical and General							
Reference Number	Functional Requirements	Fully Meet	Meet with config	Meet with custom	Meet with 3rd party	Cannot Meet	Comments
2.50	The system has the ability to calculate fees based upon multiplier (e.g. number of plumbing fixtures).						
2.51	The system has the ability to calculate fees based upon a percentage of other fee amounts (e.g. sales taxes or plan check fees where the fee is 65% of the building permit fee).						
2.52	The system has the ability to calculate fees based upon project/job value.						
2.53	The system has the ability to calculate job cost based upon square footage to provide a valuation.						
2.54	The system has the ability to calculate fees based on a combination of multiple factors or multiple other calculations (e.g. Fixtures fee is the total of several other calculations that are based on fixture type.)						
2.55	The system has the ability to calculate fees based upon discounts or offsets to fees.						
2.56	The system can support one or more general ledger accounts against a single fee, and disburse appropriate payment amounts to the different accounts based on City-defined calculations.						
2.57	The system has the ability to allow the addition of ad-hoc fees to an application, permit, or license at any time in the process.						
2.58	The system has a fully integrated Deposits/Bonds feature for managing letters of credit and other types of deposits, bonds, escrows, securities, etc. as well partial and full releases.						
2.59	The system has the ability to maintain payment history of applications. Fees are locked for any kind of modification once they've been paid. Proper cashiering functions must be used to perform reversals, voids, etc.						
	<b>QUERIES AND REPORTS</b>						
2.60	Ad-hoc querying tool can be used for building complex searches, e.g. all residential building permits issued between two dates that were entered online.						
2.61	The system supports many operators that can be used when defining ad-hoc queries, such as starts with, ends with, contains, any of, none of, in date range (month), quarterly and fiscal year options.						
2.62	The system provides easy ways to initiate ad-hoc queries, e.g. click on any field on any screen, so that the user does not need to know the underlying data structure to create a query.						
2.63	The ad-hoc query tool has options for limiting the search results, such as Top and Random.						
2.64	The system allows displayed data to be sorted.						
2.65	The system allows search results to be exported to MS Excel.						
2.66	The system allows search results to be plotted on a map.						
2.67	The system allows ad-hoc queries to be saved and made accessible to other users.						
2.68	The system provides a library of standard reports.						
2.69	The system provides an intuitive and non-technical user interface for creating ad-hoc reports.						
2.70	The system supports detail reports, charts and pivot report options in its ad-hoc report designer.						
2.71	The system has the ability to allow generated reports to be viewed on screen prior to printing.						
2.72	The system has the ability to include calculated values on reports (e.g. totals, counts, averages, etc.)						
2.73	The system allows the user to control layout of ad-hoc reports (i.e. fields to be displayed, sorting, grouping, column widths, order of columns, chart type, page breaks, and drill-downs).						

Technical and General							
Reference Number	Functional Requirements	Fully Meet	Meet with config	Meet with custom	Meet with 3rd party	Cannot Meet	Comments
2.74	The system provides the ability to modify the standard system reports, with appropriate security permissions.						
2.75	The system supports the creation of reports using SSRS, which can be made available on the user dashboard.						
2.76	The system has the ability to schedule reports which can either be sent to a printer or distributed through email.						
	<b>IMPLEMENTATION</b>						
2.77	System enables easy access to historic data - All historical data ( <b>including attachments</b> ) will be migrated to the new software and accessible to City staff.						
2.78	Special consideration is given to all converted applications, permits, inspections, cases, and licenses. Any historical attachments (documents, plans, images, letters) must have the preserved linkage for future access.						
2.79	System provides an easy and reliable way to search and report on historical data that was converted.						
2.80	System and implementation methodology focus on best practices and not reinventing the wheel.						
2.81	All implementation requirements are stored in a central database that the project team has easy access to over the internet, preferably browser-based so that there is no need to install any applications.						
2.82	Implementation tools will provide a project management dashboard where both project teams (City and vendor) can monitor implementation status and generate project-related documentation.						
2.83	Implementation tools will be used that provide centralized access to requirements, items missing or requiring attention, uploaded documents, comments, and percent complete metrics.						
2.84	Implementation tools will provide a centralized repository of all issues reported during City's testing (including screenshots, enhancement requests, out of scope items, and resolutions to problems.)						

