



CITY OF CREVE COEUR, MISSOURI

PERMITTING SOFTWARE REQUEST FOR PROPOSAL

JUNE 15, 2022

**City of Creve Coeur
300 N New Ballas Rd, Creve Coeur MO 63141**

1. INTRODUCTION

The City of Creve Coeur, MO (hereinafter referred to as “The City”) is requesting proposals for a comprehensive, fully integrated, permit tracking system. This Request for Proposal (RFP) states the overall scope of products and services desired, specific software functionality, technology foundation as well as desired vendor qualifications.

2. BACKGROUND

The City of Creve Coeur provides superior municipal government services to its affluent community in the St. Louis Metropolitan area spanning 10.27 square miles. The City has 109 dedicated full-time employees organized into seven departments: Administration, Legislative, Finance, Community Development, Recreation, Public Works and Police. With a resident population of 18,000, Creve Coeur is the heart of commerce in the St. Louis region and has a daytime population of 50,000 with key industries including technology, life sciences and health services.

Additional information about the City of Creve Coeur is available at www.crevecoeurmo.gov.

3. GENERAL REQUIREMENTS

The core software functions that meet the requirements of this RFP are:

- Permitting
- Inspections
- Integration with existing financial and GIS systems
- Integrated cash receipting
- Decentralized inquiry and data entry
- eGovernment (self-service via Internet)

The primary criteria for vendor evaluation and consideration are:

- Stability (financial viability, business longevity, stable ownership)
- Customer service (references, retention, measured service rates)
- History of ability to integrate with applications developed by 3rd parties
- Public sector market focus

Additionally, the following technical foundations will be considered:

- Browser or Windows based client
- Internet deployment for mobile use
- Relational database
- Integration with Microsoft Office Suite and Google Workspace
- Integration with ESRI GIS APIs
- Widely accepted development environment

4. RESPONSE INSTRUCTIONS

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

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

5. COMMUNICATION WITH THE CITY OF CREVE COEUR

To ensure a fair and objective evaluation of all proposals, prospective vendors are required to submit any inquiries in writing via email to

ctumbarello@crevecoeurmo.gov

All queries must be submitted in the following format to be considered:

Section No.	Reference Subject	Clarification Sought
...

Any other form of communication shall be considered informal and shall have no weight, bearing, or influence in this RFP process. Written inquiries (e-mail or mail) must be received no later than 5 PM CDT on the date indicated in the project schedule section.

Vendors who wish to receive all official City communications in reference to this RFP shall go to the City's bid page at <https://www.crevecoeurmo.gov/236/Bids-Quotes>.

The City of Creve Coeur reserves the right to seek clarification of each proposal, and the right to negotiate a final contract which is in the best interests of the City, considering cost effectiveness and the level of time and effort required for the project.

6. COST OF RFP PREPARATION AND SUBMISSION

Any costs incurred by the vendor in preparing or submitting an RFP are the vendor's sole responsibility. All responses, inquiries, or correspondence relating to or in reference to this RFP, and all other reports and documentation submitted by the vendor will become the property of the City of Creve Coeur when received.

7. PUBLIC RECORDS

Responders are advised that all information submitted in response to this RFP is public record to the extent required by the State of Missouri Public Records Act. The City of Creve Coeur assumes no responsibility for the release of information pursuant to the law governing public records.

8. RESPONSE CONTENT

Each proposal will be prepared on the forms provided in this RFP.

1. Executive Summary

Provide a concise (no more than 10 pages) executive summary of:

- A. The software solution and services being offered to meet the City's requirements
- B. Documentation of why proposed system is the best solution
- C. References for a minimum of 3 similar municipalities/counties (Missouri cities/counties preferred or Missouri/Illinois bi-state region) using the proposed system and include contact information for each

2. Form 1 - Vendor Response

3. Form 2 - Cost

9. DELIVERY OF PROPOSALS

The RFP response must be delivered by **Wednesday, July 27th, 2022, 5pm CDT** and to the place stipulated on the cover of this RFP in a sealed envelope bearing the title of the RFP and the name of the vendor. Submittals must include:

- One copy bearing an original signature
- Three printed copies
- One electronic copy on flash drive

Please submit RFPs to:

City of Creve Coeur
Permitting Software RFP
300 N New Ballas Rd
Creve Coeur, MO 63141

It is the sole responsibility of the vendor to see that their RFP response is received in the proper time. Any proposal received after the proposal due date and time shall be eliminated from consideration.

