



## Town of Mansfield, Connecticut

### REQUEST FOR QUALIFICATIONS (RFQ) Permitting and Code Enforcement Software

#### Project Description

The Town of Mansfield is seeking a vendor to provide a Permitting and Code Enforcement software solution that includes the following general capabilities:

- On-line filing of select permit applications
- Planning/Zoning, Permitting and Enforcement workflow management
- Integration with Town's GIS and CAMA systems
- Automated report generation, including letters, notices, permits, etc.
- Tracking and documentation of Fire, Life Safety, and Minimum Housing Code regular inspections and investigations
- Tracking of town ordinance citations

#### Submission Deadline

April 22, 2013 ▪ 3:00 PM

Any responses may be withdrawn prior to the above-scheduled deadline. Any proposals received after the date and time specified shall not be considered, unless the submission deadline is officially extended.

#### Submission Address

Five (5) copies of the response to this RFQ shall be submitted in a sealed envelope and clearly marked with the RFQ Title on the outside of the envelope, including all outer packaging (DHL, FedEx, UPS, etc.) to the following address:

Department of Building and Housing Inspection  
Town Hall  
4 South Eagleville Road  
Mansfield, CT 06268-2599

#### RFQ Questions

Please address questions regarding this RFQ to:

Michael Nintean, Director of Building and Housing Inspection

[BldgDept@mansfieldct.org](mailto:BldgDept@mansfieldct.org)

Subject Line: Permitting and Code Enforcement Software RFQ Questions

Only questions received via email will receive responses. All questions/answers will be posted on the Town website

(<http://www.mansfieldct.gov/content/1904/1932/14344.aspx>).

## Background

The Town of Mansfield is located approximately 25 miles from Hartford and has a population 26,453, of which approximately 12,000 are year-round permanent residents. As home to the main campus of the University of Connecticut (whose students make up the remainder of the official population), the Town has opportunities and challenges that are more similar to cities than a typical rural New England town. These conditions are reflected in the types of permitting and code enforcement services offered by the Town, which include certification and inspections of rental housing units in addition to the more traditional permitting, code enforcement and life safety responsibilities.

To improve management, coordination and public accessibility of these services, the Town is seeking an integrated software solution that will assist in tracking permits and inspections related to the following activities as well as provide the ability for filing of on-line applications:

- Building permits and associated inspections
- Zoning Permits and associated inspections
- Planning/Zoning applications requiring Board or Commission action, including but not limited to:
  - Special Permits/Site Plan approvals
  - Zoning Map or Text amendments
  - Subdivisions
  - Inland Wetlands Licenses
  - Variances
  - Historic District Commission approvals
- Public Works Permits (driveway and road openings)
- Rental Housing Certification and Inspections – unrelated to permit applications
- Fire Permits, Inspections and Investigations
  - Permits (Burning, Blasting, Licenses)
  - Regular inspections (unrelated to permit applications)
  - Fire investigations/complaint investigations
- Code Enforcement – Building, Zoning, Housing and Fire
- Town Ordinance citations with associated fines – including ability to track violations associated with a parcel as well as those that are not associated with a parcel/address

It is the goal of this project to develop one tracking and management system for all of the above services. Currently, each department tracks permits and enforcement actions in different ways, ranging from paper files to excel spreadsheets to MS Access databases. Where past permit/enforcement history is in digital form, the selected vendor will be expected to convert that data into the new system. Where digital data is not available, the system must provide a mechanism for Town staff to manually enter information for past/closed permits and enforcement actions.

## Scope of Services

The Town of Mansfield is seeking a vendor to provide an on-line permitting and code enforcement system with associated payment methods, inspection tracking and documentation as described above and in the detailed matrix attached as Appendix A. The product provided must have the ability to collect and track payments made in person, via mail and the internet. The chosen vendor will be required to provide all hardware and software,

notices, reports, conversion of master files, and other items as specified herein. All costs for conversion must be included in the cost proposal submitted in response to this RFQ. It is expected that all services be successfully implemented within thirty (30) days of the Town of Mansfield entering into an agreement with the contractor, unless otherwise negotiated.