Permitting and Inspections							
Reference Number	Functional Requirements	Fully Meet	Meet with config	Meet with custom	Meet with 3rd party	Cannot Meet	Comments
3.1	Allow for the capture of basic application data and track status of permit applications						
3.2	Ability to have multiple contacts and addresses associated with a permit, e.g. applicant, architect, plumber, or the 4 addresses on a 4-plex.						
3.3	Ability to show permit location on a map and start the permit from the map to auto-assign location information.						
3.4	Ability to perform calculations with dates (business days, calendar days, and calendar days adjusted to the next business day.)						
3.5	Ability to control when status changes based on the completion of workflow activities, e.g. the collection of all applicable fees, approval of all required comments, approval of all the required inspections.						
3.6	Ability to prevent permit issuance until all fees have been paid.						
3.7	System calculates permit expiration date automatically based on City-defined business rules.						
3.8	Ability to extend expiration date or reactivate permits that have been expired.						
3.9	Ability to produce reports on expired permits or permits that will be expiring in the next 30 days.						
3.10	Ability to denote when a permit type requires a licensed contractor.						
3.11	Ability to have multiple subcontractors associated with a single permit.						
3.12	System validates contractor license at various stages in the process to ensure permits cannot be issued if the contractor does not have the appropriate licensing. Contractors can be validated for subtrade qualifications based on permit type (e.g. a valid electrical contractor is need for an electrical permit).						
3.13	Ability to integrate or communicate with external agencies where the external agency permits such as the Texas Department of Licensing and Regulation to validate external certifications, such as State license, Workers Compensation, Insurance, etc.						
3.14	Large text field types to allow for unlimited free-form notes to be entered for a permit, including spellcheck.						
3.15	Intelligent search capabilities on all lookup fields that contain long lists of possibilities (e.g. locations, contacts, correction comments, conditions, etc.)						
3.16	Ability to establish filtering rules, such as building uses associated with a type of application, fees associated with a type of permit, canned comments associated with an inspection or review, etc.						
3.17	Allow for a distinction between building permits (applications) and related subpermits.						
3.18	Ability to system-generate a Certificate of Occupancy (CO) document and automatically complete project; once all associated workflow tasks are complete.						
3.19	Ability to manage complex workflow surrounding the issuance of occupancy such as temporary and partial occupancy, clearing of conditions, releasing of deposits/bonds, checking for status of related permits, etc.						
3.20	Ability to electronically sign permits and other system-generated documents.						
3.21	Ability to modify system-generated documents prior to printing. Must be modifiable in MS Word format.						

Permitting and Inspections							
Reference Number	Functional Requirements	Fully Meet	Meet with config	Meet with custom	Meet with 3rd party	Cannot Meet	Comments
3.22	Ability to export any section of the permit directly to MS Excel (e.g. fees, inspections, conditions, etc.)						
3.23	Ability to define valuation calculations based on a user-defined table of square footage values.						
3.24	Ability to attach electronic documents, plans, images, etc. to a permit application.						
3.25	Ability to launch electronic documents for markup or stamping within Bluebeam Revu. Markups made in Revu are then automatically saved back to the system's database for the purpose of reporting and attaching to corrections notices and displaying on the citizen portal.						
3.26	Supports permit applications for burning, explosive storage, fireworks display and special events.						
3.27	Ability to tie alerts to properties, contacts and permits.						
3.28	Ability to post a payment for multiple applications at the same time.						
3.29	Ability for the system to automatically generate documents at appropriate points in the workflow.						
3.30	Be able to set one contact as the main/primary contact associated with the application.						
3.31	Ability to tie conditions of approval to the application, which will be checked at appropriate points in the workflow, e.g. prior to issuance, prior to inspection scheduling, prior to occupancy.						
3.32	Ability to generate utility releases and email to the utility company when the applicable inspections pass.						
3.33	Ability to clone a permit application						



Inspections and Mobile							
Reference Number	Functional Requirements	Fully Meet	Meet with config	Meet with custom	Meet with 3rd party	Cannot Meet	Comments
	<b>INSPECTIONS SCHEDULING</b>						
4.1	System allows inspection requests to be made online by contractors and citizens associated with a permit.						
4.2	System allows an unlimited number of city-defined inspection types to be configured.						
4.3	System allows default inspector assignment based on the inspection type.						
4.4	System allows default inspector assignment based on geographic region.						
4.5	System allows automatic email notification to the assigned inspector to let him know of the assignment.						
4.6	The online inspection request feature can be enabled by inspection type						
4.7	City can control the default duration of an inspection for scheduling purposes, by inspection type.						
4.8	System allows default duration to scale based on size of job.						
4.9	City can define which types of inspections will be automatically added to a permit, based on the specifics of the work being permitted, and those defaults can be manually overridden on a case-by-case basis.						
4.10	Ability to integrate with Microsoft Exchange for inspection scheduling purposes.						
4.11	Ability to limit the number of inspections assigned to an inspector in a given day and automatically work around any periods of unavailability in the inspector's calendar.						
4.12	Ability for inspections to be scheduled both by the front-office staff as well as the inspectors in the field.						
4.13	Ability to prevent an inspection from being scheduled if there are unresolved conditions relevant to the						
4.14	Prevent staff from scheduling an inspection on an earlier date than it was requested.						
4.15	Prevent staff from assigning an inspection to someone who does not have the correct qualifications.						
4.16	Ability to quickly select all inspections assigned to a given inspector and bulk-reassign them to another inspector, i.e. in the event that someone calls in sick and cannot perform their inspections that day.						
4.17	Ability rearrange inspector schedules for the day on a calendar view where the group's availability is visible.						
	<b>MOBILE INSPECTIONS</b>						
4.18	Supports all modern tablets and smartphones including Android, iOS, and Windows.						
4.19	Supports use of Esri ArcGIS Server map services from the field.						
4.20	Supports printing to wireless (Bluetooth) printers in the field.						
4.21	The system has a user-friendly interface, easy to work with in the field from a variety of sizes of screens/devices.						
4.22	Dynamically switches to offline mode when signal is lost.						
4.23	Automatically notifies inspector of any data that needs to be saved back to the server once a connection is re-established.						