10. DEMONSTRATIONS AND PRESENTATIONS

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

11. RIGHT OF REFUSAL

Vendors are cautioned that this is a Request for Proposal, not a request for contract, and the City of Creve Coeur reserves the right to reject any and all RFP responses or to select certain application software from the RFP responses. The City reserves the right to award the contract in any manner deemed in the best interest of its citizens.

12. PROJECT SCHEDULE

Please note that these dates are subject to change. Vendors will be notified of any changes. The City website will also be updated with any changes.

RFP issue date	June 15, 2022
Deadline for vendor submissions of written questions	June 29, 2022
City response to written vendor questions due	July 8, 2022
Proposal due, 5 PM CDT	July 27, 2022

The review process will take approximately 4 weeks. It will consist of City staff reviewing all of the RFPs, contacting vendors for additional questions and/or answers, interviews, demonstrations and/or site visits.

13. EVALUATIONS

An evaluation team will evaluate proposals on a variety of quantitative and qualitative criteria. The proposal selected shall provide the most cost-effective approach that meets the stated requirements. The lowest price proposal will not necessarily be selected.

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

The City may award based on initial proposals received, without discussion of such proposals. Selected vendors may be invited to make oral presentations (in person) to the evaluation team.

14. CONTRACTS

The successful vendor will be required to enter into a written agreement with the City of Creve Coeur. The written agreement will require the vendor to undertake certain obligations including, but not limited to:

1. The vendor will not discriminate in its employment on account of race, marital status, religion, age, sex, national origin, or handicap. In addition to nondiscrimination requirements, the selected vendor shall comply with all applicable federal, state and local laws, rules and regulations affecting his or her performance and will hold the City harmless against any and all claims arising from the violation thereof.
2. The vendor will certify that to the best of its knowledge and belief the vendor:
 - a. Is not presently debarred, suspended, proposed for debarment, declared ineligible or voluntarily excluded from covered transactions by any Federal department or agency.
 - b. Has not within a three-year period preceding the execution of the contract with the City of Creve Coeur, been convicted of or had a civil judgment rendered against them for commission of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a public or private agreement or transaction, violation of Federal or State antitrust statutes or commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, tax evasion, receiving stolen property, making false claims, or obstruction of justice;
 - c. Is not presently indicted for or otherwise criminally or civilly charged by a governmental entity (Federal, State, or local) with commission of any of the offenses enumerated in paragraph (b) of this section; and
 - d. Has not within a three-year period preceding the execution of this contract with the City of Creve Coeur had one or more public transactions (Federal, State, or local) terminated for cause of default.

Any Public Jurisdiction that is not specifically forbidden by City/County Code to purchase off this RFP will be allowed to enter into a contract arrangement with the selected vendor.

15. GOOD FAITH STATEMENT

All information provided by the City in this RFP is offered in good faith. Individual items are subject to change at any time. The City makes no certification that any item is without error. The City is not responsible or liable for any use of the information or for any claims asserted therefrom.

16. FORM 1 - VENDOR RESPONSE

Vendors are instructed to complete the following RFP forms by completing the response column and adding additional paper as required.

Vendor Background and Qualifications

Answer the following questions and provide the necessary documentation for each question.

<i>City Question</i>	<i>Vendor Response</i>
1. What is the name of the software proposed?	
2. How many public sector clients use the proposed software? How many in Missouri?	
3. How many years has the Vendor been in the public sector software business?	
4. Provide a brief description of the company's staff size and ownership structure.	
5. Is the business a parent or subsidiary in a group of companies? If yes, provide details.	
6. In the past 5 years, has this company or product being proposed been purchased by or merged with another company? If yes, provide details.	
7. What percentage of revenues does the offered system represent to your company compared to other products/services sold?	
8. Provide a brief statement of the company's background demonstrating longevity and financial stability.	
9. Has the company incurred an annual operating loss in the last 5 years? If so, provide details.	

10. Has the company had a workforce reduction during the past 5 years? If so, provide details.	
11. Provide details of past or pending litigation, liens or claims filed against Vendor in the past 10 years.	
12. Briefly describe the organization and tenure of the senior management team.	
13. Briefly describe how your company measures customer satisfaction. What key performance metrics are utilized, methods of quantifying results and which areas are evaluated.	
14. Briefly describe the company's commitment to research & development; including development staff size and percentage of annual revenues reinvested into R&D.	
15. Was your company the original developer of the software?	

