Request for Proposals
For
Permitting, Land-Use and Code Enforcement Management Software

The City of Rolla requests proposals by qualified vendors for the above-referenced project. Interested vendors should submit an e-mail in .pdf format of their proposal via e-mail to dbell@rollacity.org

RESPONSES MUST BE RECEIVED BY
Wednesday, May 29 by 11:00 A.M.

Questions regarding this RFP must be submitted in writing to:

Dawn Bell, Community Development Director
901 N Elm St
Rolla, MO 65401
dbell@rollacity.org

Issued Date: May 9, 2024

Introduction:

The City of Rolla (City) is seeking proposals for a permitting, land-use and code enforcement management software solution to enhance our planning, permitting and inspections processes in the Community Development, Public Works and Fire Departments. This RFP is intended to solicit responses and formal proposals from qualified vendors and to select a single organization to provide the desired services to the City of Rolla. The RFP contains specifications for proposals and requirements for submittal. Any revision to the RFP, or additional information to be provided, will be through addenda published on the City's website (www.rollacity.org). All respondents must verify with their submittal that they have received and considered all addenda.

About the City of Rolla:

The City of Rolla is the municipal government for Rolla, a small city of approximately 21,000 residents and home of Missouri S&T - the Missouri University of Science and Technology. The City employs approximately 200 full-time employees across eighteen (18) municipal departments. Respondents unfamiliar with the City can find more information online at the City's website, www.rollacity.org

Community Development Department:

The Community Development Department includes six (6) employees, including the director, administrative staff, inspection staff (building and code enforcement) and planning staff. End users of the software will also come from the Public Works and Fire Departments (3-4 users each).

Purpose:

This RFP is a request for information about your company and the products and solutions you provide. Information gathered from all responses will be used to evaluate options for the City. The proposed permitting, land-use management and code enforcement software should be a state-of-the-art, automated system that provides easy and effective access for the public, efficient internal processing for City staff, and long-term record retention. It is anticipated that the permitting, land-use and code enforcement management software will be used by the Community Development and Public Works departments for processing and managing various permit and land-use applications, along with Fire inspections and code enforcement.

Confidentiality Statement:

All information provided in this RFP is considered confidential and is intended only for use by responding parties. No information included in this document or disclosed in discussions may be disclosed to a third party or used for any other purpose without express consent by the City.

Environment Overview:

This information gives a general overview of the City of Rolla's current information systems environment.

Personnel, Locations and User base - The City recently entered into a contract with Forward Slash for managed IT support and services. It is expected that the selected vendor for this RFP will work closely

with Forward Slash in setting up any software and any necessary applications on desktops, laptops, and other end-user devices.

The City uses a GIS database which is an ESRI-based system.

RFP Submittal:

Proposals should be in .pdf format. The e-mail should for the proposals should be clearly marked "Permitting, Land-Use and Code Enforcement Management Software" and should be e-mailed to dbell@rollacity.org no later than May 29, 2024 at 11:00 a.m. Any proposals received after this date and time will not be considered.

The City will not pay for any information herein requested, nor is it liable for any costs incurred by those responding to this RFP. The City reserves the right to select the proposal that best meets the needs of the City and to waive any informalities, technicalities, or irregularities in the proposal. Proposals that do not meet the stated requirements will be considered non-compliant and will be disqualified unless the City waives such non-compliance. Proposals will be opened in confidence (not publicly opened). The City reserves the right to reject any or all proposals.

Scope:

In summary, the software should have the following functions:

- General Permit and land-use application management
- Public portal with online permit submittal and tracking
- Electronic plan review integration
- Mobile inspection capabilities
- Robust and flexible search and display capabilities
- GIS Integration
- Ability for users to do custom reporting and data extraction
- Ability to automate generation of custom forms, letters and permits
- Flexible permit types and numbering system, with annual reset
- Ability to calculate fees and charges with manual adjustments
- Prefer cloud based solution
- Optional – online cashiering component

Submittals should include:

- Vendor profile – name, address, website, phone, brief history, software solution being offered, name and contact of individual responsible for submitting proposal
- Experience and references from projects that are similar to this project in size and scope. This should include:
  - The name and address of client (municipal government preferred)
  - Name, title and telephone number of contact person
  - Size of organization
- Product description and specs:
  - Describe the proposed software and its features and components
    - Brochures and website information is encouraged