Inspections and Mobile							
Reference Number	Functional Requirements	Fully Meet	Meet with config	Meet with custom	Meet with 3rd party	Cannot Meet	Comments
4.24	Ability to capture the inspection results from the field, including but not limited to: <ul style="list-style-type: none"> <li>• Checklist responses,</li> <li>• Corrections (both canned and free-form),</li> <li>• Comments,</li> <li>• Result of inspection,</li> <li>• Other City-defined fields.</li> </ul>						
4.25	Ability to track who entered data and when.						
4.26	Ability to create new cases in the field, record violations and result inspections, even while in offline mode.						
4.27	Ability to configure security to ensure that only authorized persons are allowed to sign off on an inspection.						
4.28	Ability to lock inspector comments once the inspection has been signed off.						
4.29	Ability to automatically generate re-inspections and carry forward comments from previously failed inspections.						
4.30	Provides the inspector with easy access to their schedules, eliminating the print out of daily inspection sheets.						
4.31	Ability to display, for each inspector, an interactive list of the current tasks for which they are responsible.						
4.32	Ability to organize the inspector's schedule by type of inspection, address, application number, or start time.						
4.33	Provides the inspector with easy navigation to past due tasks or tasks that are assigned on a future date.						
4.34	Alert inspectors and supervisors of inspections that are overdue.						
4.35	Alert inspectors of inspections that are time-specific or have higher priority for other reasons.						
4.36	Displays all tasks for the day on a map, allowing the inspector to plan his ideal route and save that as a planned order for the day. Order can be manually adjusted to account for high priority and time-specific inspections.						
4.37	System allows the inspector to push his confirmed inspection order out to the contractors via the online portal, so that they have an idea of when their inspections will be that day.						
4.38	Ability to send email or text message to the contractor when the inspector is on the way to their inspection.						
4.39	System has the ability to integrate with Twilio text messaging to send text notifications to contractors						
4.40	System can utilize the device's GPS to search and display permits/cases within near proximity of the inspector's current position, as well as capture the GPS coordinates to store with each inspection performed in the field.						
4.41	Ability to incorporate a list of "alerts" or "notes" onto the daily inspection listings so that the inspectors can be notified of particular issues regarding a development or special inspection instructions						

Inspections and Mobile							
Reference Number	Functional Requirements	Fully Meet	Meet with config	Meet with custom	Meet with 3rd party	Cannot Meet	Comments
4.42	Ability to access all historical information regarding a property including but not limited to past inspection information, property maintenance complaints, zoning complaints, previous permits and all previous permit information						
4.43	Ability to easily navigate between permits that are related, e.g. within the same new development.						
4.44	Ability to configure customized drop down menus and checklists for inspection comments and violations for specific inspection types and permit types.						
4.45	Ability to store standardized comments with codes or abbreviations						
4.46	Ability to allow inspectors to enter extensive comments/narratives about the inspection						
4.47	Ability to issue and track stop work orders.						
4.48	Ability to record specific temperature measurements during food safety inspections.						
4.49	Ability for public works inspectors to record percentage of completion for each piece of work, e.g. storm drain pipe, water mains, manholes, sewer, curb, gutter, sidewalk, driveway approach, landscaping, lot grading, etc.						
4.50	Inspections module integrates with Deposits/Bonds module so that bond amounts can be reduced based on a variety of criteria such as time spent, inspector's billable rate, flat amounts by inspection type, and percentage of construction complete (observed during the inspection).						
4.51	Ability for inspectors to add random comments to a permit while in the field, not specific to the inspection.						
4.52	Ability for inspectors to add conditions and clear conditions added by other departments.						
4.53	Ability to generate detailed inspection reports in the field and email them to the contractor, applicants, etc.						
4.54	Failing an inspection can result in a re-inspection fee being applied.						
4.55	Ability to update permit-related contact information from the field, e.g. contractor indicates his email address has changed or wants to give you a new cell phone number.						
4.56	Inspector can view any relevant information about the permit, such as re-inspection fees owing, approved plans, previous correspondences, photos taken at prior inspections, etc.						
4.57	The system allows the inspector to collect images in the field and attach them to a permit (or to specific checklist items on the inspection, in the case of food/health inspections where detailed checklists are required.)						
4.58	The system has the ability to schedule an inspection in the field, or change the current inspection date and assignment information (e.g. due to inavailability or geographical proximity).						
4.59	The system has the ability to provide email notification to the applicant upon completion of inspections.						
4.60	System has the ability to generate other correspondence from the field, e.g. certificate of occupancy once the final inspection has passed, notice of violation or stop work order.						
4.61	City can control who is allowed to view inspections and inspection results online, by inspection type.						
4.62	System allows multiple corrections to be listed against each inspection checklist item.						

