REQUEST FOR PROPOSALS (RFP)
PERMIT TRACKING SYSTEM
FOR THE CITY OF STOCKTON, CALIFORNIA
(PUR 12-064)

A MANDATORY PRE-BID CONFERENCE WILL BE HELD
Monday, August 13, 2012, 10 a.m., promptly
at 345 N. El Dorado, Stockton, CA 95202

PROPOSALS WILL BE RECEIVED UNTIL THE HOUR OF
2:00 O’CLOCK P.M., THURSDAY, AUGUST 30, 2012,
IN THE OFFICE OF THE CITY CLERK,
FIRST FLOOR, CITY HALL, 425 NORTH EL DORADO STREET,
STOCKTON, CALIFORNIA 95202-1997
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NOTICE INVITING PROPOSALS

NOTICE IS HEREBY GIVEN that sealed proposals are invited by the City of Stockton, California for specifications of a Permit Tracking System (PUR 12-064) in strict accordance with the specifications.

The Community Development staff directs and coordinates the activities of the Building, Planning & Development Engineering Services. They ensure that applicable codes and laws are implemented and the directives of the City Council and City Manager are carried out. All divisions are located at the Permit Center.

Over the past year, both a citywide strategic technology plan and management audit concluded that a highly functional permit management system was essential to departmental process improvement. Such a system was defined as critical to improve customer service and maintain accountability. Finally, an updated system will allow the staff to more efficiently process new development requests, thereby enhancing the pace of the City’s economic development.

There’s a mandatory job walk on August 13, 2012, 10:00 a.m. promptly at the Permit Center on 345 N. El Dorado Street, Stockton, CA 95202. Interested bidders arriving at 10:01, a.m. or later will not be admitted. Failure to attend will result in your proposal being rejected.

The bid specifications and forms can be obtained from the City of Stockton’s website at http://www.stocktongov.com/services/business/bidflash/default.html and must be delivered to the Office of the City Clerk, City Hall, 425 North El Dorado Street, Stockton, California, up to but not later than 2:00 p.m., on Thursday, August 30, 2012.

The City reserves the right to reject any and/or all proposals received.

Information on Technical Data
Mark Martin, Community Development
(209) 937-8544
e-mail: Mark.Martin@stocktongov.com

Information on Bid Process/Clarification
Concepcion Gayotin, Purchasing
(209) 937-8712
e-mail: Concepcion.Gayotin@stocktongov.com

DISCLAIMER: The City does not assume any liability of responsibility for errors/omissions in any document transmitted electronically.

Dated: August 3, 2012

BONNIE PAIGE
CITY CLERK OF THE CITY OF STOCKTON
REQUEST FOR PROPOSALS (RFP)
PERMIT TRACKING SYSTEM
(PUR 12-064)

PROPOSAL'S CHECKLIST
CITY OF STOCKTON / PURCHASING DIVISION

Did You:
*___ Complete the following proposal documents (FROM THIS PACKET ONLY SUBMIT PAGES 36 to 38 AND PLACE IN THE FRONT OF YOUR PROPOSAL):

*___ Sign and notarize by jurat certificate the "Non-Collusion Affidavit" form. An "All-Purpose Acknowledgment" form will not be sufficient.

*___ Complete and sign the "Proponent's Fee Schedule" form, (under separate cover).

*___ Sign the "Proponent's Agreement" form. Include (with proposal) name and e-mail address for City contact, if different from signatooee.

*___ Include your proposal, as outlined in these specifications.

*___ Submit one (1) ORIGINAL (unbound, no staples) and ten (10) COPIES of all proposal documents. Additionally, submit one (1) CD with an electronic version of the proposal.


*___ Deliver sealed proposal to City Hall, City Clerk's Office (1st floor), 425 North El Dorado Street, Stockton, CA 95202, before August 30, 2012, at 2:00 p.m. Sealed proposal shall be marked "Proposal" and indicate project name, number, and proposal opening date (in the same format below). Please note that some overnight delivery services do not deliver directly to the City Clerk's Office. This could result in the proposal arriving in the City Clerk's Office after the proposal opening deadline and therefore not being accepted.

