

Enterprise Land Information System
FUNCTIONAL BUSINESS REQUIREMENTS
 Preface each requirement with "The proposed solution..."

Y = Yes
N = Not Available
3P = 3rd Party/Work Around
F = Future

ID #	Requirements	Y	N	3P	F	Comment
1.0 OVERALL REQUIREMENTS						
1.1 GENERAL (Preface each requirement with "The proposed solution...")						
1.1.1	shall include audit trails with user, date, and time stamp throughout all modules. Retain history of previous record as well as new record.					
1.1.2	shall have context sensitive help.					
1.1.3	shall have drill down ability to transaction detail throughout all modules and across to other modules (e.g. from Code Enforcement drill across to Permit module data).					
1.1.4	shall allow for system (application) wide updates: ability to pick a field where update should be made and have that field update across all like records and viewable data fields.					
1.1.5	shall include the ability to generate and transmit notices and attached documents to applicant via email or printed letter utilizing defined templates.					
1.1.6	shall include the ability, based on permission levels, to change the responsible party of a permit (i.e. contractor is replaced) and maintain original information as history on all phases of the permitting process for that project.					
1.1.7	shall include the ability for city staff to search, view, and manage permits by (at a minimum): project file number, project name, master project number, project number, permit number, inspection number, address, tax parcel number, applicant name, contractor, owner, developer. All user defined fields shall be searchable.					
1.1.8	shall provide spell-check features that can check user-entered text in any free form text block fields and throughout the system. This feature must include user over-ride capability to by-pass recommendations and the ability to add the word to the dictionary.					
1.1.9	shall include the ability for authorized jurisdiction staff to revoke a permit and issue a stop work order and to track and report stop work orders. The rescinding or revocation of a Stop Work Order can be configured in the workflow so that only authorized individuals may undertake these actions.					

Enterprise Land Information System

FUNCTIONAL BUSINESS REQUIREMENTS

Preface each requirement with "The proposed solution..."

Y = Yes
 N = Not Available
 3P = 3rd Party/Work Around
 F = Future

ID #	Requirements	Y	N	3P	F	Comment
1.1.10	shall be able to view the status of inspections, hearings, project deadlines and all user defined fields that present status information.					
1.1.11	shall be able to track the status of a permit for the complete life-cycle. The process ends after the final inspection sign-off (final approval) or when the application expires.					
1.1.12	shall have the ability to track & display the relationship between developments, multiple projects within a development, and the associated activity or permits attached to each unique project within said development.					
1.1.13	shall be able to print mailing labels compatible with US Postal standards. (Refer to AVERY label standards.)					
1.1.14	Shall be able to accommodate generation of and or use of configurable template documents and mail merging for generating mass mailings/notifications such as: Public Notices, Draft Letters, Mail Letters, maps etc., as defined and created by end users.					
1.2 SYSTEM ADMINISTRATION (Preface each requirement with "The proposed solution...")						
1.2.1	shall have role-based, user configurable menus, screens, fields, standard reports, adhoc queries, and other administrative duties.. The System administrator shall control who has rights to configure fields, drop down lists, etc.					
1.2.2	shall include the ability for specified users to configure and customize any business process or workflow, as well as any plan-type specific workflow.					
1.2.3	shall include unlimited user-defined fields and unlimited field size. Briefly describe your user-defined field capabilities.					
1.2.4	shall allow for user-defined fields with specified field parameters. E.g. date field will only allow dates to be entered, pick lists, etc.; if valuation field threshold is exceeded an alert is triggered (such as a "pop up").					
1.2.5	shall allow for customizable screen design and configuration based on each user's requirements with the ability to save the user's profile.					

Enterprise Land Information System

FUNCTIONAL BUSINESS REQUIREMENTS

Preface each requirement with "The proposed solution..."

Y = Yes
 N = Not Available
 3P = 3rd Party/Work Around
 F = Future

ID #	Requirements	Y	N	3P	F	Comment
1.2.6	shall allow for user-defined default values to reduce repetitive data entry. Internal and authorized users can define default values for data entry fields and enforce constraints (e.g. all capitals, legitimate street names, postal zip code).					
1.2.7	shall be able to support multiple active pages (e.g. open several different permits at the same time) with copy/paste from one to another.					
1.3 PROJECT MANAGEMENT (Preface each requirement with "The proposed solution...")						
1.3.1	shall manage and track complex projects (e.g. multiple phase projects, multiple permits, multiple parcels, split parcel, roads, commercial and residential, multiple addresses, etc.): Pre-plan submission, plan reviews, permits, inspections, fees, payments, project team and assignments, etc.					
1.3.2	shall manage and track complex projects (e.g. easements, real property acquisition, public improvement use agreements, leases, licenses, easement encroachments, and easement vacations.): Request for Services, Project Reviews, fees, payments, project team and assignments, etc.					
1.3.4	ability to track staff time by project, permit, etc.					
1.3.5	shall track project and project hierarchy: Developments, projects, sub-projects, (Land Use Actions and permitting), etc. Link all permits and applications to projects and sub-projects.					
1.3.6	shall include a project overview (dashboard) to see status of permits, inspections, holds, requests for services, project reviews, etc. by different user-defined views. e.g. age of requests within a workflow stage, summary of permits by type across all sub-projects and parcels.					
1.3.7	shall include an Executive dashboard configurable to display specific criteria of interest to a Department Manager: e.g. plans examiner productivity by # of reviewed plans, # of approvals, by inspections performed by inspectors, total # of inspections.					

Enterprise Land Information System

FUNCTIONAL BUSINESS REQUIREMENTS

Preface each requirement with "The proposed solution..."

Y = Yes
 N = Not Available
 3P = 3rd Party/Work Around
 F = Future

ID #	Requirements	Y	N	3P	F	Comment
1.3.8	shall allow designated users the ability to change the name of a project or development throughout the project life cycle (e.g. Brighton Woods to Hickory Run) but ensure history of previous names are related/linked/tied together and fully searchable (e.g. track by AKA).					
1.3.9	shall minimize or eliminate mis-spelled project names, streets, addresses etc., by providing auto-complete functionality in all fields as defined by the system administrator.					
1.3.10	shall include calendar functionality such that the user can define schedule due dates, reminders and follow-up for critical tasks. Integration with Microsoft Outlook/Exchange.					
1.3.11	shall allow for project contact management – including when phone calls were made, meetings notes, Outlook emails and attachments sent, contact information (e.g. contractor, sub-contractor, architect, and owner), etc.					
1.3.12	shall enable broadcast email distribution of plan review comment documents to all development project managers, contractor architects, engineers and sub-contractors, if known, to ensure the discrimination of project conditions / requirements.					
1.3.13	shall manage and track project changes, effective dates, and all other user defined fields and be able to maintain history of original data and changes.					
1.3.14	shall allow for alerts for special permits requiring time tracking (e.g. dangerous buildings requiring re-inspection within 30 days, planning case files or code enforcement issues, license expiration.					
1.3.15	shall include the ability to track elapsed time from various stages of the development lifecycle: Initial planning land use application through final review board approval, initial submittal of permits for construction, building permit submittals, plan review, approvals, inspection, certificate of occupancy, building final etc.					
1.3.16	shall allow for authorized users to set conditions of approval, final inspection, code compliance, code enforcement constraints, etc. on an address before issuing a planning or building application, permit, inspection, etc.					

Enterprise Land Information System

FUNCTIONAL BUSINESS REQUIREMENTS

Preface each requirement with "The proposed solution..."

Y = Yes
 N = Not Available
 3P = 3rd Party/Work Around
 F = Future

ID #	Requirements	Y	N	3P	F	Comment
1.3.17	shall allow authorized users to add or edit project related information like the description, start and end date, and status/progress.					
1.3.18	shall allow users to add, modify, and delete the project based on user privileges.					
1.3.19	shall validate data input for required fields and prevent progress unless over-riden by authorized user.					
1.3.20	shall include auto-numbering as defined by the system administrator: automatically assigns a unique permit, inspection, case number for a new application as defined.					
1.3.21	shall be able to accommodate City defined Planning Case File numbering schema, construction/building permit numbering schema and unique code enforcement case file schema while maintaining and ensuring relationships & history remain intact.					
1.4 WORKFLOW (Preface each requirement with "The proposed solution...")						
1.4.1	shall allow for rule-based approval routing work flow (e.g. permits) to unlimited people and levels. Sequential, concurrent, linear, broadcast, role-based and event-based (e.g. if approval by this department is denied, then route to....unless over-riden by authorized users).					
1.4.2	shall enable rules-based workflow triggers (date threshold, event, variance, etc.), alerts, email alerts and actions (generate a letter, send an email, etc.). <ul style="list-style-type: none"> Briefly describe your workflow capabilities and technology. Is this a push or pull workflow? 					
1.4.3	shall provide staff definable effective dating to trigger alerts, flags, messages and actions (such as calculating duration of a period). e.g. send alert when permit has a configurable days before expiration.					
1.4.4	shall include rules-based workflow routing through all steps of a predefined process: application, plan check, inspections, requests for services, project reviews, etc. with ability to capture comments at each stage. User-defined broadcast and sequential routing.					

Enterprise Land Information System

FUNCTIONAL BUSINESS REQUIREMENTS

Preface each requirement with "The proposed solution..."

Y = Yes
 N = Not Available
 3P = 3rd Party/Work Around
 F = Future

ID #	Requirements	Y	N	3P	F	Comment
1.4.5	shall provide for visibility across all departments of where the permit is in the workflow routing, status, and who is working on each action.					
1.4.6	shall include the ability to initiate and monitor actions for date dependent and/or time sensitive events such as pending permit expirations through the use of an included workflow management system.					
1.4.7	shall include the ability to establish standard and independent workflow for all processes from land use application to final certificate of occupancy sign-off.					
1.4.8	shall include the ability to establish standard and independent workflow for all processes from request for services to recorded documentation and file closure.					
1.4.9	shall include the ability to manage the plan review and approval process using an electronic workflow review process.					
1.4.10	shall include the ability to monitor scheduled time off for internal staff and time in queue for internal and or cross departmental staff.					
1.4.11	shall allow manual workflow overrides by authorized city staff (add new steps, remove steps, reorder steps)					
1.4.12	shall include the ability to provide notification for pre-determined workflow events via email or system generated alerts					
1.4.13	shall be capable of tracking the construction stage of a project, based on established inspection criteria, so that other departments can be notified of project progress.					
1.4.14	shall be able to circulate notices to other internal departments or external groups or individuals for review, comment, and approval.					
1.4.15	Any staff response to notices sent internally should be returned to the employee who initiated the "Request for Information".					
1.4.16	shall have the ability to establish notification events for subsequent or related inspections (i.e. plumbing backflow inspection should trigger status updates or email notification to another department.)					