- o Describe the hardware and operating system software and configuration requirements
- o Complete the detailed Matrix (Appendix A) to indicate if the specification is available or would require a modification. If modification is required, costs associated with modification. If not available, indicate with N/A
- o Include information on additional modules available by vendor such as a work order ticketing system, finance, etc for future possible integration (if not included with this package)
- Maintenance and support:
  - o Describe problem escalation process, to include problem identification, triage process, steps for resolving problem, and final authority regarding conflicts
  - o Are there annual maintenance fees and do they entitle the City to upgrades and enhancements at no additional cost?
  - o How will the City be notified of updates and modifications?
- Interfacing with other applications
  - o E-mail – The City uses Microsoft outlook
  - o Plan review? The City currently uses adobe, does this software have another integration?
- Implementation plan:
  - o Please provide a detailed implementation plan for installation and testing of new software. This should include a project plan with timeline to complete the project. This should also cover migration of existing data.
- Education and training:
  - o Detailed narrative of the proposed education and training plan
  - o Proposed timeframe for the plan
  - o Where will training be located? Is there online training?
  - o Does the vendor provide manuals?
  - o Is training included in cost?
- Pricing
  - o Please see Appendix B
- Product demonstrations
  - o The City evaluation team will determine finalists based on provided submittals
  - o Finalists will be required to provide live demonstration of the software. The specific software version proposed in the RFP shall be demonstrated.

Appendix A

	Section 1 - Application Functionality				
	Software Requirements		**Modifications**		
	Questions to be answered	**Software has: (Yes, No)**	**Vendor to modify (yes, no)**	**Fixed cost to modify (yes, no)**	**Maintenance cost to modify (yes, no)**
1	*Permitting and land-use applications*				
1.1	Software provides automated processes for billing, payment, and issuing of permits.				
1.2	Software provides the ability to receive applications for permits electronically via the City's web page.				
1.3	Software provides the ability to route an on-line application to the correct staff member for processing.				
1.4	Software provides the ability to create and modify document templates for renewal notices (i.e., chicken permits, annual occupancy insp.)				
1.5	Software provides the ability to automatically send email notifications to permit holders about upcoming renewals.				
1.6	Software provides the ability to print permits or certifications in either batch or on demand during processing without exiting the processing program.				
2	*Land-use Management*				
2.1	Software provides the ability to create/modify workflows for mapping business processes using an intuitive graphical interface.				
2.2	Software utilizes existing address, parcel and property ownership data through an import process.				
2.3	Location data is kept in a single data store that is accessible by all program modules.				
2.4	Software provides the ability to identify or reference a location by parcel ID, address, structure, geographic coordinates, zone, or district.				
2.5	Software provides the ability to link multiple persons or business contacts with a location.				
2.6	Software provides the ability to specify the relationship of a person or business to a location (e.g., property owner, contractor).				

2.7	Software provides the ability to create user defined attributes for location records.				
2.8	Software provides the ability to add narratives or notes to individual locations.				
2.9	If software data entry screens contain pre- populated person or location data, software allows users to override pre-populated information.				
2.10	Software provides the ability to store validated person or location data that supersedes data imported from an outside source.				
2.11	Software provides the ability to add, delete, or modify location records in bulk.				
2.12	Software provides the ability to search for a location by parcel ID, address, street, related person or business, legal description, common name, structure, geographic coordinates, zoning, or district.				
2.13	Software provides the ability to quickly see all current and historic activity for a specific location.				
2.14	Software provides the ability to drill down on a location to see location attributes and associated data such as open/historic work activity, fees and assessments, and related people or locations.				
2.15	Software provides the ability to associate multiple addresses with a structure.				
2.16	Software provides the ability to associate multiple structures with an address.				
2.17	Software provides the ability to tie together land-use applications with associated permits (such as a 'master project')				
2.18	Software provides the ability to track changes made to location records and retain a change log for historical lookup (e.g., rezoning or new plat).				
2.19	Software provides for the ability to receive applications for land-use actions such as rezoning or PUD electronically through the City's web page.				
2.20	Software allows for an applicant to create an "account" as part of the submission with unique identifier for the applicant. The applicant can start an application and save it to be completed later, track the review process and provide additional material if needed.				