In addition to the detailed system functionality matrix provided in Appendix A to this RFQ, vendors should address the following in their responses:

- **Components of Service to be Provided**
  - All hardware and software required to run an online computer service which meets the Town's specifications.
  - Any installation costs.
  - All reports as requested within the Town's time frame.
  - A toll free number for the Town to contact vendor service and support (this number should be operational from 8:30 AM to 5:00 PM Eastern Time).
  - All necessary forms.
  - All initial and ongoing training.
  - Provide for retention of data for at least ten (10) years.
  
- **Handheld Specifications.** The Town of Mansfield is looking for the chosen vendor to supply at least four (4) handheld devices for inspectors use in the field that meet the following specifications. All hardware to be provided to the Town of Mansfield must be new, state-of-the-art, and fully operational. Malfunctioning equipment shall be repaired within twenty-four (24) hours of notification to vendor at no charge to the Town. If equipment will not be repaired within twenty-four (24) hours, vendor must exchange malfunctioning equipment for new, to be in place and operational on the next day after the vendor is notified. The vendor may want to consider having spare stock of the Town's necessary computer equipment to be able to meet this requirement.
  - Each unit to be a one-piece, self-contained unit with a built-in-thermal printer
  - Image capture and barcode reading capabilities
  - Weigh less than 2 pounds
  - Readable in all weather conditions
  - Drop durability of four (4) feet to concrete
  - Operating temperature of -4°F to 122°F
  - Complies with the IP54 rating for dust and water-splash protection
  - No loss of data while transferring data from handheld to server
  - Customizable Programming
  
- **Software.** Preferably, the solution offered will be web-based and offer unlimited access. As an alternative, the Town may negotiate a specific number of licenses.
- **Response Time of System Server to Computer Terminal.** Vendor's computer system must be able to deliver a response to an on-line terminal inquiry within (one-half second) 0.5 seconds.
- **Security Features/Audit Trail.** The vendor must provide adequate security features for both the hardware and software of the system, such as password security, and provide an audit trail of record changes to the system by all users.

- **Training of Town Staff.** Vendor shall provide training of the current Town staff on the computer system until competency on the vendor's hardware and software is achieved. Training will also be required, both classroom and field training, for all Town staff who will be utilizing the handheld units. Vendor throughout the term of the contract will train any new staff member within 14 days of notice by the Town. All requests for training by the Town shall be honored at no charge. Vendor should briefly explain how training shall be implemented.
- **Reports.** The vendor shall identify (as part of the functionality matrix) the number of standard reports that are included with the base price of the system, as well as cost for adding additional reports. For the purposes of this requirement, the word 'report' shall refer to any type of document automatically generated by the system, such as permits, letters, notices, etc. The vendor at no charge to the Town shall fulfill any requests for new reports or modifications to existing reports. The Town should also have the ability to generate ad hoc reports directly from the vendor's system. At minimum, the system must provide the ability for the end user to run various inquiries specific to permit types and enforcement actions, including but not limited to the following:
  - **Monthly Payments Collected Report** showing payment processing by date of processing including reference numbers, amount paid, pay date, issue date, notice mailing date if applicable and totals for each day and each report by sub group.
  - **Monthly Report** listing all inspections by department, location and sub group as determine and coordinated with Mansfield Town staff.
  - **Monthly Report** listing all outstanding violation by department, location and sub group as determine and coordinated with Mansfield Town staff.
  - **Monthly Report** listing any permits issued and revoked by department and sub group as determine and coordinated with Mansfield Town staff.
  - **Monthly Report** listing of all Mansfield Housing Code activity including certificates issued, landlord registrations and residential parking activity.
  - **Monthly Report** listing pending permit and project applications.
  - **Compliance Reports** identifying time from initial notice of violation to resolution, and types of progressive enforcement needed to achieve compliance.
- **System Inquiry.** In addition to the traditional methods of inquiry, the system should have the capability to access the violator database from violator last name. Town staff must be able to input a violator's name and have all information pertaining to that individual displayed.
- **Returned Checks.** Vendor must provide for the ability to address checks that have been returned for insufficient funds. Revenue accounting must reflect the reduction. In addition, the vendor's system must automatically notify an operator when a violator has previously issued a bounced check in the past, instructing them to no longer accept payments by check from this individual.
- **Integration with Other Software Systems** – The system should be able to communicate and share information with other software systems currently employed, particularly GIS, CAMA and financial administration.