1.5 SYSTEM SEARCHES AND QUERIES (Preface each requirement with "The proposed solution...")

Enterprise Land Information System

FUNCTIONAL BUSINESS REQUIREMENTS

Preface each requirement with "The proposed solution..."

Y = Yes
 N = Not Available
 3P = 3rd Party/Work Around
 F = Future

ID #	Requirements	Y	N	3P	F	Comment
1.5.1	shall include intuitive ad hoc queries with wild card search, saved searches, drop down lists or other methods to facilitate look-up on any field, including user defined fields (e.g. parcel I.D., owner name, address, contractor name, project number, project name).					
1.5.2	shall enable search and report on all user-defined fields. Wild card and partial information searches. e.g. search for all addresses starting with "278."					
1.5.3	shall enable user-defined required "mandatory" fields – e.g. application screen can't be processed without populating required fields unless overridden by authorized staff.					
1.5.4	shall enable multiple user-definable task checklists (e.g. inspection punch list) by case type, role, activity, etc.					
1.5.5	shall have robust search capability that is able to be refined based on established criteria and includes all available data fields.					
1.5.6	shall display to the user a list of records and information meeting the selection criteria and allow the user to obtain detailed information on them (i.e., drill down to obtain additional information).					
1.5.7	shall have robust search capabilities, including the ability to perform and display multiple matches (e.g., all occurrences of a specific name, all occurrences of a text string within a free formatted text field, etc.), full or partial data strings (i.e., identify all occurrences that start with a specified text string, all occurrences that exactly match a specified text string, all occurrences that contain a specified text string), and wildcard searches.					
1.5.8	shall provide the capability of performing cross tabulations, time series reports, and time and date calculations.					
1.5.9	shall provide the capability of performing trend analysis, data aggregation, and other statistical reporting functions.					
1.5.10	shall allow for a single query to cross multiple system modules (e.g., a single name query would search the master address database, Business License, Code Enforcement, etc.) and return all related information.					
1.6 TEXT SEARCHING (Preface each requirement with "The proposed solution...")						
1.6.1	shall support a text-string search mechanism that will enable narrative and other free format (text) data fields to be searched.					

Enterprise Land Information System
FUNCTIONAL BUSINESS REQUIREMENTS

Preface each requirement with "The proposed solution..."

Y = Yes
N = Not Available
3P = 3rd Party/Work Around
F = Future

ID #	Requirements	Y	N	3P	F	Comment
1.6.2	shall include the ability to complete partial text and "contains" searches including the use of wild cards in the text-string search mechanism.					
1.6.3	shall not be case sensitive in any area.					
1.6.4	shall utilize wildcard searches and make suggestions for data entry.					
1.7 LOCKS / HOLD / NOTICES - REDFLAG (Preface each requirement with "The proposed solution...")						
1.7.1	shall be able to have multiple holds/warnings/notifications and be able to disable issuance of permits, activities, work, edits based on the severity of the Hold.					
1.7.2	shall be able to maintain / generate a log of the history of each Hold.					
1.7.3	shall have the ability for authorized users to set a Hold on addresses or projects to prevent issuance of permit or to notify system user of important information regarding planning application, liens, code enforcement issues, etc. Allows the internal and authorized user to review conditions and comments for issuing a Hold.					
2.0 PERMITS / PROJECT FILES						
2.1 CASE FILES / PERMITS GENERAL (Preface each requirement with "The proposed solution...")						
2.1.1	shall have unlimited user defined contact categories for a project, parcel, permit, case, etc. (e.g. owner, co-owner, architect, contractor, electrical sub-contractor, engineer etc.).					
2.1.2	shall accommodate unlimited permit categories; Building, Fire, Planning, Code Enforcement, Public Works, etc.					
2.1.3	shall accommodate unlimited permit types; Building, Mechanical, Combination, Electrical, Grading, Plumbing, Sprinkler, Fire Alarm, Land Use case types, Special Use, Special Events etc.					
2.1.4	shall support creation of new case types, permits, code enforcement, project files, etc.					
2.1.5	shall support / allow modification of existing case types, permits, code enforcement, project files, etc.).					

Enterprise Land Information System

FUNCTIONAL BUSINESS REQUIREMENTS

Preface each requirement with "The proposed solution..."

Y = Yes
 N = Not Available
 3P = 3rd Party/Work Around
 F = Future

ID #	Requirements	Y	N	3P	F	Comment
2.1.6	shall be able to clone permits and modify as needed or provide functionality that resembles this requirement.					
2.1.7	shall have the ability to alert and prevent further action if a condition is not met, e.g. contractor does not have a permit or a pre-requisite permit has not been approved.					
2.1.8	shall allow for unlimited user-defined permit conditions.					
2.1.9	shall allow projects and related permits and applications to capture and share related data fields vs requiring re-entry. Staff should maintain the ability to change shared data values if needed.					
2.1.10	shall retain history when permit conditions change.					
2.1.11	shall be able to generate project cost estimate worksheets with estimated fees for permit applicant.					
2.1.12	shall enable staff to email project cost estimates to applicants.					
2.1.13	shall have the ability to store data created as a project cost estimate for future retrieval and conversion to an active permit or project.					
2.1.14	shall be able to track multiple contacts and addresses per individual permit (e.g. Property Address, Owner, Contractor, Architect, Electrician).					
2.1.15	shall auto populate contact information for contractor, architect, developer, engineer, tax parcel number, site address, etc. from master list where available and allow staff to change if necessary.					
2.1.16	shall allow authorized users the ability to provide alerts and or prevent permit release for identified unresolved issues (e.g. outstanding unpaid fees).					
2.1.17	shall provide flexible checklists for specific permit types (e.g. permit tech and applicant have checklist to verify all documentation is submitted at time of issuance).					
2.1.18	shall provide alternative method for geo-capturing (spatially) permits that represent an area vs an address, tax parcel and or building. For example, public improvements, grading and erosion and right-of-way permits can span multiple tax parcels, addresses etc.					

Enterprise Land Information System
FUNCTIONAL BUSINESS REQUIREMENTS

Preface each requirement with "The proposed solution..."

Y = Yes
N = Not Available
3P = 3rd Party/Work Around
F = Future

ID #	Requirements	Y	N	3P	F	Comment
2.1.19	shall be able to manage permits related to community or special events that could include multiple sponsors of the event to include individuals, entities, and or organizations.					
2.1.20	shall be able to maintain multi-day tracking for special event permits and beginning / ending times.					
2.1.21	shall be able to relate scanned documents such as traffic control plans, sanitation facilities, proposed route etc. to the special event permits.					
2.1.22	shall include the ability to estimate fees for and/or accept applications for, then issue and track all types of construction permits including at a minimum: public improvements, land development, development review, ROW.					
2.1.23	shall have the ability to track & notify staff when case files or permits are approaching/exceeding their expiration dates based on user defined parameters.					
2.1.24	shall restrict the end users ability to issue and/or print a permit until all outstanding permit fees have been paid.					
2.1.25	shall include the ability for city staff to review submitted permit applications, record comments and communicate with applicant via web interface, email, fax and printed letter.					
2.1.26	shall include the ability for city staff to complete a single application for multiple permit types for a single address or project (issued as separate permits, but automatically leverage (auto-populate) the data from one application to another to eliminate or reduce duplicated entry of common data).					
2.1.27	shall include the ability for city staff to complete a single application for a range of addresses (e.g. automatically create separate concrete permits) and auto-populate duplicate data fields.					
2.1.28	shall include the ability to maintain, display, print, archive, export and retrieve a history of all steps in the permit review and issuance process for a specific permit, project, or development.					

Enterprise Land Information System
FUNCTIONAL BUSINESS REQUIREMENTS

Preface each requirement with "The proposed solution..."

Y = Yes
N = Not Available
3P = 3rd Party/Work Around
F = Future

ID #	Requirements	Y	N	3P	F	Comment
2.1.29	shall include the ability for authorized city staff to reinstate expired permits, and determine and collect payment for any applicable reinstatement fees.					
2.1.30	shall include the ability to determine if there are any outstanding penalties, fees due, inspections etc. on the existing permit and or related permits .					
2.1.31	shall include the ability to look up site-specific information by (at a minimum): tax parcel number, site address, business name, owner name, contractor or applicant name, contractor license number, case file number, project name, subdivision, or permit number.					
2.1.32	shall include the ability for city staff to track the status of individual land use actions, permits or code compliance cases.					
2.1.33	shall include the ability to maintain, display and print historical records of all activity by address, applicant, contractor, project name, tax parcel number, etc.					
2.1.34	shall ensure that when initializing multiple permits for the same permit or composition type, unique sub-types can be assigned to each permit e.g. concrete permit is composed of concrete and sub-type traffic control permit.					
2.1.35	shall use Calendar date functions that will automatically calculate and schedule the next available appointment taking into account weekends and city holidays (customized). Authorized users must have override capability: <ul style="list-style-type: none"> • Planning e.g.: During data entry, calculate next available date to schedule Public Hearing Notice, Meeting Notice, Notice of Appeal. • Building e.g.: Automatically calculate the date at which a permit will expire based on defined criteria. • Code Enforcement e.g.: Automatically calculate the date for compliance to a Correction Notice. 					
2.1.36	shall allow authorized staff to modify or cancel the scheduled start or stop date for a public hearing, meeting, inspection or any other auto-generated date calculation.					

Enterprise Land Information System

FUNCTIONAL BUSINESS REQUIREMENTS

Preface each requirement with "The proposed solution..."