Planning, Zoning, Engineering							
Reference Number	Functional Requirements	Fully Meet	Meet with config	Meet with custom	Meet with 3rd party	Cannot Meet	Comments
5.1	Allow for the capture of basic application data and track status of planning and zoning applications.						
5.2	Ability to have multiple contacts and addresses associated with an application.						
5.3	Ability for Senior Planner or department head to assign a Planner to each application, who will then be responsible for the majority of tasks associated with that application.						
5.4	Automatic tracking and routing of projects through various user-defined processes consisting of agency and other review functions.						
5.5	Ability to show location on a map and start the application from the map to auto-assign location information.						
5.6	Allow for entry of unlimited free-form comments during plan review.						
5.7	Intelligent search capabilities on all lookup fields that contain long lists of possibilities (e.g. locations, contacts, correction comments, conditions, etc.)						
5.8	Ability to capture legal description and public notice summary for displaying in notices and agendas.						
5.9	Large text field types to allow for unlimited free-form notes to be entered, including spellcheck.						
5.10	Ability to do turnaround reporting, how many days were plans with the City versus with the applicant, etc.						
5.11	Ability to control when status changes based on the completion of workflow activities, e.g. the collection of all applicable fees, review comments received, decision by council or planning commission, etc.						
5.12	Ability to assess fees and collect payments for planning projects using application details such as site acres, number of lots, etc. Fees displayed during processing should be determined by the type of project.						
5.13	Ability to generate property owner notification letters using Montgomery County Appraisal District records.						
5.14	Ability to prevent application approval until all fees have been paid.						
5.15	Ability to automatically assign reviews based on application type.						
5.16	Allow users to add individual project conditions in such a manner that Building Department staff will be notified or prevented from issuing permits until conditions are cleared.						
5.17	Ability to generate project-specific distribution lists to external agencies who need to provide comments. Send email notifications asking these agencies to provide comments through citizen portal.						
5.18	Provide a method of producing hearing-related documents (such as agendas) for all projects scheduled for a particular meeting/hearing and date. Ability to track meeting/hearing date continuances.						
5.19	Ability to perform spatial queries using GIS data provided.						
5.20	Ability to embed map image in notifications.						
5.21	Ability to establish filtering rules, such as approval tracks associated with a type of application, fees associated with a type of application, canned comments associated with a review, etc.						
5.22	Ability to link related development applications together, e.g. Home Occupation and Minor Variance on the same application. Applications should also be able to be linked by a master project hierarchy.						
5.23	Ability to generate review and submittal checklists that can be referenced by applicants and users.						
5.24	Ability to manage complex workflow surrounding multiple approval tracks, appeals, clearing of conditions, releasing of deposits/bonds, checking for status of related applications, etc.						

Planning, Zoning, Engineering							
Reference Number	Functional Requirements	Fully Meet	Meet with config	Meet with custom	Meet with 3rd party	Cannot Meet	Comments
5.25	The system has the ability to notify users of key deadlines approaching on a project (as defined by the City).						
5.26	Planning module is fully integrated to the electronic plans review module.						
5.27	Ability to electronically sign notices and other system-generated documents.						
5.28	Ability to modify system-generated documents prior to printing. Must be modifiable in MS Word format.						
5.29	Ability to export any section of the planning application directly to MS Excel (e.g. fees, reviews, conditions, etc.)						
5.30	Ability to attach electronic documents, plans, images, etc. to a planning application.						
5.31	Ability to launch electronic documents for markup or stamping within Bluebeam Revu. Markups made in Revu are then automatically saved back to the system's database for the purpose of reporting and attaching to corrections notices and displaying on the citizen portal.						
5.32	Supports a wide variety of planning, zoning, engineering, and other special use application types.						
5.33	Ability to tie alerts to properties, contacts and applications.						
5.34	Ability to post a payment for multiple applications at the same time.						
5.35	Ability for the system to automatically generate documents at appropriate points in the workflow.						
5.36	Be able to set one contact as the main/primary contact associated with the application.						
5.37	Ability to clone a planning application						