2.21	Software has the ability to check an application submitted electronically for completeness of information and materials submitted.				
2.22	Software has the ability to verify that the address exists and that the subject property is within the City limits.				
2.23	Software provides the ability for the applicant to upload attachments in .pdf, txt., Word, PowerPoint or other commonly used productivity software as part of the electronic submission.				
2.24	Software provides the ability for the applicant to correct their submittal, including deletion of uploaded files and uploading new, corrected files prior to the application being accepted and assigned.				
2.25	Software provides the ability to process multiple applications in a single transaction (e.g., rezoning, plat, and pud).				
2.26	Software provides error message to applicant highlighting omitted mandatory inputs.				
2.27	Software has the ability for an applicant to sign an electronic application using an e-signature either integrated into the software or via DocuSign or similar 3rd part software application.				
2.28	Software has the ability to send an email to the applicant upon successful application submission.				
2.29	Software has the ability to send an email to the applicant when the plan review has begun.				
2.30	Software provides the ability to automate the review process of land-use application by assigning a case number to the application and directing it to a specific staff member.				
2.31	Software supports digital plan review with the ability to track comments from reviewer and responses from applicant for each round and have standard plan review comments that can be generated in a letter to the applicant.				
2.32	Software provides the ability to allow multiple staff to review the application at the same time and provide notes/comments in a central location that can be viewed by others.				

2.33	Software provides the ability for the reviewer(s) to make comments directly on a set of digital plans (e.g., a site plan or building plans). via Bluebeam or some other application, that can be saved then transmitted back to the applicant for response.				
2.34	Software provides the ability to track the calendar days from submittal of an application and to send email reminders to staff of tasks to be performed as part of the review process.				
2.35	Software allows staff to email multiple parties (applicant, design professionals, and contractor) directly from the plan review application screen.				
2.36	Software provides the ability to calendar future dates such as when a special use permit is to be renewed, and send an email or calendar reminder when that date is approaching.				
3	***Permitting***				
3.1	Software provides the ability to create/modify workflows for mapping business processes using an intuitive graphical interface.				
3.2	Software provides automated processes for issuing building permits and certificates of occupancy.				
3.3	Software provides the ability to receive applications for building permits electronically via the City's web page				
3.4	Software provides the ability to associate groups of permits that relate to a common project.				
3.5	Software provides the ability to link an unlimited number of parties to a permit application.				
3.6	Permit record retains a history of all contacts ever associated with the permit application				
3.7	Software has the ability to take conditions and stipulations associated with an application for a land-use matter and transfer those to the application for the building permit (or flag them) so that they can be incorporated into the plan review for the building permit.				
3.8	Software supports digital plan review with the ability to track comments from reviewer and responses from applicant for each round and have standard plan review comments that can be generated in a letter to the applicant.				

3.9	Software provides the ability to allow multiple staff to review the application at the same time and provide notes/comments in a central location that can be viewed by others.				
3.10	Software provides the ability for the reviewer(s) to make comments directly on a set of digital plans (e.g., a site plan or building plans) via Bluebeam or some other application that can then be saved then transmitted back to the applicant for response.				
3.11	Software provides the ability to track the calendar days from submittal of an application and to send email reminders to staff of tasks to be performed as part of the review process.				
3.12	Building code/fire code references are pre-populated in dropdown lists wherever appropriate.				
3.13	Software has the ability flag certain applications or files for a specific action to occur or follow-up.				
3.14	Software provides the ability to create and automatically address and print letters or notices to a list of addresses.				
3.15	Software provides the ability to send an email to the applicant when the permit has been approved and amount due for payment.				
3.16	Software provides the ability for staff to receive an email when permit has been paid for.				
3.17	Software allows creation of a "stop work" order that prevents the user from continuing with a process without an override. Overrides are recorded in an audit report of all overrides performed.				
3.18	Stop work orders are visible in all application interfaces (client, web portal, mobile application, etc.).				
3.19	Software automatically calculates permit expiration date based on user parameters. Expiration date extends automatically based on inspection activity.				
4	*Inspections*				
4.1	Software provides a process to centrally scheduled and manage inspections for all types of work activity (permits, code compliance, Business license inspections)				
4.2	Software provides the ability for inspections to be requested/scheduled on-line.				
4.3	Software provides the ability to define availability times or windows for individual inspectors.				