Y = Yes
 N = Not Available
 3P = 3rd Party/Work Around
 F = Future

ID #	Requirements	Y	N	3P	F	Comment
2.1.37	shall utilize a form of warning messages for impending deadlines, project announcement information, and news on hearing events etc. (Authorized users must have override capability). For example: <ul style="list-style-type: none"> • Send out a warning message when the time limit provisions for taking action have expired (i.e. Expiring Permits). • Provide a warning message to the internal and authorized user if a property has code enforcement violations. 					
2.2 OUTSTANDING or DEFERRED PERMITS (Preface each requirement with "The proposed solution...")						
2.2.1	shall prevent new permits from initializing if there are outstanding (approved/not paid) or deferred permits on a given address. A by-pass mechanism must be available to offer a go-around if needed for certain projects.					
2.2.2	shall have the ability to present to the user any outstanding or deferred permits that exist on any given address or project to prevent an orphaned permit submittal.					
2.2.3	shall have the ability to report or present deferred permits which extend beyond a given acceptable time frame specified by the user.					
2.3 EXPIRED PERMITS (Preface each requirement with "The proposed solution...")						
2.3.1	shall automatically calculate the initial expiration date based on an automatically calculated "X" number of days, taking into account weekends and city holidays, when triggered as a result of other permit activity.	-				
2.3.2	shall automatically notify specified staff of soon to be expired permits so that appropriate pre-emptive action can be taken.					
2.3.3	shall be able to track actions taken to resolve expired permits and present in chronological order.					
2.3.4	shall be able to generate standard expiration notification letters through Word templates and/or email.					
2.4 DATA CAPTURE (Preface each requirement with "The proposed solution...")						
2.4.1	shall be able to record the employee name, automatically based on Active Directory log in data and document who determined whether or not an application is complete and authorized to proceed.					

Enterprise Land Information System
FUNCTIONAL BUSINESS REQUIREMENTS

Preface each requirement with "The proposed solution..."

Y = Yes
N = Not Available
3P = 3rd Party/Work Around
F = Future

ID #	Requirements	Y	N	3P	F	Comment
2.4.2	shall record submittal date of application.					
2.4.3	shall record broadcast dates (when a notice is mailed, hearing is scheduled, circulation to other divisions, application expires, entitlement occurred) .					
2.4.4	shall record approval or denial date of a permit.					
2.4.5	shall record approval or denial date of an appeal.					
2.4.6	shall log user, userid, date, and time of all transactions processed.					
3.0 PLANNING FUNCTIONALITY						
3.1 GENERAL (Preface each requirement with "The proposed solution...")						
3.1.1	shall include the ability to track planning/zoning/land use functions that respond to the needs of planning and related land development processes.					
3.1.2	shall include the ability to track projects that corresponds to the needs of Real Estate Services.					
3.1.3	shall track the development process from its pre-development stages (pre-application meetings, conferences, phone calls, etc.) to the completion of activities or processes.					
3.1.4	shall allow for the ability to configure any land development, real estate or planning related projects from start to finish including application, scheduling, tracking and reporting of hearings, plan reviews, site inspections, and meetings.					
3.1.5	shall provide for integration between the planning/zoning/land use/real estate module and the city's GIS system.					
3.1.6	shall include the ability to determine recipients of public notices based on address, distance from project site, or other geospatial-based rules.					
3.1.7	shall include the ability to generate and send public notices for additional information about a project utilizing custom designed template documents.					
3.1.8	shall provide the ability to store and maintain standard language that can be used to establish variances, conditions of approval, and or standard easement language.					

Enterprise Land Information System
FUNCTIONAL BUSINESS REQUIREMENTS

Preface each requirement with "The proposed solution..."

Y = Yes
N = Not Available
3P = 3rd Party/Work Around
F = Future

ID #	Requirements	Y	N	3P	F	Comment
3.1.9	shall ensure that conditions of approval or other criteria established by Planning staff during plan review is available to inspection staff, e.g. set-back requirements, easement vacations and encroachment issues.					
3.1.10	shall be able to display all previously associated case files (land use/real estate services activity), addresses and permits associated with the parent parcel and or applicable subsequent land divisions.					
3.1.11	shall include the ability to notify property owners within a selectable polygon or with a certain distance from building site.					
3.1.12	shall include the ability to maintain, display, print, include in correspondence, archive and retrieve a history of all steps in a specific plan or real estate services project review process, including objections, appeals, reconsideration requests, and outcomes.					
3.1.13	shall ensure a pre-defined and configurable list of conditions of approval may be selected based on a drop-down list of values.					
3.1.14	shall ensure staff are able to modify or create unique conditions of approval when pre-defined conditions are not applicable to the project.					
3.1.15	shall ensure users are able to set conditions of approval that refer to applicable code section.					
3.1.16	shall allow for the recording of agenda items and any decisions resulting from Downtown Review Board, Planning Commission, City Council, etc.					
3.1.17	shall be able to view hearing and meeting schedules, lists of agenda items or the results of a previous meeting via the system, internet or other means.					
3.2 PROJECT FILE MANAGEMENT (Preface each requirement with "The proposed solution...")						
3.2.1	shall be able to track milestones in large planning development projects for which the process of obtaining approval can take many months (long transaction). This approval can involve hearings, presentations to committees/boards, and engineering, economic and environmental impact studies before approval is granted for permit issuance; all of which will have associated data fields for updating.					

Enterprise Land Information System
FUNCTIONAL BUSINESS REQUIREMENTS

Preface each requirement with "The proposed solution..."

Y = Yes
N = Not Available
3P = 3rd Party/Work Around
F = Future

ID #	Requirements	Y	N	3P	F	Comment
3.2.2	shall auto populate letter templates including review letters, approval letters, records of decision, etc.					
3.2.3	shall have the ability to record / retain the conditions of approval for granting a permit or application. This may include use-limitations or circumstances that must be satisfied before the permit can be issued or finalized.					
3.2.4	shall ensure conditions of approval are available throughout the system and accessible via related tax parcel, project file or permit activity.					
3.2.5	shall be able to ensure certain conditions are capable of presenting temporary holds / notifications if not met prior to occupancy.					
3.2.6	shall support multiple parcels & addresses (unlimited) for each land use action or project file.					
3.2.7	shall support comprehensive history tracking (including project status) / audit trail by user, userid, date, and time stamp.					

4.0 LOCATION

4.1 GENERAL (Preface each requirement with "The proposed solution...")

4.1.1	shall ensure that when addresses or tax parcels are modified and there exist historical addresses and or tax parcels associated with historical permits, that a relationship is maintained for all records that reflects the new address / tax parcel associations. The requirement to update individual permits and their associated old/new site addresses and or tax parcel is not acceptable.					
4.1.2	shall enforce relationships between historic addresses and modified addresses during the maintenance process and display all occurrences. For example, if 123 W Walker St changes to 123 E Walker St, then any searches for anything associated with 123 E Walker St should also present 123 W Walker St permits etc.					
4.1.3	shall be able to track address changes on demolition properties.					

4.2 ADDRESSING (Preface each requirement with "The proposed solution...")

4.2.1	shall include a central Master Address repository for all modules: Project Files, Permits, etc. with capability to unit-level addressing (e.g. condos, apartments, suites, shopping centers).					
-------	---	--	--	--	--	--

Enterprise Land Information System

FUNCTIONAL BUSINESS REQUIREMENTS

Preface each requirement with "The proposed solution..."

Y = Yes
 N = Not Available
 3P = 3rd Party/Work Around
 F = Future

ID #	Requirements	Y	N	3P	F	Comment
4.2.2	shall accommodate full address fields: Site Number, Prefix, Street name, Suffix, Unit, Unit Number, Building, Building Number.					
4.2.3	shall allow authorized users the ability to create new or modify existing site addresses.					
4.2.4	shall have the ability to create batch site addresses based on specified criteria that accommodates incremental range values for 1 or multiple fields. For example: 20 addresses at 100 NW Tandem Way Apt 100-110.					
4.2.5	shall have the ability to track and display historic information to include previous addresses at a given location.					
4.2.6	shall have the ability to display historic and current occupancy/use via the address and automatically display on related permits.					
4.2.7	shall be able to create a new address record in the central address repository table and add a point feature on the integrated GIS map (update the address point GIS feature class) without leaving the permit (land information) system.					
4.2.8	shall include the functionality described above but for multiple addresses.					
4.2.9	shall transfer specified address attributes (data) to the address feature class upon creation of a new address point.					
4.2.10	shall be able to create a new pre-construction building outline in the GIS Buildings feature class layer to represent a 'to be' constructed building outline. The pre-construction building will be removed if the project status changes to withdrawn or denied.					
4.2.11	shall allow for the creation of a shell address and the automatic association of internal addresses to the shell.					
4.3 TAX PARCEL (Preface each requirement with "The proposed solution...")						
4.3.1	shall accommodate a 10 digit tax parcel id number represented like the following: 6507102064 - no spaces or dashes					
4.3.2	shall have the ability to track parent / child / grandchild relationships between tax lots as a result of divisions of land and display all historic information accordingly.					

Enterprise Land Information System
FUNCTIONAL BUSINESS REQUIREMENTS

Preface each requirement with "The proposed solution..."

Y = Yes
N = Not Available
3P = 3rd Party/Work Around
F = Future

ID #	Requirements	Y	N	3P	F	Comment
4.3.3	shall have the ability to automatically notify staff of parcel splits that require subsequent manual or automated action to force inheritance of existing conditions, variances, and credits that exist on the parent parcel.					
4.3.4	shall have the ability to track and display historic information to include previous addressing at a given location and tax parcels.					
5.0 PLAN REVIEW						
5.1 GENERAL (Preface each requirement with "The proposed solution...")						
5.1.1	shall include the ability to schedule plan review meetings with applicants via the system.					
5.1.2	shall provide authorized users the ability to remove previously entered comments as they relate to a particular project file or permit.					
5.1.3	shall include audit tracking for all modifications made to include date, time, user and where possible, action taken.					
5.1.4	shall represent comment history in a summary format clearly visible .					
5.1.5	shall be able to track the number of plan reviews each plans examiner has and at what stage they are at, on the fly, by various time frames.					
5.1.6	shall be able to track plans examiner productivity based on the number of approvals, by plans examiner, organized into various time frames.					
5.1.7	shall be able to track plans examiner productivity based on valuation as opposed to approvals.					
5.2 ELECTRONIC PLAN REVIEW (Preface each requirement with "The proposed solution...")						
5.2.1	shall include the ability to electronically accept and store plans in universally available formats.					
5.2.2	shall ensure electronic file submittals are automatically versioned upon submittal / review & re-submittal / review.					
5.2.3	shall have scalable site plans.					
5.2.4	shall ensure markups are associated with the appropriate versioned submittal.					