Implementation and Support

Answer the following questions and provide the necessary documentation for each question.

16. Describe the approach and resources needed to implement the proposed software. Attach a proposed implementation schedule with key activities and estimated milestones.	
17. Describe your overall user training approach. Include the location and proposed schedule.	
18. Describe your company's service & support philosophy.	
19. Provide a description of helpdesk services including dial-in, web support and ongoing maintenance.	
20. Provide resumes of proposed project team demonstrating recent project management engagements.	
21. Explain the data conversion procedure and if there are dedicated personnel associated with this process.	
22. Explain your company's system assurance project to install, configure and ensure that all hardware and software is installed properly.	
23. Describe your company's philosophy with respect to	

new technology developments.	
24. When a new version of a currently supported operating system is released, approximately how long is it before the new version is supported by the proposed system?	
25. Does the payment of maintenance entitle the customer to newly released versions of the application software?	
26. Please list any 3rd party software required or recommended as part of the solution presented in your proposal. Include report writers.	
27. Approximately how often is your product updated/enhanced? Are product enhancements/updates provided without additional cost to customers paying maintenance?	
28. Does the RFP response include dedicated personnel in the following areas: Project Manager, Implementation Specialists (trainers), Data Conversion Specialists, Product Support (Customer Care Representatives)? Describe the responsibilities of the above positions. Explain if the responsibilities overlap into other positions.	

17. FORM 2 - COST

Provide a firm fixed-price costs associated with your proposed solution.

Description	Cost	Comments
Software costs for xx named users, including 1st year of maintenance.		
Software maintenance per year for years 2-5.		
Cost for each additional modification and/or additional module to satisfy RFP requirements.		
Software maintenance for additional modules per year for years 2-5.		
Data conversion migration costs, including data validation and reconciliation.		
System installation and deployment. (list what it includes)		
Travel		
Project management cost		
Training and Support (specify what is provided and for how many users)		
Hourly rate for additional services and support (break out for different levels of support, e.g., application development, network, DBS, etc.)		
Other costs. Provide detail for each cost.		
Costs for reports. Standard reports or custom.		
Grand Total		

18. Scope of Project

Include a description of all modules including platform, proposed version, any third party solutions and interfaces to be included in this proposal. General areas the modules should cover are (note: this is not an all-inclusive list):

- Community Development
 - Building Permitting and Inspections
 - Planning and Zoning
 - Code Enforcement
 - Plan Review
 - Mobile inspections / data management
- Public Works
 - Right-of-Way Permitting and Inspections
 - Online submittals - paper copies not required
 - Site Improvement Permits and Inspections
- Escrow Management
- Customer Portal
- Integration with GIS
- Automated Integration with Incode General Ledger (highly preferable, but not necessarily required)
- Invoicing
- Report Generation

Form 3 describes the specifics of the modules requested.

Include information on any additional modules offered with a brief description of their benefit to the City.

Security

The proposed system should have security set features built in that allow the administrator to manage user access to the individual modules or areas of the system. Group based security policies as well as individual permissions are expected to be available. External security is also essential.

Redundancy/Failover/Backups

It is the intent of this proposal to have a system that has failover capabilities in the event of a disaster. High availability is critical to the move forward strategy. The proposer will provide a plan for redundancy, failover, and how backups are managed.

Exceptions to RFP

Complete a detailed listing of exceptions to this RFP and an explanation for each.

Sample Reports

Proposers should include the following sample reports, as a platform against which the City can fairly consider the overall value of each proposal submitted. The City is aware that it is not possible to provide specifics in an RFP; however it is essential that all material terms be included.

- Sample software licensing agreement
- Sample maintenance agreement
- Sample implementation services agreement
- Sample hosting agreement
- Sample implementation project plan
- Sample agreements from any third party vendors involved in RFP

A brief overview of the modules requested along with expected functionality is outlined hereafter.

Dashboard. The dashboard will be used by both concurrent and peripheral users to view pertinent data. It should have customize-ability, and provide drill-down capabilities from the main screen.

Project/Grant Management. This module will provide tracking of project and grant expenditures over multiple periods. It will have the capability to report expenditures as required by grant issuers, and provide for OMB Circular A-133 reporting.