4.4	Software prevents overscheduling of inspectors				
4.5	Software provides the ability for contractors and citizens to schedule permit inspections on-line.				
4.6	Software provides the ability to schedule or assign inspectors based on availability, inspection locations, or inspection type.				
4.7	Software provides the ability to reassign an inspection to a different inspector.				
4.8	Inspection calendar can synchronize with Microsoft Outlook Calendar.				
4.9	Software automatically checks for holidays or other scheduled office closings prior to scheduling an inspection.				
4.10	Software automatically checks that inspections are performed in the correct sequence, and if not denies request for scheduling.				
4.11	Software automatically checks that a permit application is valid prior to scheduling an inspection.				
4.12	Software has the ability to allow for inspections in the field using a mobile data device.				
4.13	*Please list mobile data devices that may be used with the software (I-pad, surface pro, etc) and any interface applications that may be needed*				
4.14	Software provides a user-defined table of standard comments that can be used to speed up inspection results entry.				
4.15	Software provides the ability to generate/print inspection checklists and results sheets in the office or out in the field or electronically via an email or posted on- line.				
4.16	Software provides the ability to create and automatically address and print letters or notices to addresses.				
5	***Property Maintenance/Code Enforcement***				
5.1	Software provides the ability to track all property maintenance complaints and violations of City ordinances.				
5.2	Software provides the ability to define workflow rules to enforce processes for property owner notification, allowed response times, remediation and assessments.				

		Software has: (Yes, No)	Vendor to modify (yes, no)	Fixed cost to modify (yes, no)	Maintenance cost to modify (yes, no)
5.3	Software provides drop down menus so that users can select commonly used code violations.				
5.4	Software provides the ability for photos of violations to be attached to the case file.				
5.5	Software provides the ability to add specific violation location (e.g., north fence line)				
5.6	Software provides the ability to list multiple property maintenance violations on a single case				
5.7	Software provides the ability to highlight or color code cases based on case status.				
5.8	Software provides the ability to track all contacts and types of contacts made on a case.				
5.9	Software provides the ability to create and automatically address and print letters or notices to a list of addresses.				
5.10	Software provides the ability to create and customize documents for inspections, notice letters, hearings, and door hangers.				

Section 2 - General Data Management Functionality					
	Software Requirements		**Modifications**		
	Questions to be answered	Software has: (Yes, No)	Vendor to modify (yes, no)	Fixed cost to modify (yes, no)	Maintenance cost to modify (yes, no)
6	***Data Entry Functionality***				
6.1	Software avoids duplicate data entry between applications and functions.				
6.2	Mandatory fields are color coded or identified in some way from optional fields.				
6.3	Software provides the ability to attach and/or link a variety of documents, images, maps, URLs to individual locations, people or work activities.				
6.4	Software provides the ability to create links from records to documents stored on internal shared network folders.				
6.5	Software interface includes a list of frequently used or favorite menu options for efficient program navigation.				
6.6	Software provides the ability to customize the user interface at the system and group level.				

6.7	Users can adjust commonly altered variables, such as codes, drop down menu choices, and report parameters, without the services of a professional programmer.				
6.8	Users can create, modify and delete workflows, scripts or automation process without the services of a professional programmer.				
7	***Search Functionality***				
7.1	Applications provide ability to store, search, access and retrieve multiple years of historical data.				
7.2	Applications provide flexible search criteria based on partial name, description, date range, work type, assigned under or other search fields and filtering capabilities that limit the items in the selection list to those that match the specific criteria.				
7.3	Search results can be filtered, sorted or used as the source data for further refined searches.				
7.4	Default search, filter and sorting criteria can be set on a per-user basis.				
7.5	Search results can be printed or exported to a file in a variety of formats - HTML, .pdf, .xlsx or text.				
8	***Dashboard Functionality***				
8.1	Software provides the ability to create multiple customized dashboards.				
8.2	Content on dashboards is modular and can easily be added/removed/repositioned/resized.				
8.3	Dashboard modules can be reused among multiple dashboards.				
8.4	Changes made to modules are propagated to all dashboards.				
8.5	Dashboard modules can be configured to show information that is specific to the person viewing it.				
8.6	Dashboard modules can include: list, charts, maps, calendars, user presence, and web content from external sources.				
8.7	Content on dashboards updates automatically without the need for users to poll or refresh.				
9	***Reporting/Exporting Data Functionality***				
9.1	Software includes ad hoc report writer with easy-to-use report authoring interface.				
9.2	Software includes a robust set of premade reports of typical departmental functions.				