Enterprise Land Information System
FUNCTIONAL BUSINESS REQUIREMENTS

Preface each requirement with "The proposed solution..."

Y = Yes
N = Not Available
3P = 3rd Party/Work Around
F = Future

ID #	Requirements	Y	N	3P	F	Comment
5.2.5	shall provide access to all versioned submittals & reviews to Plan Reviewers at any time.					
5.2.6	shall include the ability for required and optional plan reviewers to review, markup, annotate, save, and email original and or annotated electronic images of plans.					
5.2.7	shall accommodate simultaneous plan review by multiple people/entities and manage the merge of redlines/markups into the final review document.					
5.2.8	shall include the ability to permanently store, retrieve and display entire plan sets, individual drawings and or selected portions of the drawing or image.					
5.2.9	shall include the ability to associate electronic plan documents with either single or multiple project files or permit applications by project file number, permit number, inspection number, address, applicant name, contractor, and owner.					
5.2.10	shall include the ability to track and report on all activity including date and time of e-submittal, any viewing of files, markups made to files, emails sent to applicant, and plan examiner review time at a minimum.					
5.2.11	shall include the ability for plan reviewers to collaboratively create and manage a checklist of plan corrections that can be sent to the submitter and retained for verification that all identified items were corrected in subsequent plan versions.					
5.2.12	shall have the ability to compare plan review documents to track changes, known or otherwise, between different submittal plan sets and individual sheets.					
5.2.13	shall have the ability to layer plan review comments and markups from different disciplines & departments on each individual sheet.					
5.2.14	shall have the ability to collaborate on screen .					

6.0 INSPECTIONS

6.1 GENERAL (Preface each requirement with "The proposed solution...")

6.1.1	shall ensure remote ability to issue citations and inspection reports in the field and review history of citations and inspections.					
-------	---	--	--	--	--	--

Enterprise Land Information System

FUNCTIONAL BUSINESS REQUIREMENTS

Preface each requirement with "The proposed solution..."

Y = Yes
 N = Not Available
 3P = 3rd Party/Work Around
 F = Future

ID #	Requirements	Y	N	3P	F	Comment
6.1.2	shall maintain a complete history of citations and inspections by violator, location, project, case file, inspector, issuer, etc.					
6.1.3	shall include the ability to support the use of handheld/wireless/mobile/PDA/laptop devices for full permitting / inspection functionality, including viewing permit information, submitting permit applications, requesting and recording inspections and results, etc. over a 3G network upgradeable to a 4G network at a later date.					
6.1.4	shall provide the capability for handheld/wireless/mobile/PDA/laptop devices to perform all functions in both an on-line mode when connected to the city network and an off-line mode when connection to the city network is not available.					
6.1.5	shall include the incorporation of GPS location and routing guidance for inspection routing.	-				
6.1.6	shall provide support for field data collection, inspection, and remote access to GIS data using a handheld/wireless/mobile/PDA/laptop devices that contains a wireless access card.					
6.1.7	shall support the viewing of engineering drawings, floor plans, aerial photography, photographs, and allow for Red-lining (markups) as a part of the application.					
6.1.8	shall be able to add attachments to a feature such as a photograph, MS Word document, scanned image, digital voice recording, or video recording.					
6.1.9	shall be able to work offline during wireless network outage without loss of data for current day's schedule and ability to save results of current day activity.					
6.1.10	shall be able to integrate with portable printers for field reporting through blue tooth connectivity.					
6.1.11	shall be compatible with mobile devices, please provide a list of compatible devices.					
6.1.12	shall be able to track and maintain inspection record with history of property, permits and code enforcement.					

Enterprise Land Information System

FUNCTIONAL BUSINESS REQUIREMENTS

Preface each requirement with "The proposed solution..."

Y = Yes
 N = Not Available
 3P = 3rd Party/Work Around
 F = Future

ID #	Requirements	Y	N	3P	F	Comment
6.1.13	shall maintain history of inspections from pre-inspection to re-inspection to final approval.					
6.1.14	shall enable remote access to submit reports and interact with the software from the field.					
6.1.15	shall maintain a library of common corrections and code sections with ability to generate a correction notice that pulls in the correction data and related code.					
6.1.16	shall allow for the prevention of permit status being finalized until required inspections are approved and fees are paid.					
6.1.17	shall categorize inspections by groups and or individuals.					
6.1.18	shall be able to prevent scheduling of inspection if there is a balance due on any permit.					
6.1.19	shall be able to prevent an inspector from signing off inspections outside of their specialty.					
6.1.20	shall be able to configure and establish re-occurring maintenance inspections, of all types, for structures beyond the issuance of a certificate of occupancy or building final.					
6.1.21	shall be able to ensure that when a new building permit (types to be defined) has been "finalized" (completed), the system can automatically convert the permit to a fire inspection case and carryover the permit information and records.					
6.1.22	shall provide optimal driving routes (e.g. to do inspections or to investigate complaints received).					
6.1.23	shall have the ability to notify inspectors of related voice recordings and make those recordings available to the inspector for review on either the desktop and or mobile devices.					

Enterprise Land Information System

FUNCTIONAL BUSINESS REQUIREMENTS

Preface each requirement with "The proposed solution..."

Y = Yes
 N = Not Available
 3P = 3rd Party/Work Around
 F = Future

ID #	Requirements	Y	N	3P	F	Comment
6.1.24	shall ensure inspectors are aware of outstanding issues on existing permits scheduled for inspection.					
6.1.25	shall include the ability to determine if a requested inspection is valid based on permit type and permit status.			-		
6.1.26	shall include the ability for builders to certify their own work under certain circumstances, i.e., third party contractors.					
6.1.27	ability to ingest lists of third party contractors tracked and maintained by another jurisdiction such as the County and Regional Building.					
6.1.28	shall include the ability to transfer inspection information to/from mobile devices.	-				
6.1.29	shall include the ability to track inspection results and notify customer by email and/or SMS text message of inspection/plan review results including approvals and correction notices.					
6.1.30	shall have the ability to interact with social media outlets such as Twitter, Facebook, etc.					
6.1.31	shall include the ability to confirm permit requirements have been met and record final inspection results manually.					
6.1.32	shall allow inspection results to initiate subsequent workflow processes.					
6.1.33	shall allow for the acceptance, capture, storage and display of digital photographs along with inspection results.					
6.1.34	shall allow for job e-signoff when all requirements are met.					
6.1.35	shall include the ability to issue and track Certificates of Occupancy, other types of notices, violations, letters, etc.					
6.1.36	shall include the ability to produce, display and print a list of inspections (past, current and scheduled) by permit number, address, applicant, contractor, or inspector.					
6.1.37	shall include the ability for city staff to track the status of individual inspections related to a permit or project.					

Enterprise Land Information System
FUNCTIONAL BUSINESS REQUIREMENTS

Preface each requirement with "The proposed solution..."

Y = Yes
N = Not Available
3P = 3rd Party/Work Around
F = Future

ID #	Requirements	Y	N	3P	F	Comment
6.1.38	Based on inspection results and supervisor approval, shall generate letters to notify applicant of non-compliance (use automatic contact log) copied to Code Enforcement.					
6.1.39	Based on inspection types and conditions, the system shall route work for approval and log/track activities – especially when inspection results are transferred to another Department/Division.					
6.1.40	shall be able to view all scheduled inspections by date and site.					
6.1.41	shall be able to record Business Occupancy, New Construction (including tenant improvement/remodels), and Plan Check Review Inspections.					
6.1.42	shall be able to record the status and decision of an inspection (pass/fail, partial, incomplete, completed, pending, rescheduled, call-back).					
6.1.43	shall be able to track multiple inspections or field service visits. Access to inspection records out of the realm of particular departments shall be restricted from view to other departments, unless security access is granted.					
6.1.44	shall have the ability to separate comments to identify violations, complaints, and feedback to track behavior patterns, i.e. track history of violations and remedies to indicate a pattern of behavior.					
6.1.45	shall be able to able to track the number of inspections per inspector by category and the data organized by various time frames.					
6.1.46	shall be able to track the total number of inspections by category and multiple sub-categories by various time frames.					
6.2 DAILY REPORTING (Preface each requirement with "The proposed solution...")						
6.2.1	shall include the ability to issue notices for abandoned, open, or expired permits by email, fax or other.					
6.2.2	shall be able to print hard copy site posting notices (in English and or Spanish).					
6.2.3	shall ensure printed site posting notices allow for full text description of inspection types and all relevant contact information (name, title, phone, address, compliance) as listed.					
6.3 INTERNAL SCHEDULING (Preface each requirement with "The proposed solution...")						
6.3.1	shall be able to schedule, track, and reschedule inspection "callbacks" for violation follow-up inspections.					

Enterprise Land Information System
FUNCTIONAL BUSINESS REQUIREMENTS

Preface each requirement with "The proposed solution..."

Y = Yes
N = Not Available
3P = 3rd Party/Work Around
F = Future

ID #	Requirements	Y	N	3P	F	Comment
6.3.2	shall have the ability to charge and track fees associated with "callbacks".					
6.3.3	shall include the ability for applicants to request inspections via the citizen web access application.					
6.3.4	shall be able to create an automatic inspection appointment and notice for which authorized users will have privileges to override and change the inspection date.					
6.3.5	shall allow for automatic inspection scheduling in advance for permits/service request/licenses that require periodic renewal.					
6.3.6	shall allow for inspection thresholds to warn and/or limit the number of inspections assigned to an inspector. This functionality must be over-writeable by authorized staff.					
6.3.7	shall include the ability to manually schedule inspection staff activities.					
6.3.8	shall include the ability to optimize inspection schedule and travel routes based on GIS integration.					
6.3.9	shall include the ability to auto-select an inspector or list of inspectors based on permit type, specialization and or geographic area.					
6.3.10	shall include the ability to set parameters used in determining the automatic inspection assignment by predetermining the search by district first, then by discipline, then by inspector workload or availability with the additional option for manual override.					