Code Enforcement							
Reference Number	Functional Requirements	Fully Meet	Meet with config	Meet with custom	Meet with 3rd party	Cannot Meet	Comments
6.1	The system provides a code enforcement module that is fully integrated with all other system modules.						
6.2	The system allows for case number structure based on case type.						
6.3	The system supports a wide variety of case types including property standards, animal control, zoning, building violations, business licensing, etc.						
6.4	Ability to track case status including dates that the status changed.						
6.5	Ability to track the number of days that a case has been open (initiation to close).						
6.6	Ability to record unlimited date/time stamped comments related to the case.						
6.7	Allow users to define (through table entry) an unlimited number of code enforcement case and violation types and add, change and inactivate types as required.						
6.8	Ability to send automatic email notifications to internal/external review levels.						
6.9	Ability to integrate with GIS and associated database to validate parcels, addresses, owners and zoning.						
6.10	The system has the workflow capabilities and standard templates applicable to each case type.						
6.11	Ability to have multiple contacts and addresses associated with a case. System also supports non-parcel-based locations such as parks, trails, right-of-way, etc.						
6.12	Ability to show case location on a map and start the case from the map to auto-assign location information.						
6.13	Supports all forms of enforcement actions and follow ups, including citations, tickets, court orders, summons, hearings, abatement, liens, fines, unfit for habitation, orders to demolish, etc.						
6.14	Provide ability to place an alert on parcels with code violations to alert central permitting at time of entry of application for building permit.						
6.15	Ability to perform spatial queries (GIS) to assign appropriate inspector.						
6.16	Ability to embed map image in notifications.						
6.17	Ability to establish filtering rules, such as violations with a type of case.						
6.18	Ability to manage complex workflow surrounding the disposition of a case, including hearings and appeals.						
6.19	Ability to electronically sign notices and other system-generated documents.						
6.20	Ability to modify system-generated documents prior to printing. Must be modifiable in MS Word format.						
6.21	Ability to export any section of the case directly to MS Excel (e.g. fines, inspections, violations, etc.)						
6.22	Ability to post a payment for an enforcement-related fine online.						
6.23	Ability for the system to automatically generate notices at appropriate points in the workflow.						
6.24	Be able to set one contact as the main/primary contact associated with the case.						
6.25	The Code Enforcement module is fully integrated with the Inspections module.						
6.26	The system provides a comprehensive solution for routine inspections.						
6.27	The system automates the scheduling and notification of recurring inspections.						
6.28	The system has the ability to generate inspection checklists based upon the type of case or inspection.						
6.29	The system has the ability to track multiple violations and citations on one property and/or case.						
6.30	Ability to clone an enforcement case						

Licensing							
Reference Number	Functional Requirements	Fully Meet	Meet with config	Meet with custom	Meet with 3rd party	Cannot Meet	Comments
7.1	Allow for the capture of basic application data and track status of licensing applications.						
7.2	System supports processes for many types of licensing, including but not limited to:						
	Businesses;						
	Contractors;						
	Vehicle for Hire;						
	Alcohol;						
	Animals;						
	Backflow Device Testers;						
	Funeral Homes;						
	Special Events;						
	Rental Property Managers						
7.3	Licensing application should be fully integrated with all other modules.						
7.4	Ability to classify businesses using industry standard systems like NAICS and SIC, or City-defined systems.						
7.5	System supports automated annual or anniversary date renewals of business licensing.						
7.6	Ability to create an annual business license renewal letter, invoice, mailing label, etc. for each of the businesses in the system by license expiration date.						
7.7	Ability to generate submittal checklists to capture pertinent documents required to issue or renew licenses, such as current insurance certificate, proof of master licensing and zoning approval.						
7.8	System supports mandatory input for specified data fields by business type (e.g. number of employees, number of vehicles, etc.), which may be used to calculate fees, determine required approvals, or display on licenses.						
7.9	Ability to add multiple contacts for a single business, e.g. multiple business owners and employees.						
7.10	System supports temporary licenses that must expire automatically and not be renewable.						
7.11	System supports all aspects of the licensing process, including but not limited to:						
	Classifications and issuances;						
	Application submittals;						
	Approvals and checklists;						
	Gross Revenue and excise tax;						
	Fees and payments;						
	Deposits and bonds;						
	Correspondence and documents;						
	Meetings/hearings;						
	Vehicle registration;						
	Taxi Plate information;						
	Insurance and background checks;						