9.3	Report interface has the ability to modify both data and presentation layout elements.				
9.4	Reports allows users to determine which fields to display.				
9.5	Reports allow users to determine selection, sorting, grouping, and filtering criteria.				
9.6	Reports allow users to determine total and subtotals.				
9.7	Reports allow users to combine data from all functional areas/modules.				
9.8	Report templates can be created and modified to facilitate a consistent look and feel to report headers, footers, text formatting, font types, graphics and other visual attributes.				
9.9	Reports can be reviewed prior to printing.				
9.10	Users can view, email, export, or print reports.				
9.11	Reports can be scheduled to run automatically.				
9.12	Applications allows users to electronically save or archive reports for subsequent access by all system users with appropriate security authorization.				
9.13	Access to each report can be restricted to selected individuals or groups.				
9.14	Presentation ready reports can be saved in a variety of formats, including HTML, .pdfs, .xlsx, or text.				
9.15	Users can integrate reports/charts into MS Office Word, Excel, and PowerPoint creating "live" links to easily refresh data when needed.				
9.16	Software provides the ability to direct export data to file for loading into PC applications in a variety of formats including: xlsx, csv, txt, xml.				
10	***Data Retention Functionality***				
10.1	Software provides the ability to define record retention schedules for customizable categories of data.				
10.2	Software provides the ability to archive or delete records in bulk according to defined retention schedules.				
11	***General User Functionality***				
11.1	Software interface presents data based on user's role or job position to minimize extraneous information.				
11.2	Software interface presents onscreen help or tooltips to provide guidance to end users.				

11.3	Software has the ability to hold critical records and the ability to flag certain work (with or without related permits) and address in a dedicated queue.				
11.4	Software provides the ability to add an array of permit types for user selection.				
11.5	Permit types can be easily changed or modified from original selection.				

Section 3 - System Requirements					
	Software Requirements		**Modifications**		
	Questions to be answered	Software has: (Yes, No)	Vendor to modify (yes, no)	Fixed cost to modify (yes, no)	Maintenance cost to modify (yes, no)
12	***General Requirements***				
12.1	If proposing an on-premise solution, please provide specifications for the server including memory, processing speed, operating software, and any particular applications.				
12.2	If proposing an on-premise solution, please address how software updates and patches will be handled.				
12.3	If proposing an on-premise solution, please address how access to the server will be handled in light of cyber- security concerns. Will access be through VPN or some other format.				
12.4	If proposing a hosted solution (Cloud), is the database and application interface hosted entirely by the vendor (no City server required).				

12.5	Software solution supports multiple concurrent users with features ensuring data integrity.				
12.6	Hosted solution has redundant processes for data back-up that are tested regularly.				
12.7	Hosted solution has no prior instances of data compromise or intrusion.				
12.8	Hosted software upgrades have minimal downtime and loss of end user functionality.				
12.9	Hosted solution has less than 4 hours of unscheduled downtime per calendar year.				
12.10	Software solution uses an industry recognized relational database management system that is ODBC compliant.				
12.11	Vendor provides a development environment for testing upgrades, workflows, and configuration changes prior to release in the production environment.				
12.12	Vendor has a regular software release cycle with updates at least once a year.				
12.13	Vendor regularly supplies the City with the City's data in a format that is acceptable to the City.				
12.14	The vendor acknowledges that the City's data is the property of the City.				
12.15	The vendor acknowledges that it will supply the City with all of its data upon termination of the contract and in a format that is acceptable to the City.				
13	***Compatibility***				
13.1	Client application for a hosted solution is accessed through a web browser.				
13.2	Hosted solution is fully functional in current versions of all major web browsers with a minimal interface difference (Internet Explorer, Chrome, and Safari).				
13.3	Hosted solution does not require installation of desktop client or agent (excluding web browser and integrated 3rd party applications such as Acrobat Reader).				
13.4	Hosted solution is supported for use on new major versions updates of browsers within 3 months of browser release date.				
13.5	Hosted solution is certified for use on new releases and major updates of Windows within 12 months.				