7.0 CODE ENFORCEMENT

7.1 GENERAL (Preface each requirement with "The proposed solution...")

7.1.1	shall allow and support an infinite number of user-defined infraction/code types.					
7.1.2	shall manage complaints, cases, violators, type of violation, related actions, remedies, etc.					
7.1.3	shall allow authorized staff to issue and monitor assessment and citations.					
7.1.4	shall be able to link to property record in order to block permits due to specific code or zoning violations until corrected.					

Enterprise Land Information System

FUNCTIONAL BUSINESS REQUIREMENTS

Preface each requirement with "The proposed solution..."

Y = Yes
 N = Not Available
 3P = 3rd Party/Work Around
 F = Future

ID #	Requirements	Y	N	3P	F	Comment
7.1.5	shall allow users to initiate and track issues and complaints online.					
7.1.6	shall utilize alerts to notify users of impending or closing dates.					
7.1.7	shall be able to track time spent on inspections, paperwork preparation, court appearances etc.					
7.1.8	shall include the ability to view all historic enforcement activities associated with a permit, site address or tax parcel.					
7.1.9	shall provide case management tools, including workflow, for the city to use to manage compliance and appeal cases submitted through the system.					
7.1.10	shall be able to produce complete, well organized, formal, presentation quality case reports that contain all of the reports associated with the case including, at a minimum, the initial offense report, all supplemental reports, attached files (photographs, witness statements, etc.), and all other reports and forms comprising the case.					
7.1.11	shall allow, by case, the tracking of time logs as it applies to phone calls, data entry, review time, etc.					
7.1.12	shall contain the ability to notify identified system users of identified 'dangerous building' activity based on address location.					
7.1.13	shall have the ability to associate pictures, documents, audio and video files to the case in question via an address and restrict access based on specified criteria.	-				
7.1.14	shall be able to provide in-the-field access to all code enforcement related records and information.					
7.1.15	shall integrate with Microsoft Exchange to manage meeting schedules with multiple departments.					
7.1.16	shall have the ability to establish workflow reminders when defined activity is required as a result of a time constraint.					
7.1.17	shall allow authorized users access to view or modify data contained in the code enforcement module based on defined security requirements established during system design.					

Enterprise Land Information System
FUNCTIONAL BUSINESS REQUIREMENTS

Preface each requirement with "The proposed solution..."

Y = Yes
N = Not Available
3P = 3rd Party/Work Around
F = Future

ID #	Requirements	Y	N	3P	F	Comment
7.1.18	shall allow authorized Users the ability to search data contained in the code enforcement module by date and time range and by any combination of the available data fields available.					
7.1.19	shall support free format text field searches.					
7.1.20	shall be able to generate and edit standardized notices, warnings and letters to notify applicant of non-compliance based on inspection results.					
7.1.21	shall have the ability to ingest BOLO information from the PD Records Management System and create an alert to a specified user group.					
7.1.22	shall allow the ability to manage and track property liens at the County Clerk's Office.					
7.1.23	shall be able to track the applicants compliance and generate alerts when out-of-compliance.					
7.1.24	shall support multiple violations, multiple violators, multiple inspections and multiple hearing dates per case.					
7.1.25	shall allow for the ability to accept payments in the field.					
7.1.26	shall allow for mass mailings .					
7.1.27	shall allow for identification of and tracking and monitoring of hazardous materials. External business allowed to update their quantities and chemical inventories online.					

8.0 ARCHIVING

8.1 GENERAL (Preface each requirement with "The proposed solution...")

8.1.1	shall include the ability for system administrators to configure and maintain a unique archive numbering schema, comprised of multiple user defined fields, for physical hardcopy storage of permit applications, submitted documents, real estate services projects such as plans, calculations, etc., until such a time that the city moves to a digital system.					
8.1.2	shall include the ability to track the location of one or multiple sets of archived hardcopy plans associated with a permit or project.					

Enterprise Land Information System
FUNCTIONAL BUSINESS REQUIREMENTS

Preface each requirement with "The proposed solution..."

Y = Yes
N = Not Available
3P = 3rd Party/Work Around
F = Future

ID #	Requirements	Y	N	3P	F	Comment
8.1.3	shall be able to create / assign expiration dates driven from the finalized date of permit for purging.					
8.1.4	shall be able to clearly represent and identify permits which cannot be purged due to public requirements.					
8.1.5	shall be able to associate specific records to user defined fields such as <ul style="list-style-type: none"> • Type of storage: box, bins, rack or transitional. • Location: on-site, off-site. • Content: permits, inspections, etc. • Date(s): opened, closed, destroyed. 					
8.1.6	shall provide the ability to search for existing records by archive number, permit number, real estate services file number, street name, address, description or permanent records.					
8.1.7	shall provide the ability to add new or modify records, change physical location of archive, archive status, type adjustment, establish destroy date, scheduled date to destroy.	-				
8.1.8	shall be able to track user(s) that have archives checked out of box, bin, rack, trans etc.					
8.1.9	shall auto complete data fields in the archive module to reflect existing data fields of the associated project being archived for consistency of project tracking such as permit number, archive date, title, location, address, CAED.					
8.1.10	shall be able to print exterior archive labels to affix to box, bin, or plans to include permit number, archive date, title, location, address etc., as specified.					
8.1.11	shall have full reporting capabilities to include user defined fields: By bin box, permit number, archive number, beginning / ending date range etc., as defined by the city.					
8.1.12	shall be able to identify archives that are sent to other departments.					
8.1.13	shall be able to add new records to historic or previous years archive locations.					

9.0 ACCOUNTING

9.1 GENERAL (Preface each requirement with "The proposed solution...")

9.1.1	shall be able to track deposits or refunds (e.g. securities, grants: when paid, how much paid etc.) by project, applicant, and permit.					
-------	--	--	--	--	--	--

Enterprise Land Information System

FUNCTIONAL BUSINESS REQUIREMENTS

Preface each requirement with "The proposed solution..."

Y = Yes
 N = Not Available
 3P = 3rd Party/Work Around
 F = Future

ID #	Requirements	Y	N	3P	F	Comment
9.1.2	shall be able to interface with PeopleSoft modules for Accounts Receivable, General Ledger, and Accounts Payable.					
9.1.3	shall be able to manage multiple payment methods on one transaction (e.g. multiple credit cards and a check).					
9.1.4	shall be able to accommodate various receipt output formats: dot matrix, laser printer, receipt printer, single or duplicate copy, etc.					
9.1.5	shall support multiple decentralized cash receipting stations with user-defined menus specific to department and user.	-				
9.1.6	shall automatically track fees tied to permits with visibility of collected and outstanding balances.					
9.1.7	shall accommodate alerts for completion of work for permits resulting in signal to begin or stop billing (e.g. new surface water, sewer, backflow devices for fire, hydrants, water, demolitions).					
9.1.8	shall be able to auto-generate fee schedule given appropriate security by permit or project.					
9.1.9	shall track fee changes and retain fee schedule history by permit or project.					
9.1.10	shall be able to establish Escrow accounts for contractors and developers with ability to "draw down" for additional fees (e.g. impact fees, permit fees).					
9.1.11	shall be able to defer payments to a future date.					
9.1.12	shall ensure deferred payments have future trigger date capability and or a means of notifying system users of outstanding deferred permits and cross reference related projects.					
9.1.13	shall be able to manage payments, refunds, adjustments, voids, refunds, underpayments, overpayments.					
9.1.14	shall be able to roll-up developers fees under a project to get total cost of project fees and report this information to the customer.					
9.1.15	shall be able to track and collect impact fees, use within specified time, and establish alerts for impending expiration.					

Enterprise Land Information System
FUNCTIONAL BUSINESS REQUIREMENTS

Preface each requirement with "The proposed solution..."

Y = Yes
N = Not Available
3P = 3rd Party/Work Around
F = Future

ID #	Requirements	Y	N	3P	F	Comment
9.1.16	shall include the ability to utilize start and stop dates on each fee code so that new fee structures can be set up before they go into effect and there is a smooth transition to the new codes.					
9.1.17	shall include the ability to accept payments (online or other) at various points in the process and retain total receivable balance for all permit activities.					
9.1.18	shall be able to reduce by the amount paid, the balance due, if partial payments are received (online or other).					
9.1.19	shall be able to integrate with Elavon for processing of all credit card transactions.					
9.1.20	shall have the ability to track bonds and other financial assurances created and associated to specific projects, companies etc. This must include notifications when the end of the bond term is approaching.					
9.1.21	shall be able to search and lookup historical payment information by receipt number, customer name, or street address.					
9.1.22	shall be able to provide the online external user with information about the financial summary status of the project, showing total of fees, payments, credits, and amount owed.					
9.1.23	shall be able to provide the online external user with information about the financial summary status of the sub-project showing total of fees, payments, credits, and amount owed.					
9.1.24	shall have the ability to calculate certain fees based on the rate at the applied date.					
9.1.25	shall calculate and support multiple fees based on user-defined formulas and effective dates for multiple permit types.					
9.1.26	shall be able to manage different effective date thresholds, multiple account numbers and multiple account codes.					
9.1.27	shall include the ability to calculate multiple special fees (e.g. surcharge fees) by line item, i.e., drainage fees by basin.					
9.1.28	shall include the ability to calculate fees using specific fee schedules for each supported permit type.					

Enterprise Land Information System

FUNCTIONAL BUSINESS REQUIREMENTS

Preface each requirement with "The proposed solution..."

Y = Yes
N = Not Available
3P = 3rd Party/Work Around
F = Future

ID #	Requirements	Y	N	3P	F	Comment
9.1.29	shall include the ability to assign fee line items to multiple accounting codes within the City's accounting structure.					
9.1.30	shall include the ability to implement complex fee calculations to meet business needs (multiple surcharges, specialty fees).					
9.1.31	shall allow for fee waivers, adjustments and deferrals by authorized city staff. Fee waivers should be tracked by internal user/external entity.					
9.1.32	shall allow for additional manual fee adjustments by approved City staff.					
9.1.33	shall be able to notify identified staff when fees are changed by another user after the permit has been issued. Notification should include but not be limited to who made the change, the before and after amounts and the difference.					
9.1.34	shall be able to manage a variety of credits that might be applied by tax parcel, address and permit number and display those credits as required.					
9.1.35	shall allow users to add additional and or reduce total amounts of applied credits by tax parcel, address, project file and / or permit number.					
9.1.36	shall be capable of notifying appropriate staff when parcel divisions that contain existing credits need to be reallocated (i.e. Demolitions and SDC credits).					
9.1.37	shall automatically calculate fees and billing based on permit type and data input during permit initialization.					
9.1.38	shall accept payments, provide receipts to customers, and display other relevant information, including collection of payment.					
9.1.39	shall be able to capture, track, log, and secure all "Cashiering" payment transactions.					
9.1.40	shall accept payments by cash, bank check, and major credit card, etc. Record account number, amount billed, amount paid, amount of deposit, amount owed .					
9.1.41	shall record employee information and, current date/timestamp of transaction based on the employee's Active Directory account.					