### Submission Information

Interested vendors should submit the following information by the deadline identified on the first page of this RFQ:

- **Letter of Interest.** Submit a letter of interest signed by an officer of the firm describing your approach to the project and ability to provide the services and functionality described in this RFQ, including a detailed plan of the computer and other services to be developed for the Town.
- **Key Personnel.** Resumes for key personnel that would be involved in the project.
- **Experience & References.** Examples of software deployment/implementation in similar communities, particularly in Connecticut. Include contact information for each of those clients.
- **Product Cost.** System cost broken out by the following, and quoted as net delivered to destination and exclusive of state and federal taxes, as the Town is a tax-exempt entity:
  - *Cost/Fee Structure.* Identify the cost structure options for the system, including license fees, annual maintenance fees, etc.
  - *Initial Set-up Costs.* Any start-up costs such as training, data conversion, etc. that is not included in overall annual fee.
  - *Hardware.* Any hardware costs such as handheld devices for enforcement, etc.
  - *Customization Costs.* Identify customization costs per the completed Vendor Experience/Software Functionality Matrix
  - *Other Costs.* Any other costs associated with the service.
- **Appendix A: Vendor Experience/Software Functionality Matrix.** Completed matrix including ballpark cost estimates for custom feature design

### Selection/Evaluation Criteria

The Town of Mansfield will be taking into consideration more than cost in its evaluation process. Other criteria will include, but not be limited to:

- Ability of the vendor to provide the desired software features as described in the attached matrix
- Favorable reference checks (particularly with any Connecticut municipalities)
- Overall financial position of the vendor and its stability/ability to provide specified insurances
- Level of public sector experience of firm and staff assigned
- Accessibility of the vendor's staff to town staff
- Quality and ease of use of hardware and software proposed
- Cost of service / fee structure

### Award Process

It is the intention of the Town to review the proposals to determine the vendor's understanding and approach to the project. Based upon this review, we will determine a short list for the interview process. The vendors will be notified of their selection for the short list.

Interviews will be scheduled with selected vendors. As part of the interview process, vendors should be prepared to do a brief presentation/Q&A session with the selection panel (not to exceed 60 minutes). Following

the overview presentation, the vendor will be expected to meet with each of the departments that will be using the system (Building/Housing, Fire and Planning/Zoning, Police, Town Clerk, Public Works) to discuss unique needs and how the system can accommodate those needs.

Once the interview process is complete, the Town will choose the most qualified vendor from the short list and negotiate a contract based on the information provided. If the town and selected vendor are unable to negotiate a contract, the Town reserves the right to negotiate with the next qualified vendor.

As part of the selection/award process, the Town reserves the right to:

- Consider informal any proposal not prepared and submitted in accordance with this RFQ
- Request clarification of any submitted information
- Accept or reject and or all proposals or options therein
- Waive defects in proposals
- Accept any proposal or part thereof deemed to be in the best interests of the Town of Mansfield
- Select a vendor in a manner that is advantageous to the Town
- Waive all formalities in the bidding process
- Amend or cancel this process at any time
- Change the scope of services to be provided
- Negotiate the final project scope and fee with the selected vendor

Please note: in issuing this RFQ, the Town does not expressly state or imply any obligation to reimburse responding vendors for any expenses incurred in preparing submissions in response to this request, including any travel costs for vendors selected for interviews.

### Timeline

The following is a tentative timeline for the evaluation and selection of a consultant. The Town reserves the right to change these dates as needed.

- **April 22, 2013.** Proposals due from interested consultants.
- **May 17, 2013.** Finalists selected.
- **June 3-7, 2013.** Interviews.
- **June 21, 2013.** Notification of selected consultant.
- **June 24-July 26, 2013.** Negotiation of contract/scope of work.