14	**Security**				
14.1	Software has granular access controls to grant or restrict access to system features and functions to authorized personnel, by user & group or job function.				
14.2	Software has security permissions that enable selected users to be designated as system administrators with the ability to perform maintenance tasks such as managing user accounts, modifying system parameters, and viewing audit logs.				
14.3	Security permissions can be applied to groups of users in addition to individual users.				
14.4	Users are only required to sign in once in a single session of activity to access all application features they are authorized to use.				
14.5	Software provides an audit trail that allows an administrator to identify the individual who last entered or updated any record or transaction as well as the date of the modification. Audit trail data is inseparable from the record or transaction that it documents.				
14.6	Software provides a log or report of all deleted records or transactions that allows an administrator to be able to identify an individual and the date of the deletion. The length of time to retain deletion logs is configurable by system administrators.				
14.7	Software maintains a log of invalid access attempts. It includes no less than date/time of attempt, username used for the attempt, and what the user attempted to gain access to. The data is visible only to users designated as system administrators. The length of time to retain invalid access attempt logs is configurable by system administrators.				
14.8	All credit card transactions are processed by a PCI compliant 3rd party.				
14.9	Software does not record or store credit card numbers.				
15	**Mobile Device Support**				
15.1	Mobile application supports devices running Apple iOS, Android, and Windows.				
15.2	Mobile application interface is designed to support touchscreen capabilities.				

		Software has: (Yes, No)	Vendor to modify (yes, no)	Fixed cost to modify (yes, no)	Maintenance cost to modify (yes, no)
15.3	Mobile application allows users to access all applications and functions of the software including (but not limited to): permitting, code enforcement, inspections, project tracking, citizen request, land database, and mapping.				
15.4	Mobile application allows user to take pictures and then upload them directly to the case file while out in the field.				
15.5	Mobile application utilizes GPS capabilities of the mobile device to make entering location data more efficient.				
15.6	Mobile application receives push notifications for new relevant events (e.g., new work order, appointment change, task reassignment).				
15.7	Updates made in the mobile application are immediately synchronized to the central database if a network connection is available.				
15.8	Updates made in the mobile application are stored locally on the device if a network connection is not available. When a network connection becomes available, all stored updates are immediately synchronized to the central database.				
15.9	Mobile application supports the ability to capture a digital signature from devices that support a touch screen or use of stylus.				
15.10	Mobile application allows users to be able to print a report in the field or send to an email or upload to a website.				

Section 4 - Implementation, Training and On-Going Support					
Vendor Requirement			**Modifications**		
	Questions to be answered	Software has: (Yes, No)	Vendor to modify (yes, no)	Fixed cost to modify (yes, no)	Maintenance cost to modify (yes, no)
16	*Implementation*				
16.1	Vendor will provide project management and system integration functions for initial software implementation.				

16.2	Vendor will perform business process analysis and develop workflows, wizards, custom attributes, interface customizations and web portal customization to meet the City's unique needs.				
17	***Training***				
17.1	Vendor provides onsite end-user training thoroughly covering all functional areas or program modules.				
17.2	Vendor provides on-site system administrator training.				
18	***On-Going Support***				
18.1	Vendor provides web-based support for diagnosis and resolution of software problems.				
18.2	Vendor provides 24/7 phone support for diagnosis and resolution of software problems.				
18.3	Vendor provides an average response time for software support 4 hours or less.				
18.4	Vendor provides website that enables customers to view support request history and status.				
18.5	Vendor provides online knowledgebase of support solutions, frequently asked questions and technical documentation.				
18.6	Vendor provides ongoing web-based training for product changes, enhancements, and continuing education.				