Enterprise Land Information System
FUNCTIONAL BUSINESS REQUIREMENTS

Preface each requirement with "The proposed solution..."

Y = Yes
N = Not Available
3P = 3rd Party/Work Around
F = Future

ID #	Requirements	Y	N	3P	F	Comment
9.1.42	shall be able to print a receipt to the applicant for permit fees collected for each transaction, by permit, and by project (broken out individually).					
9.1.43	shall ensure printed receipts are configurable and at a minimum include the following: customer full name, billing address, City, Postal Zip code, billing phone/fax number, driver's license number, permit/project number.					
9.1.44	shall be able to void a payment transaction based on security roles.					
9.1.45	shall have the ability to specify and or change specific fee items per permit in the event of partial payments for a single or multiple permits.					
9.1.46	shall allow fees to be estimated but not written to the accounting system.					
9.1.47	shall provide integrated credit card processing and ensure that the city's merchant ID is not part of a hosted system where the City would not collect money directly. Must be PCI compliant.	-				

10.0 BUSINESS LICENSING

10.1 GENERAL (Preface each requirement with "The proposed solution...")

10.1.1	shall have unlimited user defined contact categories for licenses.					
10.1.2	shall accommodate unlimited license types; MMJ, Liquor, etc.					
10.1.3	shall accommodate unlimited insurance, bond and supporting documentation information.					
10.1.4	shall support creation of new license types.					
10.1.5	shall support / allow modification of existing license types.					
10.1.6	shall support multiple licenses associated with a single licensee.					
10.1.7	shall retain history when license information changes.					
10.1.8	shall be able to track multiple contacts and addresses per individual license.					
10.1.9	shall provide flexible checklists for specific license types (e.g. City Clerk and applicant have checklist to verify all documentation is submitted at time of issuance).					
10.1.10	shall provide alternative method for geo-capturing (spatially) licenses that by address, tax parcel and or building.					
10.1.11	shall be able to relate scanned documents such to a license.					

Enterprise Land Information System
FUNCTIONAL BUSINESS REQUIREMENTS

Preface each requirement with "The proposed solution..."

Y = Yes
N = Not Available
3P = 3rd Party/Work Around
F = Future

ID #	Requirements	Y	N	3P	F	Comment
10.1.12	shall be able to capture photos and signatures associated with a license.					
10.1.13	shall have the ability to track & notify staff and licensees when licenses are approaching/exceeding their expiration dates based on user defined parameters.					
10.1.14	shall have the ability to track & notify staff and licensees when associated documents (insurance, bonds, etc.) are expired.					
10.1.15	shall include the ability for city staff to review submitted license applications, record comments, and communicate with applicant via web interface, email, fax and printed letter.					
10.1.16	shall include the ability for city staff to complete a single application for multiple license types (issued as separately licenses but automatically leverage (auto-populate) the data from one application to another to eliminate or reduce duplicated entry of common data).					
10.1.17	shall include the ability to maintain, display, print, archive, export and retrieve a history of all steps in the license review and issuance process for a specific license or licensee.					
10.1.18	shall include the ability for authorized city staff to reinstate expired licenses, and determine and collect payment for any applicable reinstatement fees.					
10.1.19	shall include the ability to determine if there are any outstanding penalties, fees due, etc. on the existing licenses.					
10.1.20	shall include the ability to maintain, display and print historical records of all activity by applicant, license, licensee, etc.					
10.1.21	ability to change a license or licensee's location.					
10.1.22	ability to create buffer zones for neighborhood surveys i.e., MMJ zoning and number of feet from specified locations such as schools.					
10.1.23	ability to produce letters from templates for buffered zones.					
10.1.24	ability to send out notifications based on user defined criteria.					
10.1.25	ability to renew licenses online.					
10.1.26	ability to accept license fees online via electronic check, credit card, etc.					

Enterprise Land Information System
FUNCTIONAL BUSINESS REQUIREMENTS

Preface each requirement with "The proposed solution..."

Y = Yes
N = Not Available
3P = 3rd Party/Work Around
F = Future

ID #	Requirements	Y	N	3P	F	Comment
10.1.27	ability to accept electronic documentation (PDF, JPG, TIF, etc.) for online renewals.					
10.1.28	ability for other internal departments to query business licenses for current license status.					
10.1.29	ability to have agency/agent-type licenses that provide multiple levels of hierarchy of licenses. (i.e. an agency license must exist and be active in order to issue an agent license).					
10.1.30	shall support multiple expiration types: one year from issue date, annual (same date each year, same as parent license, manual, # of days from issue).					
10.1.31	shall support the execution of an external process to support customized applications (i.e. ID card printing).					
10.1.32	shall support the transfer of a license from one licensee to another.					
10.1.33	shall support multiple statuses for a license (Active, Inactive, Application, Temporary, etc.) with each license type able to have its own set of statuses (i.e. Some licenses have application status, others do not).					

11.0 REPORTING

11.1 GENERAL (Preface each requirement with "The proposed solution...")

11.1.1	shall be able to report on any combination of data from all modules and fields (including user-definable fields).					
11.1.2	shall launch reports and queries from within the application (not be required to start a separate 3rd party application) and then distribute reports automatically via email.					
11.1.3	shall support date-range parameters or point in time reporting.					
11.1.4	shall have the ability to report on 'true' length of time to complete permitting process (e.g. calculate from intake to close excluding time delays caused by applicant).					
11.1.5	shall provide drill down to source transactions from online reports or queries.					
11.1.6	shall have an executive dashboard with reporting and query tool.					

Enterprise Land Information System
FUNCTIONAL BUSINESS REQUIREMENTS

Preface each requirement with "The proposed solution..."

Y = Yes
N = Not Available
3P = 3rd Party/Work Around
F = Future

ID #	Requirements	Y	N	3P	F	Comment
11.1.7	shall allow online ad-hoc report or query with any combination of fields and with dynamic data refreshing.					
11.1.8	shall include a comprehensive set of predefined standard reports as defined by the vendor and those defined by the city.					
11.1.9	shall include the ability to generate new customized / ad hoc reports by end users.					
11.1.10	shall include the ability to restrict city staff to report on data for their departments for which they are authorized if and when applicable.					
11.1.11	shall include the ability to report on and subsequently export the report data to spreadsheets and other desktop tools in common formats to include, but not be limited to, Microsoft Excel, .CSV, .TXT, XML and PDF formats.					
11.1.12	shall include the ability to brand City custom reports.					
11.1.13	shall include the ability to report on any stored data element not restricted due to security.					
11.1.14	shall be able to sort by any column in ascending or descending order.					
11.1.15	shall support the generation of an ID Card based on license information and captured signature and photo. The photo ID card will be color, double-sided and print on a standard CR-80 ID card.					
11.1.16	shall have drill-down capability to view the contents of summary report values					
11.2 SYSTEM REPORTS (Preface each requirement with "The proposed solution...")						
11.2.1	shall include a set of pre-designed System reports tailored to meet the City's requirements as defined. The PROPOSER must identify (list) all of the standard reports provided in the System, how they will be or can be tailored to meet the City's requirements, each report's title, a brief description of each report's purpose and/or typical usage, and sample results (outputs) of each report.					
11.2.2	shall include a set of pre-designed system reports must include basic administrative reports that summarize significant activities and occurrences handled by the different departments.					

Enterprise Land Information System
FUNCTIONAL BUSINESS REQUIREMENTS

Preface each requirement with "The proposed solution..."

Y = Yes
N = Not Available
3P = 3rd Party/Work Around
F = Future

ID #	Requirements	Y	N	3P	F	Comment
11.2.3	shall provide pre-designed reports that bridge (operate across) the various modules and databases contained in the system including Building, Planning, Engineering, Code Enforcement etc. A single report must be able to bridge all of these data even if they are stored within different system databases without requiring that separate reports are executed against each database and the results combined manually.					
11.2.4	shall allow authorized system users to display, email, and/or print the output of all pre-designed system reports.					
11.2.5	shall allow system users to route (print) report outputs to any network attached printers residing on the City's network to which they have authorized access.					
11.2.6	shall ensure reports in the system are menu selectable or initiated via an equivalent function.					
11.2.7	shall provide an easily invoked procedure, such as a data entry screen containing report parameters, for changing the run-time parameters (e.g., date and time range, department etc.) of the system's pre-designed reports.					
11.2.8	shall provide, prior to their execution, the ability to specify each pre-designed report's starting date and time, ending date and time, subset of data to be extracted and/or aggregated, geographic area of coverage, sorting options, and various combinations of these parameters.					
11.2.9	shall include department specific information, which at a minimum includes department specific report headers, images, seals, logos, contact information (e.g., phone number and address), and department specific disclaimers.					
11.2.10	shall provide users the ability to create, modify, and delete system-wide department and organizational unit specific report header information as required without requiring any programming or other assistance from the System Administrator.					
11.2.11	shall include the ability to define recurring reports that would run from a starting to an ending date or indefinitely every day, every week, every month, etc. The PROPOSER must describe the process required for defining and setting up these automatically recurring reports.					

Enterprise Land Information System
FUNCTIONAL BUSINESS REQUIREMENTS

Preface each requirement with "The proposed solution..."