Licensing							
Reference Number	Functional Requirements	Fully Meet	Meet with config	Meet with custom	Meet with 3rd party	Cannot Meet	Comments
	Parent Company relationships;						
	Examination results						
7.12	Ability to support the tracking of delinquent or unpaid fees related to licensing.						
7.13	Ability to create and issue a business license certificate.						
7.14	Ability to issue business licenses for contractors, manufacturers, service, retail and massage therapy.						
7.15	Ability to calculate fees including base charges, special fees, exemptions, proration, penalties and interest.						
7.16	Ability to put an application on hold or revoke a current license.						
7.17	Ability to track multiple issuances for one business (City Business License, State License, Liquor License, etc.)						
7.18	Ability to show license location on a map and start the license application from the map to auto-assign location.						
7.19	Ability to maintain history of all licensing-related activities on a business.						
7.20	Ability to clone a license application						



Citizen Access

Reference Number	Functional Requirements	Fully Meet	Meet with config	Meet with custom	Meet with 3rd party	Cannot Meet	Comments
	GENERAL						
8.1	The system provides a web-based interface for citizen self-service that integrates with all system modules.						
8.2	The citizen self-service portal can be customized to have a similar look and feel as the City's website.						
8.3	The system provides easy-to-configure messages that support HTML formatting and appear on specific pages for City-defined purposes, e.g. announcing scheduled down-time, providing special instructions, etc.						
8.4	The system has the ability to generate and send e-mail notifications to the citizen based on subscribable areas of interest or activity on related planning applications, permits, inspections, licenses, cases, etc.						
8.5	The system allows locations to be identified by searching based on text input, selection from a map, or using the GPS in the user's device to suggestion nearby locations.						
8.6	Documents uploaded through the citizen self-service portal are held in a secure location before being transferred to the City's internal network, using appropriate controls.						
8.7	The system can send email notifications to applicants/contractors that contain hyperlinks that will take them to the relevant areas of the citizen self-service portal (i.e. to view the status of their applications).						
8.8	The system allows for online submissions, whereby users are prompted to upload relevant documents against prescribed checklist items applicable to the planning application, permit, license, or case type.						
8.9	Allows City-defined data fields to be included in online search criteria.						
8.10	The system has the ability to configure required fields within the online application functionality.						
8.11	The system allows applications to be started and saved/resumed without needing to submit them.						
8.12	The system has the ability to provide certain public access functionality (no user ID and password required).						
8.13	The system has the ability to incorporate City-defined help pages and other help content including videos.						
8.14	The system provides responsive pages so that user interface scales when user is on a smaller device.						
8.15	City is able to replace the out-of-the-box Home page with their own home page.						
8.16	The system enforces City-defined limitations on the size of file attachments as well as their file types.						
8.17	City is able to define the guideline text that appears on the Uploads pages, so that they can enforce their own best practices when it comes to how they would like to receive electronic plans.						
8.18	Integrates with Esri ArcGIS Server map services to allow mapping functionality using City-defined maps.						
	SECURITY & REGISTRATION						
8.19	The City can configure what information is available online through comprehensive security-enabled functionality across all system modules.						
8.20	The system administrator is able to deactivate a portal account.						
8.21	The system supports single-sign on with other City-managed websites.						
8.22	The system requires an authentication email to be acted upon in order to activate a new account.						
8.23	The system has the ability to enforce timeout thresholds.						
8.24	The citizen self-service portal has a user dashboard where the logged-in user can view all information related to them, with appropriate controls.						