Section 5 - Fee Collections/Payments/External Access					
	Software Requirements		**Modifications**		
	Questions to be answered	**Software has: (Yes, No)**	**Vendor to modify (yes, no)**	**Fixed cost to modify (yes, no)**	**Maintenance cost to modify (yes, no)**
19	***Fees***				
19.1	Software allows users to see transaction history and process payments directly from an application.				
19.2	Software performs automated calculations.				
19.3	Fee calculations can be based on a variety of methods including: flat fee, tiered, percentage, project size or value basis, or hourly rate.				
19.4	Software easily allows for fee changes (amounts or calculation methodology) or new fees to be added.				

19.5	Fee schedules can be versioned so that historical permits accurately reflect fee at the time the permit was issued.				
19.6	Fee schedules can be modified and scheduled to take effect on a date in the future.				
20	***Collections/Payments***				
20.1	Payments can be taken at counter, by mail and online (credit card or electronic check).				
20.2	Software support multiple payment methods (cash, check, money order, credit card, etc.).				
20.3	Software provides the ability to process partial payments or over payment.				
20.4	Software provides the ability to void a payment.				
20.5	Software provides the ability to associate payments with multiple different accounting funds based on the type of permit/fee/assessment.				
20.6	Software enforces receipt of entire payment before permit can be issued or closed.				
20.7	Software notifies users of all unpaid balances from all applications relating to a person or address.				
20.8	Software provides ability to email receipt.				
20.9	Software provides the ability to process a payment without printing a receipt.				
20.10	Software provides the ability to resend a receipt.				
20.11	Payment module interface is designed to accommodate a touch screen.				
20.12	Software provides the ability for payments to be made through an on-line portal via the City's website.				
20.13	Provide the names of 3rd party point of sale (PoS) service provides that the proposed software solution interfaces with for both in-person and on-line sales.				
20.14	Invoices and payment transactions can be integrated with the accounts receivable /payable and general ledger components of a financial software solution that is selected by the City.				
20.15	Please list any financial management software solutions that the proposed software solution does integrate with including latest version.				

Section 6 - GIS Integration					
	Software Requirements		**Modifications**		
	Questions to be answered	**Software has: (Yes, No)**	**Vendor to modify (yes, no)**	**Fixed cost to modify (yes, no)**	**Maintenance cost to modify (yes, no)**
21	*GIS Integration*				
21.1	Software provides the ability to download or access application data through GIS application software, desktop productivity tools, spreadsheets, word processors, or report writers or any ODBC compliant application or service.				
21.2	Software is able to interface with financial management software common to municipal governments.				
21.3	Software is able to seamlessly present information from all applications graphically on map.				
21.4	Software is able to access and present data stored in ESRI ArcServer.				
21.5	Map interface contains common GIS features such as the ability to zoom, pan query, search and toggle layers.				
21.6	Map interface provides the ability to hotlink images and documents referenced in GIS data.				
21.7	Software is able to generate a map layer based on search results.				
21.8	Software is able to display a user's pending, in progress, or closed work order on a map.				
21.9	Mapping interface provides the ability to print a map formatted to fit an 8.5" x 11" or 11" x 17" landscape or portrait layout without rescaling or changing map extents.				
21.10	Software can readily export data to an ESRI spatial data file such as a shapefile or geo- spatial database.				
21.11	Software is able to interface with Rolla's mapping system.				

Appendix B

Pricing for proposed software

The proposal shall define the total estimated contract price for software and its implementation as well as on-going costs (if not applicable because included, please note included). The estimate shall include the following a breakdown (and should match costs found in matrix in Appendix A):

One-time Costs:
Software License Costs (up to 15 internal users, potentially more)
Software Customization Costs
Interfaces/Integration Costs
Data Conversion Costs
Professional Service Costs (not including integration and interfaces)
Training Costs
Server Hardware Costs
Software Upgrades (Browser, Adobe, Report Writer etc.)
Expenses (miscellaneous)

Recurring Costs:
Annual Maintenance costs
Custom Modification Maintenance (if applicable)
Data storage costs (if applicable)
Additional Maintenance Fees (if applicable)

Maintenance Schedule:
Rate of increase for any annual Maintenance Costs or Inflation Costs (as a %)

Additional Costs:
Hourly Rates for additional services, if applicable
Any other costs, if applicable (please specify nature of costs)