### Contract Terms

The following terms reflect the Town's preferences for the final contract. The Town reserves the rights to change these terms based on information received during the selection/contract negotiation process:

- **Contract Period.** The term of the contract shall be for an initial two (2) years and may be renewed upon mutual agreement of both parties for three (3) one year periods.
- **Cost Structure.** The Town would prefer to pay the vendor a percentage of monies collected for Town services to applicants. The Town will consider other methods if they are thought to be in the best interested of the Town.

- **System Up-Time.** Vendor's computer system shall be online and all services available to the Town no less than ninety-five percent (95%) of the duration of the Agreement. Failure to meet specified up-time shall be grounds for cancellation of contract. Upon request from the Town, the vendor shall make every effort to maximize its computer system's hours of operation.
- **Back-Up Systems.** Vendor must provide for total backup for all software, hardware and other equipment. All data files and databases are to be backed up at least once per day. The backed up data is to be sent to off-site storage on a daily basis.
- **Disaster Recovery Plan.** In addition to back-ups, the vendor should state what their disaster recovery plan is for its computer facility. It is expected that each vendor should have an off-site, mirrored facility should an incident render the vendor's primary facility inoperable.
- **Installation Time Frame.** The system shall be installed and operating within (30) days of notice of award, unless negotiated otherwise.

### Other Conditions

The following other conditions apply to this RFQ and any responses thereto:

- **Equal Opportunity.** The Town of Mansfield is proud to be an equal opportunity employer. The selected vendor must be able to meet all town, state and federal affirmative action and equal employment opportunity practices and guidelines.
- **Addendums.** All addendums will be posted on the town website, [www.mansfieldct.gov](http://www.mansfieldct.gov). It is the responsibility of the bidder to check the website for any addendums before submitting their bid.
- **Conflict of Interest.** No public official or employee shall, while serving as such, have any financial interest or engage in any business, employment, transaction, or professional activity or incur any obligation of any nature which is in substantial conflict with the proper discharge of his/her duties or employment in the public interest.

## Appendix A: Vendor Experience and Software Functionality Matrix

In an effort to standardize responses to the RFQ, the Town has identified features that are desired, both in terms of functionality and vendor experience. Please complete the following matrix by checking the box in the column that best describes your solution according to the legend below. If additional comments are necessary in conveying features, please use the Comments column for additional details. If something can be done but would be at additional cost, please mark the C box and indicate the estimated cost in the “\$” column.

### Legend for Completing the Matrix

S = Standard functionality out-of-the-box

M = Modification required (i.e. standard script or other work around)

C = Customization required to the base code/API

N = Unable to provide this feature

\$ = Estimated additional cost associated with customization

### Vendor Experience

Vendor Experience/Platform	Yes	No	Comments
1. Proven track record of being in business for more than 10 years	<input type="checkbox"/>	<input type="checkbox"/>	
2. Permitting/Code Enforcement software systems have been a core product/service for at least 5 years of the total time in business	<input type="checkbox"/>	<input type="checkbox"/>	
3. ESRI Business Partner for more than 10 years	<input type="checkbox"/>	<input type="checkbox"/>	
4. Do you offer a vendor hosted solution?	<input type="checkbox"/>	<input type="checkbox"/>	
5. If the answer to number 3 is yes, is it entirely web-based Yes <input type="checkbox"/> No <input type="checkbox"/> or does it use a client as well Yes <input type="checkbox"/> No <input type="checkbox"/> ?			

Preferred Features	S	M	C	N	\$	Comments
<b>General Functionality</b>						
1. Windows 7 compatible	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	\$	
2. Microsoft Office 2010 compatible (if relevant)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	\$	
3. Microsoft Server 2008 compatible (if relevant)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	\$	
4. IPV6 compatible	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	\$	
5. Ability for Application System Administrator must be able to configure all End-User settings	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	\$	
6. Ability for end-users to edit and save their own search parameters	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	\$	
7. Ability to search on any field within	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	\$	