A) “RFP – TO PROVIDE PERMIT TRACKING SYSTEM
B) PUR 12-064
C) AUGUST 30, 2012”

CONTACT INFORMATION:

Information on Technical Data
Mark Martin, Community Development Dept
(209) 937-8544
e-mail: Mark.Martin@stocktongov.com

Information on Bid Process/Clarification
Concepcion Gayotin, Purchasing Division
(209) 937-8712
e-mail: Concepcion.Gayotin@stocktongov.com

Tony DeGruy, IT
(209) 937-8554
e-mail: Tony.DeGruy@stocktongov.com

*If not completed as required, your proposal may be rejected.

DISCLAIMER: The City does not assume any liability or responsibility for errors/omissions in any document transmitted electronically.
1.0 GENERAL INFORMATION

1.1 REQUEST FOR PROPOSAL (RFP) PROCESS

The purpose of this Request for Proposal (RFP) is to request proponents to present their qualifications and capabilities to provide PERMIT TRACKING SYSTEM for the City of Stockton’s Community Development Department (PUR 12-064).

1.2 INVITATION TO SUBMIT A PROPOSAL

Proposals shall be submitted no later than 2:00 p.m., on Thursday, August 30, 2012, in the office of:

CITY CLERK
CITY OF STOCKTON
425 NORTH EL DORADO STREET
STOCKTON, CA 95202-1997

One (1) original and TEN (10) copies of the proposal shall be submitted. Additionally, submit one (1) CD with an electronic version of the proposal. The proposal should be firmly sealed in an envelope which shall be clearly marked on the outside, "PERMIT TRACKING SYSTEM for the City of Stockton (PUR 12-064)." Any proposal received after the due date and time indicated may not be accepted and may be rejected and returned, unopened, to the proponent.

1.3 LOCAL BUSINESS PREFERENCE

Stockton Municipal Code Section 3.68.090 reads as follows:

Preference shall be given to the purchase of supplies, materials, equipment and contractual services from local merchants, quality and price being equal. Local merchants who have a physical business location within the boundaries of San Joaquin County, and who have applied for and paid a business license tax and registration fee pursuant to Stockton Municipal Code Chapter 5.08 shall be granted a three (3) percent bid preference. The three (3) percent preference shall be based on the amount of that portion of the bid which is subject to sales tax. This is intended to provide preference in the award of certain City contracts in order to encourage businesses to move into the City. (Prior code § 3-106.1)

1.4 LOCAL EMPLOYMENT—PUBLIC WORKS CONTRACTORS

Proponent must comply with City of Stockton Municipal Code (SMC) Section 3.68.095, Ordinance No. 011-09 adopted September 1, 2009, effective October 1, 2009.
1.5 CONSEQUENCE OF SUBMISSION OF PROPOSAL

A. The City shall not be obligated to respond to any proposal submitted nor be legally bound in any manner by the submission of a proposal.

B. Acceptance by the City of a proposal obligates the proponent to enter into an agreement with the City.

C. An agreement shall not be binding or valid against the City unless or until it is executed by the City and the proponent.

D. Statistical information contained in these documents is for informational purposes only. The City shall not be responsible for the accuracy of said data. City reserves the right to increase or decrease the project scope.

1.6 ACCEPTANCE OR REJECTION OF PROPOSAL

The City reserves the right to select the successful proposal and negotiate an agreement as to the scope of services, the schedule for performance and duration of the services with proponent(s) whose proposal(s) is/are most responsive to the needs of the City. Further, the City reserves the right to reject any and all proposals, or alternate proposals, or waive any informality or irregularity in the proposal as is in the City's best interest.

The City reserves the right to reject any and all proposals, or portions thereof, received in response to the Request or to negotiate separately with any source whatsoever, in any manner necessary, to serve the best interests of the City. Additionally, the City may, for any reason, decide not to award an agreement(s) as a result of this Request.

Non-acceptance of any proposal shall not imply that the proposal was deficient. Rather, non-acceptance of any proposal will mean that another proposal was deemed to be more advantageous to the City or that the City decided not to award an agreement as a result of this Request.

1.7 RIGHT TO CHANGE OR AMEND REQUEST

The City reserves the right to change the terms and conditions of this Request. The City will notify potential proponent(s) of any material changes by posting on the City’s website. No one is authorized to amend any of the Request requirements in any respect, by an oral statement, or to make any representation or interpretation in conflict with its provisions. If necessary, supplementary information and/or clarifications/questions/answers will be posted on the City’s website @ http://www.stocktongov.com/services/business/bidflash/default.html. Failure of any proponent to not have received such information and/or
clarifications/questions/answers shall not relieve such proponent from any obligation under his/her proposal as submitted.