8.25	The user dashboard can be easily filtered to show active, closed, or not-yet submitted applications.						
8.26	The system identifies logical next steps based on the status of each active application/case.						
8.27	The system allows a logged-in user to manage their own account, including updating contact information.						
8.28	The system allows a logged-in user to provide alternate mailing addresses for periods of time living away from primary residence. System will obey the active mailing address when generating correspondence.						
8.29	Registered users can link themselves to existing businesses or contractors in the system, with appropriate controls, so that they can access all of their related applications, renew licenses, schedule inspections, etc.						
8.30	The system populates basic identity fields based on the information stored with the user's ID/password.						
8.31	The system has the ability to restrict certain information for viewing based on logged-in user's credentials.						
8.32	The system has the ability to allow a user to view the status of a request/submission after logging in.						
8.33	The system has the ability to allow an applicant to add other portal-registered users/contractors to their applications in order to grant those users access to their items, e.g. to pay fees, schedule inspections, etc.						
8.34	Provides a kiosk mode so that the system can recognize it is running on the City's network and disable some functionality accordingly (e.g. for PCI compliance reasons, disable fee payment feature.)						
8.35	The system uses CAPTCHA to verify all new applications/cases/registrations entered via the web.						
	<b>ONLINE FEE PROCESSING</b>						
8.36	The system integrates with the City's preferred payment gateway, Invoice Cloud, for the purposes of taking payments online.						
8.37	The system supports a shopping cart model for taking online payments, where users can pay for multiple fees from different applications/cases with a single credit card transaction.						
8.38	The proposed solution for taking online payments must be Payment Card Industry (PCI) compliant.						
8.39	The system provides an online fee estimator.						
8.40	The system has the ability to control which types of fees are allowed to be paid online.						
8.41	The system has the ability to control maximum amounts per fee allowed to be paid online.						
8.42	The system has the ability to control whether or not partial payments are allowed online.						
	<b>PERMITTING</b>						
8.43	Ability for customers to access permit reviews, review comments, status, and related documents online. Permits available for this action will be determined by the security mentioned above.						
8.44	Ability to attach documents to a permit application during initial submission and subsequent resubmittals (plans, drawings, etc.) using checklists applicable to the application details.						
8.45	Ability for customers to apply and pay for permit applications online. With City defines instances, customers can issue their own permit after applying for and paying online.						
8.45.1	Where 3rd party licenses are required such as State licenses through the Texas Department of Licensing and Regulation, the system will integrate with the appropriate licensing authority where that authority permits an integration, and will perform an automatic license check to allow a permit to be issued without intervention of city staff.						
8.46	Ability to add multiple locations and/or non-property-based locations to a permit application.						
8.47	Ability to attach documents to a permit application after permit issuance when special conditions require additional documents to be provided either prior to CO or inspection scheduling and the system differentiates between citizen uploaded attachments and city staff uploaded attachments.						
8.48	The online applicant can edit their applications after initial submission, to update with additional locations and/or contacts (e.g. subtrade contractors), once they are known.						

8.49	Subtrade permits can be attached to existing permit applications, e.g. once subtrade contractors are known.						
8.50	Revisions can be added to permits after plan check and any applicable fees/reviews will be triggered.						
8.51	Ability to view and download to Excel the latest deposits/bonds details associated with an application.						
8.52	Ability to initiate an email request from a permit application, e.g. in the case where the applicant want help from City staff to make a change to the permit application that they cannot make online.						
8.53	Ability to request meetings, such as a pre-application meeting.						
8.54	Waste Haulers can upload septic pumping information to related septic permits.						
8.55	Ability to search for all applications in a geographic area, such as a neighborhood with access permissions set by the city.						
	<b>INSPECTIONS</b>						
8.56	Allows inspections to be scheduled, canceled, or rescheduled. Using the security model mentioned above, the City determines what type of inspections can have these tasks performed and what type of user can perform them (e.g. registered user vs. guest).						
8.57	System can be configured to allow holiday/weekend inspection requests.						
8.58	Contractor can request an inspection to repeat for a certain number of days, i.e. for large jobs where the contractor knows multiple visits will be required to get a particular inspection done.						
8.59	Contractor can register with the citizen portal and immediately start requesting inspections on his pre-existing, issued permits with no staff intervention.						
8.60	Contractor is able to enter special notes when requesting an inspection online, such as gate code.						
8.61	Contractor is able to view inspection results online as soon as the inspection is complete.						
8.62	Contractor can download/view inspection report and photos taken through his online account.						
8.63	City can control whether or not inspectors' contact information is displayed online.						
8.64	City can determine, by inspection type, whether the customer is allowed to specify a timeframe when requesting inspections. Certain inspections may allow hourly incremented time, whereas others may only allow a choice of AM, PM, or "No Preference".						
8.65	System can allow multiple inspections to be requested at one time, on the same permit.						
8.66	Ability for the City to configure cutoff times for certain inspections to be scheduled, e.g. inspection cannot be scheduled for the next business day if it is already after 2pm on the current day.						
8.67	The user dashboard provides a list of upcoming inspections (already scheduled and confirmed), linked to the logged in user's account, and allows the user to view the related inspectors' order for the day.						
	<b>LICENSING</b>						
8.68	Ability for customers to apply for or renew a license online. City is able to determine specific license types available for renewal and/or new application through the security model mentioned above.						
8.69	Ability for customers that pay online to print their certificate online.						
8.70	Ability to attach documents to an application for upload with license application or renewal (e.g. insurance certificates, proof of master licensing, proof of state licensing, etc.)						
8.71	Ability to enforce business rules during online application, such as zoning requires additional fee or additional submittal checklist items to be added.						
8.72	Ability for citizens to query system for business status and contact information by address or business name. City can determine what items are available for viewing.						
8.73	The user can edit key information on business licenses each year, e.g. number of seats in a restaurant, number of visits per day on home-based business, etc., which may impact renewal fees.						