Preferred Features	S	M	C	N	\$	Comments
the database, including custom fields developed over time						
8. Allow a time-out period for Users not working at their computer, ensuring that a license is freed up (if per-seat license is required)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	\$	
9. Allow for End-Users to determine information displayed on their screen	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	\$	
10. Includes Personalization Options	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	\$	
11. Real-time dashboard to display dynamic charts and graphs that the User wants to view	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	\$	
12. Ability to view emails from Microsoft Outlook directly within the system	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	\$	
13. Ability for designated Town staff to create new fields and screens after implementation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	\$	
14. Allow users to use/access several records at one time	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	\$	
15. Automatic email notification to users when assigned activities have been updated or when new tasks have been assigned/referred to them	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	\$	
16. Ability to create, assign and maintain approval groups and manage data access ability	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	\$	
17. Provide user-defined security, differential rights distribution, role designation, and user options	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	\$	
18. Provide detailed audit trails/reports for activities, including financial activity	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	\$	
19. Provide a configurable, flexible workflow management system to automate business processes performed by each department and agency involved with the development review process	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	\$	
20. Place warnings, holds and restrictions on a record	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	\$	
21. Link to browse recently reviewed records	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	\$	
22. View and link to all related records	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	\$	
23. Ability to enter notes with unlimited characters	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	\$	
24. Link to favorite websites directly from software (such as a State of Connecticut building code site, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	\$	

Preferred Features	S	M	C	N	\$	Comments
25. Refer permit, project, code violation and complaint types to specific departments/agencies	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	\$	
26. Customize workflow according to our business processes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	\$	
27. Link software login to Windows ID allowing for automatic login upon opening application	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	\$	
28. Ability to store documents 'in the Cloud' for universal access	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	\$	
<b>Reporting</b>						
1. System comes with a bank of standard reports (indicate number of reports in comments box to right)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	\$	
2. End-Users are able to customize reports	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	\$	
3. Report engine utilizes a standard piece of software (example: Crystal Reports) or is proprietary to your software. Note in comment box to right what software is used if standard or if proprietary.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	\$	
4. End-Users are not required to have a specific software license (example: Crystal Reports) to execute standard reports	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	\$	
5. Users are able to create queries on the fly and save those queries for future use	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	\$	
6. Ability for Users to select favorite reports and group them into folders for future use						
7. View a preview of report prior to executing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	\$	
8. Export reports into an Adobe PDF, MS Excel, or MS Word document	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	\$	
9. Select different date ranges to view report information	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	\$	
10. Able to print and attach a Report to a record within a single step	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	\$	
11. Users can export data to MS Word (letters and reports) and MS Excel (tables of data)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	\$	
<b>Permitting</b>						
1. Provide ability to track any type of permit and to add additional permit types as needed	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	\$	
2. Ability to link records together for creating parent-child relationships	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	\$	
3. Ability to duplicate part or all of the	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	\$	

Preferred Features	S	M	C	N	\$	Comments
data from one permit record to another						
4. Calculate permit fees based on our fee schedule	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	\$	
5. Provide interactive permit application ability to the public	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	\$	
6. Ability to attach associated documentation to a record (pictures, word docs, pdfs, etc)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	\$	
7. Link record to GIS	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	\$	
8. Restrict the issuance of permits for certain parcels/permit types based on access authority (e.g. certain permits require approval by flood plain administrator, fire marshal, engineer, zoning or building official)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	\$	
9. Link to contact information of contractors, applicants, owners, etc.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	\$	
10. Ability to add, modify and delete job valuation details	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	\$	
11. Automatic inspection, reviews and fees based on types and subtypes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	\$	
12. Maintain one database of contacts that links to all activities/records to eliminate duplicate/conflicting data entry	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	\$	
13. Ability to redact names/addresses of protected individuals	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	\$	
<b>Inspections</b>						
1. Have a work center within the software where Inspectors can view all of the inspections assigned to them and result those inspections from this area	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	\$	
2. Have standard notes unique to each inspection type	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	\$	
3. Able to automatically email the contractor/developer of inspection results	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	\$	
4. Ensuring that previous inspections are approved before accepting the next inspection type	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	\$	
5. Able to create and view a Centralized Work Calendar for all inspectors	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	\$	
6. Ability to add photo attachments to inspection	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	\$	
7. Ability to change the status codes of an inspection to our terminology	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	\$	
8. Ability to associate a unique amount	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	\$	