Any exceptions to this Proposal shall be clearly stated in writing.

1.8 CANCELLATION

The City reserves the right to rescind award of the contract at any time before execution of the contract by both parties if rescission is deemed to be in City's best interest. In no event shall City have any liability for the rescission of award. The proponent assumes the sole risk and responsibility for all expenses connected with the preparation of its proposal.

1.9 EXAMINATION OF PROPOSAL MATERIALS

The submission of a proposal shall be deemed a representation and warranty by the proponent that it has investigated all aspects of the Request, that it is aware of the applicable facts pertaining to the Request process and its procedures and requirements, and that it has read and understands the Request. No request for modification of the provisions of the proposal shall be considered after its submission on the grounds the proponent was not fully informed as to any fact or condition. Statistical information which may be contained in the Request or any addendum is for informational purposes only. The City disclaims any responsibility for this information which may subsequently be determined to be incomplete or inaccurate.

1.10 ADDENDA AND INTERPRETATION

The City will not be responsible for, nor be bound by, any oral instructions, interpretations, or explanations issued by the City or its representatives. Any request for clarifications/questions/answers of this Request shall be made in writing/e-mail and deliverable to:

CITY OF STOCKTON
ATTN:  MARK MARTIN
COMMUNITY DEVELOPMENT
425 NORTH EL DORADO STREET
STOCKTON, CA 95202-1997
Mark.Martin@stocktongov.com

CITY OF STOCKTON
ATTN:  CONCEPCION GAYOTIN
PURCHASING DIVISION
425 NORTH EL DORADO STREET
STOCKTON, CA 95202-1997
Concepcion.Gayotin@stocktongov.com

CITY OF STOCKTON
ATTN:  TONY DEGRUY
INFORMATION TECHNOLOGY
425 NORTH EL DORADO STREET
STOCKTON, CA 95202-1997
Tony.DeGruy@stocktongov.com
Such request for clarifications/questions/answers shall be delivered to the City at least ten (10) calendar days prior to the date for receipt of proposals. Any City response to a request for clarifications/questions/answers will be posted on the City’s website at http://www.stocktongov.com/services/business/bidflash/default.html (not later than five (5) calendar days prior to the due date), and will become a part of the Request. The proponent should await responses to inquiries prior to submitting a proposal.

1.11 DISQUALIFICATION

Any of the following may be considered cause to disqualify a proponent without further consideration:

A. Evidence of collusion among proponents;

B. Any attempt to improperly influence any member of the evaluation panel;

C. Any attempt to communicate in any manner with a City of Stockton elected official during the RFP/bid process will, and shall be, just cause for disqualification/rejection of proponent’s proposal/Proponent’s bid submittal and considered non-responsive.

D. A proponent’s default in any operation of a professional services agreement which resulted in termination of that agreement; and/or

E. Existence of any lawsuit, unresolved contractual claim, or dispute between proponent and the City.

F. No person, firm, or corporation shall be allowed to make or file or be interested in more than one bid for the same supplies, services, or both; provided, however, that subcontract bids to the principal bidders are excluded from the requirements of this section: Section 3.68.120 of the Municipal Code.

1.12 INFORMAL PROPOSAL REJECTED

A proposal shall be prepared and submitted in accordance with the provisions of these Request instructions and specifications. Any alteration, omission, addition, variance, or limitation of, from, or to a proposal may be sufficient grounds for rejection of the proposal. The City has the right to waive any defects in a proposal if the City chooses to do so. The City may not accept a proposal if any document or item necessary for the proper evaluation of the proposal is incomplete, improperly executed, indefinite, ambiguous, or missing.
1.13 **CONDITIONS TO BE ACCEPTED IF ANY WORK IS SUBCONTRACTED**

A. The proponent assumes full responsibility, including insurance and bonding requirements, for the quality and quantity of all work performed.

B. If proponent's supplier(s) and/or subcontractor's involvement requires the use of a licensed, patented, or proprietary process, the proponent of the process is responsible for assuring that the subcontractor, supplier, and/or operator have been properly authorized to use the process or for providing another process which is comparable to that which is required prior to submission of a proposal.