Permits. Permitting software will track any and all municipal permits issued for local use. Various permit types include but are not limited to: building, right of way, planning and zoning, and special use. Different permit types require different tracking capabilities. This software should have the ability to store finalized permits for an extended amount of time, and/or integrate with the City's chosen archive system. All permit types must be capable of storing contact information for multiple contacts in relation to a single permit. Permitting software will allow for multiple permits issued to one user. It will provide customizable permit templates and permit numbers that are easily updated, typically annually, and will track delinquent permittees. The software should track permit expiration dates, and notify appropriate City staff and the applicant when a permit is close to expiring. It will account for any and all penalties, and associated fees, with the ability for management override, as necessary. It will have the ability to generate reports, and ideally it will integrate with the Incode 10 general ledger.

Licenses. (Optional) Licensing software will track any and all business, merchant, liquor, and residential licenses issued to local businesses, residents and non-residents. It will allow for multiple licenses and license types issued to one user. All license types must be capable of storing multiple searchable contact information. It will provide a license template that is easily updated, typically annually, and will track delinquent licensees. It will account for any and all

penalties, and associated fees, with the ability for management override, as necessary. It will have the ability to generate reports, and will integrate or upload to the general ledger of the City's current financial software system. ***Please note if this option is available as part of the complete software proposal, or a separate module. If separate, please indicate the pricing on Form 2- COST, as a separate line item.***

Inspections. Scheduling of inspections in association with assigned permit numbers to building, demolition, fence, excavation, occupancy, and various other building projects through their lifecycle. Permittee self-service online scheduling capabilities with an option of preferred inspection date and AM or PM is desirable. Assign and track property maintenance complaints, stop work orders, and site improvements. Tracking the plan review process. Code enforcement. Apartment re-occupancy. Fee scheduling and collection for various permitting and inspection fees. Tracking daily field inspections. Perform and result daily inspections in the field. Escrow tracking and collection of fees that integrate with financial modules. Generation of activity reports.

Planning and Zoning. Application management and tracking by assigning project numbers for various planning applications, such as Board of Adjustment variance applications, Planning & Zoning Commission applications, conditional use permits (CUP), rezoning, plat, site plan, sign, Short Term Rental Registrations, and others. Fee and escrow collection and deductions. Public hearing and staff review requirements. Commission and council approvals.

Public Works. Permit system for right-of-way, site improvement and facilities use permit. Excavation Permits. Floodplain development Permits.

Customer Portal. Online web portal where citizens and customers can find a variety of city information and the ability to pay City fees online, such as business license, permit fees, inspection fees, escrow, etc. Ability to accept digital applications and plan submittals. Ability for online users to access information on the progress of permits for building, planning, and public works projects. Ability for online users to access an invoice of any and all fees due for the project. Contractor access to schedule inspections with an option of preferred inspection date and AM or PM. Ability to review inspection results and notes left by the inspector. Ability to send requested documentation through the public portal to the inspector - photos of a finished project given a partial pass. Ability for citizens to check for a permit at a specific address.

18. Form 3 – Technology and module requirements

Technology	Response
1. All modules, if not developed by the same vendor, should integrate seamlessly.	
2. Ability to export screens, reports, views, or query results to Excel, Word, PDF, etc.	
3. System must have workflow notification and approvals that utilize both an internal messaging system and Gmail	
4. Must allow for a single user to be in multiple modules at the same time, without running multiple sessions.	
5. Must allow for data entry screens to be customized by user.	
6. System must allow for multiple users to be in the same module at the same time, even if another user is updating customer/vendor records and or posting data to the GL.	
7. System has drop down menu lists or other look up capability from data entry screen.	
8. System has multiple drill-down capabilities.	
9. Software must be able to run on a Windows Server (if on-premises)	
10. System must provide user security that provides for adequate internal controls at every level.	
11. For hosted & cloud services, nightly backups of data should be performed.	
12. In the event of a disaster, provide a timeline of restoration.	
13. For hosted & cloud services, data transmissions must be encrypted with 256-bit encryption.	
14. Hosted & cloud services must be accessible from any internet connection, including remote sites, wireless sites, homes, hotels, etc.	

15. Hosted & cloud services provide additional hardware or software connection requirements.	
16. For on-site software purchase, provide nightly hosted backup of data.	