Preferred Features	S	M	C	N	\$	Comments
of time with each inspection type, to allow for a daily “cap” of inspections						
<b>Code Enforcement</b>						
1. Allow multiple violations to be added to a single case while tracking each resolution and status individually	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	\$	
2. Automatically insert applicable code section number when violation is added	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	\$	
3. Track follow-up dates to ensure the issue is resolved	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	\$	
4. User rights determine which Users are able to view Case information/details	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	\$	
5. Ability to attach images to the case	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	\$	
6. Create a Case Details Report which itemizes all details pertaining to the case, including attached photos	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	\$	
7. Easily create MS Word letters and merge data from system into letters	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	\$	
8. Track all activities on the record, including when a phone call is made, a letter is printed, etc.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	\$	
9. Allow code officers to enter the results of their inspections including items for correction in the field either online or offline	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	\$	
10. Ability to create code violation cases related to permit inspections in the field	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	\$	
11. Print images associated with the case into a letter	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	\$	
12. Automatic inspection, reviews and fees based on types and subtypes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	\$	
13. Ability to issue tickets and/or citations in the field	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	\$	
14. Ability to track enforcement actions by date including response to each action	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	\$	
15. Ability to track hearing and appeal information, including dates and outcomes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	\$	
16. Ability to attach all related documents to record of violation, including photos, notices, decisions, etc.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	\$	
<b>Project Planning &amp; Zoning/Board &amp; Commission Approvals</b>						
1. Track plan review by address and review results from reviewers in	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	\$	

Preferred Features	S	M	C	N	\$	Comments
multiple departments						
2. Provide for logging dates sent, reviewed, due, rejected or approved for multiple reviewers, as well as a remarks area for each reviewer	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	\$	
3. Track multiple submittals on any project	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	\$	
4. Ability to create a list of standard comments for plan review –for different users/review types	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	\$	
5. Link multiple permits, cases, plans and licenses to a single major project	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	\$	
6. Supports Multiple Parcels and Addresses (unlimited) for each plan case	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	\$	
7. Attach associated plans and documents to record	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	\$	
8. Track inspections by type, inspector, scheduled date and completed date	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	\$	
9. Track contact information of contractors, applicants, property owners, etc.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	\$	
10. Ability to duplicate part or all of the data from one project record to another	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	\$	
11. Ability to merge conditions into letters and other documents	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	\$	
12. Automatic reviews, referrals and fees based on types and sub-types	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	\$	
13. Automatically calculate deadline dates once certain dates are entered (advertising, PH open, PH close, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	\$	
14. Retain and continue use of current file # system	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	\$	
15. Notify other departments and agencies via email of application and deadline for comments	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	\$	
16. Attach/link pdfs to project file in system (advertisements, notices to abutters, abutter lists, statement of use, plans, comments from other depts., correspondence from abutters, meeting minutes, permits, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	\$	
17. File application and plans on-line, including payment, with message directing applicant to file hard copies as well	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	\$	
18. Link Commission/Board actions to relevant building/zoning permits	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	\$	

Preferred Features	S	M	C	N	\$	Comments
that follow						
19. Enter review comments (other depts.) directly into system	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	\$	
20. View submitted applications and support materials (plans, statement of use, studies, etc.) on-line	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	\$	
21. Track key dates (submission, receipt by commission, public hearings, action, expiration, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	\$	
22. Generate reminder notices when deadline dates are approaching	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	\$	
23. Track/display status of plan review comments by other depts./agencies	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	\$	
24. Track compliance with advertising, abutter notices, etc. and generate reminder notices if action not completed by deadline date	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	\$	
<b>GIS</b>						
1. Allow for the assignment and reassignment of property addresses to parcel numbers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	\$	
2. Real-time link to GIS data	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	\$	
3. Create GIS Maps that display queried data	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	\$	
4. Email map as an attachment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	\$	
5. Create mail merge notifications from GIS data	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	\$	
6. Add new records to selected parcel directly from GIS map	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	\$	
7. View detailed parcel information from GIS application	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	\$	
8. Measure the distance from one parcel to another or a collection of selected parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	\$	
9. Select parcels within a radius or draw a boundary	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	\$	
10. Access summary information and related records from map	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	\$	
11. Allow users access to GIS information without the need to purchase additional ESRI licenses	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	\$	
<b>Mobility/In-Field Usage</b>						
1. Access to aerial photo information through Microsoft Bing Maps or Google Maps or equivalent	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	\$	
2. Ability to access all property information while mobile	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	\$	
3. Ability for field inspectors to print documents stored in the system in the field	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	\$	