1.14 **LICENSING REQUIREMENTS**

Any professional certifications or licenses that may be required will be the sole cost and responsibility of the successful proponent.

**A City of Stockton Business license may be required for this project. Please contact the City of Stockton Business License Division at (209) 937-8313.**

1.15 **INSURANCE REQUIREMENTS**

Proponent, at Proponent's sole cost and expense and for the full term of the resultant contract or any extension thereof, shall obtain and maintain at least all of the insurance requirements listed in attached Exhibit A.

**The Proponent shall satisfy these insurance requirements concurrently with the signing of the contract prior to commencement of work. Please contact City of Stockton Risk Services at (209) 937-5037 with any questions.**

Proof of insurance coverage for personal injury and property damage, including commercial, general and automobile liability and contractual liability shall be provided in a form acceptable to the City. The City of Stockton shall be named an additional insured by separate endorsement. Vendor shall provide notice to the City of any change in or limitation of coverage or of cancellation no less than 30 days prior to the effective date. Proof of worker's compensation coverage pursuant to statutory requirements shall also be provided.

All policies, endorsements, and certificates shall be subject to approval by the Risk Manager of the City to Stockton as to form and content. These requirements are subject to amendment or waiver if so approved in writing by the Risk Manager.
Maintenance of proper insurance coverage is a material element of this contract and that failure to maintain or renew coverage or to provide evidence of renewal may be treated as a material breach of contract.

All coverage shall be provided by a carrier authorized to transact business in California and shall be primary.

1.16 HOLD HARMLESS DEFENSE CLAUSE

The contractor shall defend, indemnify, and hold harmless City, its officers, officials, employees, and volunteers from and against all claims, damages, losses, and expenses, including attorney fees arising out of the performance of the work described herein, caused in whole or in part by any negligent act or omission of Contractor, any sub-contractor, anyone directly or indirectly employed by any of them, or anyone for whose acts any of them may be liable, except where caused by the active negligence, sole negligence, or willful misconduct of the City.

1.17 APPLICABLE LAW

This agreement shall be governed by the laws of the State of California. Venue shall be proper in the Superior Court of the State of California, County of San Joaquin, Stockton Branch, or, for actions brought in Federal Court, the United States District Court for the Eastern District of California, Sacramento Division.

1.18 METHOD OF PAYMENT

Payment will be made within thirty (30) days after invoices are received and accepted by the City Manager. Invoices are to be rendered monthly.

1.19 NOTICE TO OUT-OF-STATE VENDOR

It is the policy of the City of Stockton to pay all applicable California sales/use tax directly to the State Board of Equalization (BOE) pursuant to California Revenue and Taxation Code 7051.3. The City of Stockton will self-accrue all sales/use tax on purchases made from out-of-state vendors.

Sales and use tax on purchases made by the City of Stockton from all companies located outside California and whose products are shipped from out of state will be remitted to the BOE directly by the City under permit number SR KHE 28-051174 DP. Please do not include sales/use tax on the invoice that you submit to the City of Stockton.

Questions regarding the City of Stockton's payment of sales/use tax can be directed to the City of Stockton's Purchasing Division at (209) 937-8357.
1.20 **TERM**

To be negotiated.

1.21 **COMPETITIVE PRICING**

Proponent warrants and agrees that each of the charges, economic or product terms or warranties granted pursuant to this Contract are comparable to or better than the equivalent charge, economic or product term or warranty being offered to any similarly situated commercial or other government customer of proponent. If proponent enters into any arrangements with another customer of proponent to provide product under more favorable charges, economic or product terms or warranties, proponent shall immediately notify CITY of such change and this Contract shall be deemed amended to incorporate the most favorable charges, economic or product terms or warranties.

1.22 **FUNDING**

Any contract which results from this Request will terminate without penalty at the end of the fiscal year in the event funds are not appropriated for the next fiscal year. If funds are appropriated for a portion of the fiscal year, this contract will terminate without penalty, at the end of the term for which funds are appropriated.

1.23 **UNCONDITIONAL TERMINATION FOR CONVENIENCE**

The City may terminate the resultant agreement for convenience by providing sixty (60) calendar day advance notice unless otherwise stated in writing.