Please note the rating of 1 as required; 2 as highly desirable; and 3 as desirable

	GENERAL SYSTEM REQUIREMENTS	Notes	Rate	Vendor Response	Rate	Proposer Notes
1)	Public Portal	<p>A. Generate appropriate application and assign permit number based on project type (i.e: Building permit Application Planning & Zoning Applications BOA Applications Business License Right-of-Way Flood Plain Permit</p> <p>B. Allow uploads of large document file sizes such as blue prints, photos, files, etc. from all users including public and contractors.</p> <p>C. Allow contractors and residents to check review progress through the online portal</p> <p>D. Generate a list of required inspections based on permit type</p> <p>E. Allow contractors and/residents to schedule AM or PM inspections through the online portal. Must have a cut off time to schedule a next day inspection. *Timed inspection requests should be available for certain inspection types only. (i.e: inspections requiring the resident to be home)</p> <p>F. Software program automatically sends email confirmation when inspection request is received.</p>	<p>1</p> <p>1</p> <p>1</p> <p>2</p> <p>1</p> <p>1</p>			

		G. Allow applicant or contractor to cancel scheduled inspection through the portal.	1			
2)	GIS Integration	A. Integration to GIS should apply to all modules and be specific to zoning districts throughout the City.	1			
		B. Only accept online permit submittals for addresses verified by GIS system - confirm that the address is within City limits and entered correctly on application	1			
3)	Invoicing and Fee Collection	A. Generate invoice with breakdown of fees for applicant.	1			

		B. Integrate with Tyler Incode, as this is the accounting software used by the City	3			
4)	Escrow Management	A. System must track the collection and release of escrows. This should include acceptance of the escrow, deductions from escrow, and release of escrow when the project is complete. B. System should store escrow contact information and allow admin to update as necessary (i.e: change of address for escrow release, who to make check payable to, etc.)	1 1			
5)	Generation of Reports	A. System must be able to generate reports based on necessary criteria (i.e: permit tracking reports, business license reports, code complaint reports, etc.)	1			
6)	Progress Tracking	A. The system should track each stage of review for all project and permit types (i.e: The date a building permit is submitted, how long the initial review takes, when revisions are received, the length of subsequent reviews, when the permit is issued.) B. Each employee should have a dashboard that shows all their assigned new and pending tasks	1 2			
7)	Permit Issuance	A. Allow staff to issue approved permits B. Alert staff when permits are close to expiration (i.e: Building permit will expire in 30 days alert)	1 3			

8)	Email Capability	<p>A. Allow staff to correspond with applicant, contractor, resident, etc within the software</p> <p>B. Inspectors should be able to send inspection results via email directly from the inspection module of the software program</p>	1 1			
9)	Form Letters	<p>A. Save letter templates that can be sent to project applicants summarizing the decision of the board or council after the meeting date</p> <p>B. Escrow release template letter explaining any escrow deductions and the amount the applicant will get back.</p> <p>C. Generate notices of violation, escrow forfeiture letters, expiring permit letters, etc.</p>	1 1			
10)	Certificate of Occupancy	A. System should generate and send a certificate of occupancy for appropriate project and permit types once final approval is given	2			

	PLANNING APPLICATIONS	Notes	Rate	Vendor Response	Rate	Proposer Notes
1)	Application Submittal	A. Must generate appropriate application based on project type (i.e: Planning & Zoning (P&Z), Board of Adjustment (BOA), Sign Permit, Fence Permit, Temporary Use, Short Term Rental Registration, etc)	1 1			

		B. Assign City project number or permit number based on application type.				
2)	Staff Review	A. Assign appropriate workflow for staff review based on application type and board or commission.	1			
		B. Allow staff to review application with attached files, photos, and documents and provide comments to the applicant	1			
		C. Set schedule for public hearing requirements based on application type with alerts to designated staff (i.e: public notice must be posted 10 days before meeting date)	1			
		D. Must track approval or denial of board, commission, and/or council	1			

	BUILDING APPLICATIONS	Notes	Rate	Vendor Response	Rate	Proposer Notes
1)	Application Submittal	A. Ability to accept and track all building permit submittals based on the assigned workflow (i.e: Assign appropriate permit number at submittal, alert staff to new submission, begin tracking review time based on date of submission)	1			
2)	Permit Issuance	A. Provide applicant with an invoice of fees to be paid and generate a permit package with job permit card, list of inspections, approved plans, etc.	1			