Y = Yes
N = Not Available
3P = 3rd Party/Work Around
F = Future

ID #	Requirements	Y	N	3P	F	Comment
11.2.12	shall include the ability to select multiple system reports and apply the same user defined parameters for batch printing and or emailing.					
11.3 ADHOC REPORTS (Preface each requirement with "The proposed solution...")						
11.3.1	shall include an ad hoc report-writing tool that is GUI-based and does not require programmer level expertise to generate, save, and re-use basic queries and reports.					
11.3.2	shall include ad hoc query and report generation tools that are able to construct structured queries based on user provided information against any data element or combination of data elements contained in the system's databases.					
11.3.3	shall ensure that any 3rd party ad hoc report writing (Business Intelligence) tools included in the System are Microsoft SQL Server Reporting. Any alternate business intelligence platforms included in the System must be fully identified and described by the proposer.					
11.3.4	shall be able to create and maintain adhoc reports using any and all data fields within the system regardless of the module the information originated.					
11.3.5	shall support SQL selection syntax.					
11.3.6	shall allow authorized system users the ability to join one or more of the System's databases with other ODBC, JDBC, and SQL compliant city databases for the production of ad hoc reports.					
11.3.7	shall allow authorized Users to develop and save adhoc reports for later reuse.					
11.3.8	shall ensure run time parameters are available to modify the content of saved ad hoc System reports.					
11.3.9	shall be able to display, print, or save (i.e., store the results in one or more of the available output formats such as Excel, CSV, XML, etc.) the results of ad hoc reports and queries.					

Enterprise Land Information System
FUNCTIONAL BUSINESS REQUIREMENTS

Preface each requirement with "The proposed solution..."

Y = Yes
N = Not Available
3P = 3rd Party/Work Around
F = Future

ID #	Requirements	Y	N	3P	F	Comment
11.3.10	shall ensure authorized IT staff must be able to use the System's ad hoc report-writing tool and/or other 3rd party tools such as crystal reports, etc. to develop sophisticated reports and queries that access data in a variety of ways, can compute sub-totals, perform basic calculations (e.g., add, subtract, multiply, text manipulation and operations, etc.) without adversely impacting System operations and without requiring assistance from the vendor.					
11.3.11	shall ensure authorized casual system users are able to use the sophisticated reports and queries developed by IT professionals and modify the queries as required through run time parameters.					
11.3.12	shall provide graphics capabilities for the production of bar charts, pie charts, and other types of graphs based on data stored in the System's databases and User specified search criteria.					
11.3.13	shall utilize point and click, or equivalent technology for report field selection, record selection criteria, and sorting options.					
11.3.14	shall allow for agency and department logos, seals, contact, and other information to be included in generated ad hoc reports.					
11.3.15	shall be capable of efficiently exporting query results and report data to Microsoft Access, Excel, Comma Separated Value (CSV), and other standard database formats that support ODBC, JDBC, and XML. Please list the primary types of output formats that are supported by your system's ad hoc reporting tool.					
11.3.16	shall be able to warn users if the number of records resulting from a report's selection criteria exceeds a threshold set by System Administrators. The report must not proceed unless the User acknowledges the potential number of resulting records.					

12.0 CITIZEN WEB PORTAL

12.1 GENERAL (Preface each requirement with "The proposed solution...")

12.1.1	shall include the ability for city staff and external customers to track and review the status of plans and projects via the web.					
--------	---	--	--	--	--	--

Enterprise Land Information System

FUNCTIONAL BUSINESS REQUIREMENTS

Preface each requirement with "The proposed solution..."

Y = Yes
 N = Not Available
 3P = 3rd Party/Work Around
 F = Future

ID #	Requirements	Y	N	3P	F	Comment
12.1.2	shall require users to provide a valid address that exists in the data set in order to purchase a permit or plan review.					
12.1.3	shall allow customers to obtain a history of projects/permits they have purchased and fees they have paid, including the ability to select/sort the data by time period.					
12.1.4	shall allow customers to view a fill city map and see items on the map that are related or nearby a chosen location.					
12.1.5	shall provide the ability for customers to track the status of individual permits.					
12.1.6	shall provide the ability for customers to request that a project/permit be cancelled online and allow for a request to refund moneys paid.					
12.1.7	shall have the ability to allow for existing and or historic project/permit searches via an address, permit number, permit type and or permit status.					
12.1.8	shall allow licensed contractors and non-licensed persons the ability to register and establish an account in order to utilize the inspection scheduler.					
12.1.9	shall have the ability to validate user name and password against existing account holders.					
12.1.10	shall integrate data and services between the web solution and internal project/permit system to ensure information is available for lookup by customers on the Web Portal, and all transactions performed by customers on the web are immediately available in the project/permit system for lookup and processing by city staff.					
12.1.11	shall allow for viewing based on user login, all permit, address, parcel, inspection, plan review and related data such as customer or applicant, regardless of the source of data (web, over the counter, fax).					
12.1.12	shall have the ability to load historical data from existing permit system to ensure information is accessible to customers via the web. Such data loads must include all permit, address, parcel, inspection, plan review and all other related data such as customer, payment and other data, regardless of the source of data (web, over the counter, fax).					

Enterprise Land Information System

FUNCTIONAL BUSINESS REQUIREMENTS

Preface each requirement with "The proposed solution..."

Y = Yes
 N = Not Available
 3P = 3rd Party/Work Around
 F = Future

ID #	Requirements	Y	N	3P	F	Comment
12.1.13	shall maintain a history of all customer-based actions, and shall allow customers to search, view, and print their own information (secure access to information based on the user login).					
12.1.14	shall ensure the following historical information is included, at a minimum: all permit, address, parcel, inspection, plan review and all other related data such as customer, payment and other data.					
12.1.15	shall have the ability for customer-driven and internally driven events to be date/time stamped and be available as history for review by customers on the web (access to information based on the user login). These events include the following: <ul style="list-style-type: none"> • Date of original application and the associated applicant. • Date and time of all payment transactions. • Date of all updates and changes in status in the workflow, including tracking of all plan review comments and dispositions. • Date of scheduling of all inspections and the scheduler. • Date of Inspection results and the responsible inspector. 					
12.1.16	shall be parameter and table driven, allowing easy configuration of functionality by the city without programming and without requiring services from the vendor.					
12.1.17	shall provide configuration tools that will enable system administrators to maintain the services offered such as fee schedules, inspections, and conditions. The tools should be web-based and not require any programming or direct database manipulation.					
12.1.18	shall allow customers to request permits, inspections, and plan reviews, process all associated payments, and send and receive all associated data in near-real time.					
12.1.19	shall give the customers the ability to search, view, and manage permits based on a variety of available information, including at a minimum: project number, plan number, permit number, inspection number, address, applicant name, contractor name or license number, owner name, City, Zip code, and or tax parcel number without registration (login and password).					

Enterprise Land Information System
FUNCTIONAL BUSINESS REQUIREMENTS

Preface each requirement with "The proposed solution..."

Y = Yes
N = Not Available
3P = 3rd Party/Work Around
F = Future

ID #	Requirements	Y	N	3P	F	Comment
12.1.20	shall provide the ability for customers to apply for all types of projects/permits.					
12.2 PERMIT PURCHASE (Preface each requirement with "The proposed solution...")						
12.2.1	shall allow customers to request permits and make payments and shall communicate the request to the city electronically through an email process.					
12.2.2	shall provide the ability for customers to complete a single application for a range of addresses.					
12.2.3	shall allow the on-line applicant to complete a single application for multiple permit types for a single address (issued as separate permits, but automatically leverage/copy the data from one application to another to eliminate or reduce duplicated entry of common data).					
12.2.4	shall have functionality that allows a single application for multiple permit types using a combo permit.					
12.3 PAYMENT (Preface each requirement with "The proposed solution...")						
12.3.1	shall support online credit card, debit card and electronic check payments for homeowners and contractors.					
12.3.2	shall integrate with standard credit card processing services, including Elavon at a minimum, to allow customers to pay by credit card and debit card.					
12.3.3	shall comply with any appropriate credit card security standards, such as the Payment Cards Industries (PCI) security standard.					
12.3.4	shall credit payments directly to the city's bank account for the requested service. Each transaction shall be itemized and available online with indication as to whether the transaction was successful or not. Once the successful transactions are complete, any documents to be available to the customer for printing shall be made available on a consolidated confirmation page.					
12.4 REPORTING (Preface each requirement with "The proposed solution...")						
12.4.1	shall provide the ability for customers to display and print authorized reports.					

Enterprise Land Information System

FUNCTIONAL BUSINESS REQUIREMENTS

Preface each requirement with "The proposed solution..."

Y = Yes
 N = Not Available
 3P = 3rd Party/Work Around
 F = Future

ID #	Requirements	Y	N	3P	F	Comment
12.4.2	shall provide the ability for the city to display, print and or download a set of requested transactions for a specified date and time range.					
12.5 E-SUBMITTAL (Preface each requirement with "The proposed solution...")						
12.5.1	shall provide (as specified by the city) the ability for customers to submit and request plan reviews and request related permits, and track the status of submitted plans and projects. The vendor shall suggest a methodology for best practice management.					
12.5.2	shall provide for electronic submission of plans documents and files in pre-approved data formats, desired, and widely used data formats.					
12.5.3	shall provide the ability for the customer to request a meeting via an email with the plans examiner for a particular project.					
12.5.4	shall provide a means for a customer to access certain specific information about building plan approval activities; the availability of data and functionality will be based on the permissions of the customer.					
12.6 SECURITY (Preface each requirement with "The proposed solution...")						
12.6.1	shall provide a secure logon methodology for customers to identify themselves when accessing the system; system behavior will limit identified customer to appropriate data access and functionality.					
12.6.2	shall allow customers to maintain/manage their own password and profile information to include resetting lost/forgotten passwords.					
12.6.3	shall have provisions for inactivating user accounts based on periods of inactivity and reinstate an inactive account.					
12.6.4	shall have provisions for system administrators to remove and or restore customer access.					
12.6.5	shall have provisions for requiring customers to change their passwords on a periodic basis.					
12.7 DATA VALIDATION (Preface each requirement with "The proposed solution...")						
12.7.1	shall validate contractor's active license status by utilizing external licensee data sources.					
12.8 INSPECTION SCHEDULING / LOOKUP (Preface each requirement with "The proposed solution...")						
12.8.1	shall have the ability to allow identified permit holders the ability to schedule inspections.					

Enterprise Land Information System
FUNCTIONAL BUSINESS REQUIREMENTS

Preface each requirement with "The proposed solution..."