Preferred Features	S	M	C	N	\$	Comments
4. Ability to configure security to ensure that only authorized persons are allowed to sign off on an inspection	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	\$	
5. Supports remote data entry	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	\$	
6. Provides the appropriate capabilities to allow users to operate in the field with hand-held devices	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	\$	
<b>On-Line/Citizen Access</b>						
1. Application information is posted in real-time to the database	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	\$	
2. View of map of the selected parcel using Microsoft Bing Maps or Google Maps or equivalent	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	\$	
3. File a complaint on-line	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	\$	
4. Apply for permits on-line, including Board/Commission applications	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	\$	
5. Pay permit fees and outstanding fines on-line	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	\$	
6. Have a shopping cart feature that Users can log into and pay for fees	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	\$	
7. Match the web pages to our web format, not only a header bar with the agency's logo	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	\$	
8. Have different security levels that determine information available to certain citizens (ie generic login vs contractor login vs applicant login)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	\$	
9. Upload plans and other documentation related to specific permit types and applications in specified file types (paper copies will still be required)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	\$	
10. Ability to require certain fields and collect custom information during on-line entry	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	\$	
11. View status of a permit or project on-line – tied to user login	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	\$	
12. Allow outside inspectors and plan reviewers to input results and comments online, with a unique login	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	\$	
13. View plans/documents related to a Board/Commission application on-line	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	\$	
14. View plan review comments/inspection results on-line (applicant/contractor only)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	\$	
15. Ability to require completion of certain fields and collect custom	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	\$	

Preferred Features	S	M	C	N	\$	Comments
information during on-line entry						
16. Provide on-line comments regarding pending board/commission applications with deadline for comment receipt linked to Public Hearing date (i.e. day before)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	\$	
17. Link to map showing location of permit/project	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	\$	
<b>License/Certificate Management</b>						
1. Automatic renewal notices/reminders and fee calculations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	\$	
2. Supports multiple license cycle types	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	\$	
3. Supports unlimited user-defined license numbers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	\$	
4. Ability to customize certificate labels as well as all drop-down fields	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	\$	
5. Automatic inspections, reviews and fees based on type and sub-types	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	\$	
<b>Contact Management</b>						
1. Tracks company and contact info, address, email, phone, fax, etc	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	\$	
2. Tracks primary and sub-contractors	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	\$	
3. Supports unlimited contract license types per contractor with associated expiration cycles (desired link to DCP)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	\$	
4. Links to Department of Consumer Protection Contractor records	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	\$	
5. Internal flagging for licensing issues	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	\$	
6. Comprehensive activity tracking (ie permits, plans, code cases, inspections, etc.) and quick access to this information	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	\$	
7. Multiple invoice management/ individual fee payments	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	\$	
8. Link contact information to associated projects and activities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	\$	
9. Ability to send email notifications	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	\$	
<b>Complaint Management</b>						
1. Route complaint information to the appropriate department	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	\$	
2. Store contact information for site of complaint and complainant	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	\$	
3. Ability to link to site address	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	\$	
4. Ability to provide the description and resolution of the complaint with unlimited text	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	\$	
5. General email with issue details	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	\$	
6. Ability to limit characters on	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	\$	



Preferred Features	S	M	C	N	\$	Comments
complaints filed online						
7. Ability to link documents to code enforcement inspections	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	\$	
<b>Fees/Fines</b>						
1. Automatically calculate fees based on permit type	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	\$	
2. Track and report on state required pass-through fee collection	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	\$	
3. Link fee collection data to specific GL accounts by permit and/or project type, including multiple accounts per permit	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	\$	
4. Track assessment and collection of fines	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	\$	
5. Track assessment and collection of liens	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	\$	
6. Ability to accept credit card and ACH payments with associated costs paid by user	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	\$	