8.74	System allows businesses subject to excise tax to report their gross earnings online.						
	<b>PLANNING</b>						
8.75	Ability to inquire about planning application information by application # or address. Types of Planning applications available for this action will be determined by the security mentioned above.						
8.76	Ability for customers to access planning reviews, review comments, status, and related documents online. Planning applications available for this action will be determined by the security mentioned above.						
8.77	Ability for customers to apply and pay for planning applications online.						
8.78	Ability to attach documents to a planning application during initial submission and subsequent resubmittals (plans, drawings, etc.) using checklists applicable to the application details.						
8.79	Ability to add multiple locations and/or non-property-based locations to a planning application.						
8.80	Ability to attach documents to a planning application in order to address special conditions require later in the process (i.e. after the initial submission and reviews).						
8.81	The online applicant can edit their applications after initial submission, to update with additional locations and/or contacts, once they are known.						
8.82	Additional application types can be attached to existing planning projects, e.g. a person applies for a home based business and then finds out that they also need a variance.						
8.83	Ability for external agencies to acces planning applications through the portal, based on invitation only, to review documentation and attach their comments.						
8.84	Ability to attach appeal comments to a planning application once the application has reached the point in the workflow where appeals are possible.						
8.85	Ability to view and download to Excel the latest deposits/bonds details associated with an application.						
8.86	Ability to initiate an email request from a planning application, e.g. in the case where the applicant want help from City staff to make a change to the planning application that they cannot make online.						
8.87	Ability to control planning application information visibility, and limit public access to internal information based on security model mentioned above.						
8.88	Ability to request meetings, such as a pre-application meeting.						
8.89	Ability to search for all applications in a geographic area, such as a neighborhood.						
	<b>CODE ENFORCEMENT</b>						
8.90	Ability to inquire about enforcement information by case # or address. Types of cases available for this action will be determined by the security mentioned above.						
8.91	Ability for citizens to report a new case online. Types of cases available for this action will be determined by the security mentioned above.						
8.92	The City can determine whether or not cases may be submitted anonymously.						
8.93	Ability for citizens to pay for enforcement fines and penalties online.						
8.94	Ability to attach documents to an enforcement case.						
8.95	Ability to add multiple locations and/or non-property-based locations to an enforcement case.						
8.96	Ability to attach appeal comments to a enforcement cases.						
8.97	Ability to control enforcement case information visibility, and limit public access to internal information based on security model mentioned above.						

Property and GIS								
Reference Number	Functional Requirements	Fully Meet	Meet with config	Meet with custom	Meet with 3rd party	Cannot Meet	Other	Comments
9.1	Integrates with ArcGIS Server map services with ability to combine multiple services together to satisfy different departmental purposes, e.g. building department may want different layers than planning, etc.							
9.2	The system utilizes full integration with the City's GIS database to ensure applications/cases get entered with valid address and parcels.							
9.3	The system can perform spatial queries to obtain GIS information and populate the application/case with the results. City staff should also have the ability to change and add these processes in the future, using the same tools used by the respondent to do the original configuration.							
9.4	Ability to track parcel-related data in the system, including but not limited to:							
	Addresses and units;							
	Structures (buildings);							
	Property restrictions;							
	Zoning;							
	Parent Parcel (genealogy);							
	Alerts;							
	Contact Logs;							
	Documents & Images							
9.5	Ability to track backflow devices associated with the property, including routine tests (annually or biannually depending on type of device), test equipment, outcome of test, and name of qualified backflow device testers.							
9.6	System supports generating workflow and correspondence directly against the property (i.e. not tied to a particular permit/planning application, case, etc.)							
9.7	The system should support non-parcel-based location types, including but not limited to:							
	Parks;							
	Road segments;							
	Trails;							
	Landmarks;							
	Buildings;							
	Assets;							
	Development Areas;							
	Miscellaneous locations							
9.8	The system allows the user to easily see all activity (permits, cases, planning projects, licenses, etc.) related to a property, along with drill-down capabilities.							

# **APPENDIX C**

Pricing Proposal

(2 pages excluding this cover)

# PRICE PROPOSAL

Product	Unit/Type	Units Cost	Total	Notes
Core Software (45 desktop users, and 15 mobile users)*	60 users			
<b>Modules/Extensions</b>				
Permits/Inspections				
Code Enforcement				
GIS				
Citizen/Contractor Access				
Electronic Plan Review				
Other:				
Other:				
Other:				
<b>Services</b>				
Custom Configuration				
Data Conversion				
Training				
Travel				
Other:				
Other:				
Other:				
Other:				
<b>Total Costs (software and Services)</b>				
Initial Purchase/Implementation Total				
<b>Total Maintenance Costs</b>				
Annual Recurring Maintenance**				

\* Please state whether the user licenses are concurrent or per workstation in the Notes column.

\*\* Please indicate in the Notes or Pricing Explanations when maintenance is due and if there are any prorate discounts.

## Pricing Explanations

Please include any explanation or clarifications of pricing here and continue on next page if necessary:

# PRICE PROPOSAL