3)	Inspectors Module	A. Must integrate with iPad for inspectors to use in the field	1			
		B. Inspectors must be able to enter inspection results and comments through the inspector module	1			
		C. Immediately email inspection results, notes, etc. to contractor with reason for approval/denial	1			
		D. Applicants should be able to send photos/documents requested by the inspector when given a partial pass	3			
		E. Integration with Ipad calendar to alert inspectors to inspections assignments each day	3			
		F. Ability to track daily mileage of inspectors for reimbursement	3			
		G. Ability to issue stop work orders				
4)	Plan Review	A. Ability for plan review and markup within the software program	1			

	Business License*	Notes	Rate	Vendor Response	Rate	Proposer Notes
1)	Application Submittal	<p>A. Allow applications to be submitted online.</p> <p>B. Support dynamic application process to accommodate multiple license types with some fields being required (see <i>Licenses</i> section on page 12).</p> <p>C. Import submitted application data (contact info, location info, business info, etc.) to create a unique license record,</p>	1			

	Business License*	Notes	Rate	Vendor Response	Rate	Proposer Notes
		<p>do not allow duplicates (based on location and business name).</p> <p>D. Notify staff of new submissions and suspend new licenses until approved by Finance. Allow manual changes to any field.</p> <p>E. Generate appropriate license fees determined by license type and application data (dynamically prorated for new licenses beginning March of each year) and integrate w/ incode financials to bypass the need for redundant entry.</p> <p>F. Allow for document uploads to be attached to application (eg. certificate of no sales tax due)</p> <p>G. Allow for payment to be submitted online after Finance has approved the application.</p>				
2)	Approval Process & Issuance	<p>A. Allow interdepartmental commenting and approval processing. Only Finance may make manual changes to licenses.</p> <ul style="list-style-type: none"> a. Application Received b. Finance Approval c. Payment Received d. Planning Approval e. Inspection Scheduled & Performed (in combination with building permit process) f. Failed Inspection = Reschedule & Inspect Until Passed, Additional Fees Added for Failed Inspection, Passed Inspection = Building Approval g. Issue License <p>B. Allow audits/reports of workflow progress (comments, dates, inspection results, etc.) by address, contact, license, or license type.</p> <p>C. Generate and send unique license forms upon approval. Allows for manual reprinting/resending of license as needed.</p>	1			

	Business License*	Notes	Rate	Vendor Response	Rate	Proposer Notes
	Renewals	<ul style="list-style-type: none"> A. Allow for unique renewal notice distribution via email, supporting multiple formats for various license types. B. Allow license renewal to be completed online. Requires acknowledgement from licensee that no changes have been made to operations/location. <i>Also requires document upload and Finance approval for some license types before renewed license may be issued.</i> <ul style="list-style-type: none"> a. If an existing licensee does need to make a change to an existing license, prompt a new application and begin the application process from scratch. C. Generate appropriate license fees determined by license type and original application data. D. Apply late fees on a dynamic schedule based on payment date. E. Generate and send unique renewed licenses (upon approval for some license types). Allows for manual re-printing/re-sending as needed. 	1			
	Reporting	<ul style="list-style-type: none"> A. Allow detail and summary reports for all records concerning business licenses. B. Allow the capability to export reports to Excel. 	2			

* Please refer to Page 11-12 for Licenses as being an optional module

	Code Enforcement	Notes	Rate	Vendor Response	Rate	Proposer Notes
1)	Receiving Complaints	<ul style="list-style-type: none"> A. Ability to track and store complaints from citizens by address, and ability to see if the address has received multiple complaints, citations, etc. 	1			

2)	Tracking Citations	A. The system should send a reminder to the code enforcement officer to check compliance expiration dates	1			
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APARTMENT OCCUPANCY PROGRAM		Notes	Rate	Vendor Response	Rate	Proposer Notes
1)	Occupancy Inspections	A. Tracking and storing failed occupancy inspections and complaints with reminders to schedule follow up inspections. B. Ability to manually enter illegal move-in violations	1 1			

PUBLIC WORKS APPLICATIONS		Notes	Rate	Vendor Response	Rate	Proposer Notes
1)	Integration with Public Works Programs	A. Ability to use iPad in the field and integrate with public works software programs	1			
2)	Right-of-Way Applications	A. If an address has an open right-of-way and building permit, the system should flag these to be sure that final approval is not given to one before the other is finished as well	1			