Y = Yes
N = Not Available
3P = 3rd Party/Work Around
F = Future

ID #	Requirements	Y	N	3P	F	Comment
12.8.2	shall enable logged in customers to initiate, track, and respond to construction inspections, including at a minimum: ability to request inspections, be notified of and track inspection results, respond to inspection issues/violations/defects, make payments, make comments and notes, view any inspector comments, view any photos/videos, and request re-inspections via the web integrated ELIS system.					
12.8.3	shall allow customers requesting inspections the ability to display available inspection times and select a preferred time.					
12.8.4	shall include at a minimum, for each inspection and re-inspection: requested date, scheduled date, and actual inspection date and inspection status.					
12.8.5	shall have the ability to allow customers to request follow-up inspections following correction notice.					

13.0 GEOGRAPHIC INFORMATION SYSTEMS

13.1 GENERAL (Preface each requirement with "The proposed solution...")

13.1.1	shall support real time GIS overlay or drill down functionality to acquire spatially relevant data layers (attributes) based on a given address location (zoning, comprehensive plan, flood plain, city limits etc.).					
13.1.2	shall include the ability to generate standard and customized reports (templates) that include a 'current extent' map driven by the current record (permit, project, or case file) being reviewed.					
13.1.3	shall provide a methodology for creating permits that do not have a specific address or tax parcel feature to associate with. For example, Special Event permits such as a marathon could span multiple streets.					
13.1.4	shall provide a methodology to ensure that certain permits can be associated with multiple addresses or tax parcels in the event of a permit that covers a large area i.e. a Block Party permit.					
13.1.5	shall be able to perform a real time geo-drill down to acquire related GIS attributes for themes such as zoning, vacant lands, flood plain etc. that are impacted by either tax parcel or address point.					

Enterprise Land Information System
FUNCTIONAL BUSINESS REQUIREMENTS

Preface each requirement with "The proposed solution..."

Y = Yes
N = Not Available
3P = 3rd Party/Work Around
F = Future

ID #	Requirements	Y	N	3P	F	Comment
13.1.6	shall be able to generate mailing labels by buffering a selected GIS feature, specifying a user defined distance and retrieving address attributes of the buffered feature(s).					
13.1.7	shall be able to link to and display historical tax map documents.					
13.1.8	shall be able to generate custom reports with current location maps (e.g. Vicinity maps and Zoning maps) derived from standard templates that populate specific title items with data values passed from the system application (i.e. project number, project name).					
13.1.9	shall provide mark-up tools to the GIS interface that will be displayed in the custom layout templates.					
13.1.10	shall allow for the editing of GIS features such as building and land use action polygons.					
13.1.11	shall be able to generate mailing labels by buffering a selected GIS feature, specifying a user defined distance and retrieving address attributes of the buffered feature(s).					
13.1.12	shall be able to display the county's tax map images on the GIS interface when the user selects a point on the map.					
13.1.13	shall be able to hyperlink to and display historical tax map pdf documents and any other project related documents.					
13.1.14	shall allow users to add graphics, text etc. to the GIS interface that will be displayed in the custom layout templates.					
13.1.15	shall allow users to select or identify GIS feature layers and return a list of attribute values to the user.					
13.1.16	shall ensure identified custom map templates can allow large quantities of text (at least 3000 characters) to be included in the dynamic maps.					
14.0 IMAGE / DOCUMENT MANAGEMENT						
14.1 GENERAL (Preface each requirement with "The proposed solution...")						
14.1.1	shall have the ability to integrate with EMC Documentum.					

Enterprise Land Information System

FUNCTIONAL BUSINESS REQUIREMENTS

Preface each requirement with "The proposed solution..."

Y = Yes
 N = Not Available
 3P = 3rd Party/Work Around
 F = Future

ID #	Requirements	Y	N	3P	F	Comment
14.1.2	shall include the ability to electronically accept, store and display document files related to a specific permit, project or activity. Acceptable documents stored in industry standard formats include but are not limited to: Scanned hard copy documents, CAD drawings DWG, DWF, JPG, GIF, TIFF, PDF file formats, Digital photos, txt, xls, doc, videos, scanned documents, crime scene photographs, sound waves files, mp4, etc.					
14.1.3	shall be able to add (associate) attached documents to any case file, permit etc. <ul style="list-style-type: none"> • By land parcel / tax parcel. • By site address. • By occupancy/tenant. • By project/sub-project. • By activity/task/sub-task. 					
14.1.4	shall be able to assign and add keyword descriptions to each attachment.					
14.1.5	shall be able to view, print, lock and delete attachments based on system privileges.					
14.1.6	shall include the ability to require the user to enter structured and unstructured metadata that describes each attached document.					
14.1.7	shall include the ability to capture and store received and originated email messages and relate them to plan reviews and/or permit / land use applications.					
14.1.8	shall visually notify authorized users viewing the system records that images and other file types associated with the location / activity are available.					
14.1.9	shall enable authorized users the ability to select (e.g., click on) a link, icon, or some other System notification display symbol to display an image or other file types associated with the database record/report that they are viewing.					
14.1.10	shall enable authorized system users the ability to retrieve and display all documents (internal or cross-departmental) stored within electronic document imaging systems employed centrally without having to exit the System to accomplish the retrieval and display.					

15.0 INFORMATION TECHNOLOGY

	Our current environment includes: PeopleSoft, EMC Documentum, ESRI ArcGIS, Microsoft Exchange, VMWare, SQL Server, and Windows Server. Your product must integrate with these foundational environments.	Explanation/Comments
Please describe in detail:		
15.1.1	We would prefer your product is certified with VMware ESX 4.1 and above. If not, explain why, or your current direction toward virtualization. <ul style="list-style-type: none"> • What are the minimum client hardware requirements? • What are your product's server-side hardware expansion requirements? • Are there any restrictions to running your product(s) in an HP "C" class blade infrastructure? 	
15.1.2	We would prefer your product is certified to operate in a shared storage environment; SAN. If not, explain why and your plans for adoption of this scenario. <ul style="list-style-type: none"> • What is the initial storage capacity required for product deployment and the expected 1, 3 and 5 year growth? • What is the projected storage IOPS required for you product? Note static operations, per user load and any batch process or index processes that have a large deviation from the static processes. 	
15.1.3	Standard supported server OS is Microsoft Windows 2008 or higher. Standard client OS is: Windows XP Pro or higher. Does your product support client OS as Virtual Desktop Infrastructure? <ul style="list-style-type: none"> • If your client product is not qualified on Win 7, provide your planned roadmap from XP Pro to Win 7. • If you are proposing an alternate solution, please provide details on the training and level of support that you will be providing. 	
15.1.4	Document all network bandwidth requirements for all products (LAN, wireless, 3g/4g).	
15.1.5	Provide documentation for Software/Hardware architecture proposed in your LIS platform solution.	

		Explanation/Comments
Please describe in detail:		
15.1.6	Describe the performance capabilities of your LIS platform in a multi user environment including scalability. Please provide references of similar size installs.	
15.1.7	Describe how Application and Configuration information is stored (methodologies). <ul style="list-style-type: none"> • What are the supported DB environments? • If SQL Server, standard is 2008. If not qualified on 2008, provide your planned roadmap to 2008. 	
15.1.8	Describe the level of support/man hours by IT role typically needed on an annual basis to provide internal production support of your product.	
15.1.9	Describe the platform, capabilities and methodology of the development software technology proposed.	
15.1.10	Provide customization options and exclusions, and related impacts on future upgrades when allowing a customized/tailored environment.	
15.1.11	Must be LDAP compatible, Microsoft Active Directory LDAP source, granularity of user and administrative level account rights and detail of logging mechanism. Current: Microsoft Active Directory User Account Integration.	
15.1.12	Describe any known legal risks that are NOT addressed as part of the proposal.	
15.1.13	Must meet all state/local/federal requirements.	
15.1.14	Has any legal action ever been brought against your company for non-compliance or non-delivery? What was the outcome?	

		Explanation/Comments
Please describe in detail:		
15.1.15	Describe the product licensing options that are available (including differences between leasing and ownership, hosted vs. non-hosted by the City of Colorado Springs.	
15.1.16	What is your policy on establishing a software source code escrow account?	
15.1.17	Provide a detailed statement of work and standard time-line for the implementation, and external system integration. Also provide the level of effort needed by internal IT staff for a successful implementation.	
15.1.18	Explain your data load and conversion methodology and pricing structure.	
15.1.19	Provide the list of pre & post implementation documentation that will be delivered at various stages of the project.	
15.1.20	Provide training programs and training delivery methods that are available for the proposed LIS platform from an end user, Help Desk, and technical administrator perspective and what the time period is needed to complete these programs.	
15.1.21	Where are your customer service support centers located and what are the hours of operation including time zone? What are your standard SLA's for high, medium, and low priority issues?	
15.1.22	Can your software support a bidirectional interface to third parties, such as other government agencies?	
15.1.23	Does your system allow for user defined triggers to generate an interface to third parties, such as other government agencies?	
15.1.24	Can your software support distinct multi-agency use? If so, what are the licensing requirements?	

		Explanation/Comments
Please describe in detail:		
15.1.25	Is your product web-based? If so, what browsers and browser versions are supported?	
15.1.26	Does your product integrate with Cartegraph?	
15.1.27	Product must integrate with ESRI GIS products. Please explain your methodology.	
15.1.28	Can your product be fully integrated with an enterprise SDE Geodatabase?	
15.1.29	Does your product integrate with versioned SDE feature class data and allow for editing and maintenance of specific GIS data layers such as address points, land use actions and pre-construction building polygons etc.? Editing and maintenance specifically refers to creating new and or moving spatial locations of points, changing the shape of polygons and the update of attributes.	
15.1.30	Can your product incorporate standardized ESRI addressing and geocoding tools and services?	
15.1.31	Can records in your product be instigated from within a GIS interface using points, lines, or polygons?	
15.1.32	Are ESRI product licenses required to use integrated GIS functionality? If so, which licenses are required, are they included, and how is license maintenance handled?	
15.1.33	Can your integrated GIS interface tie into ArcGIS Server Map services?	

		Explanation/Comments
Please describe in detail:		
15.1.34	What ESRI products and versions are supported? Our current version is ESRI 10.	
15.1.35	Are you an ESRI business partner?	