1.24 **AUDITING OF CHARGES AND SERVICES**

The City reserves the right to periodically audit all charges and services made by the successful proponent to the City for services provided under the contract. Upon request, the proponent agrees to furnish the City with necessary information and assistance.

1.25 **CHANGES**

The City’s Representative has the authority to review and recommend or reject change orders and cost proposals submitted by the proponent or as recommended by the proponent’s project manager, pursuant to the adopted City of Stockton Standard Specifications.
1.26 **AWARD**

Upon conclusion of the Request process, a contract may be awarded for PERMIT TRACKING SYSTEM for the City of Stockton.

The City reserves the right to select the successful proponent and to negotiate terms of a contract with the proponent(s) whose proposal(s) is/are most responsive to the needs of the City. Further, the City reserves the right to reject any and all proposals, or alternate proposals, or waive any informality in the proposal as is in the City’s best interest.

1.27 **PRODUCT OWNERSHIP**

Any documents, products or systems resulting from the contract will be the property of the City of Stockton.

1.28 **CONFIDENTIALITY**

If proponent believes that portions of a proposal constitute trade secrets or confidential commercial, financial, geological, or geophysical data, then the proponent must so specify by, at a minimum, stamping in bold red letters the term "CONFIDENTIAL" on that part of the proposal which the proponent believes to be protected from disclosure. The proponent must submit in writing specific detailed reasons, including any relevant legal authority, stating why the proponent believes the material to be confidential or a trade secret. Vague and general claims as to confidentiality will not be accepted. The City will be the sole judge as to whether a claim is general and/or vague in nature. All offers and parts of offers that are not marked as confidential may be automatically considered public information after the contract is awarded. The proponent is hereby put on notice that the City may consider all or parts of the offer public information under applicable law even though marked confidential.

1.29 **OTHER GOVERNMENTAL AGENCIES**

If mutually agreeable to all parties, the use of any resultant contract/purchase order may be extended to other political subdivisions, municipalities, or tax supported agencies.

Such participating governmental bodies shall make purchases in their own name, make payment directly to successful Proponent and be liable directly to the successful Proponent, holding the City of Stockton harmless.

1.30 **Mandatory Job Walk**

A mandatory job walk will be held on AUGUST 13, 2012 at 10 a.m., promptly at 345 El Dorado St., Stockton, CA 95202. Interested Proponents arriving at 10:01 a.m. or later will not be admitted. Failure to attend will result in your proposal being rejected.
REQUEST FOR PROPOSALS (RFP)
PERMIT TRACKING SYSTEM
(PUR 12-064)

2.0 BACKGROUND/GENERAL NATURE OF SERVICE

2.0.1 Purpose for RFP:

The City of Stockton is seeking a complete response from Proponents who can demonstrate that they possess the organizational, functional, and technical capabilities to perform the services, and meet or exceed the requirements and service levels specified in this RFP. The City and the Proponent will negotiate a final contract incorporating pertinent portions of the Proponent’s response to the RFP, a comprehensive list of all deliverables and services to be performed by the Proponent, applicable Proponent documentation, product literature, and pricing information.

Responses must conform with the requirements of this Request for Proposal (RFP). For consideration to be short-listed, the vendor’s software must be able to satisfactorily provide functionality to each of the major topics of the Requirements Matrix (Section III) including General Functionality, Permit Application, Plan Review, Inspection, Code Enforcement, Reporting, GIS, Mobility / In-Field Usage, Online / Citizen Access, License Management, and Citizen Response Management. The City reserves the right to waive any irregularity in any proposal or to reject any proposal which does not comply with this RFP. Modifications to the RFP, including, but not limited to the scope of work, can be made only by written addendum issued by the City. Selection of the proposer will be made solely by the City on criteria determined by the City.

The use of the term “firm” throughout this document means individual proprietorship, partnership, Limited Liability Company, Corporation or joint venture.

By submitting a project proposal, the proposer agrees to all of the terms of this RFP unless exceptions to the RFP are stated by the proposer in its project proposal. The successful proposer will be required to enter into an Agreement which will include the requirements of this RFP as well as other requirements. The City reserves the right to reject any proposal(s) exceptions or changes to the Agreement or Request for Proposal.

2.0.2 About Stockton:

The City of Stockton is located amid the farmland of the California Central Valley near the center of San Joaquin County, and serves as the County seat. The City is connected westward with San Francisco Bay by the San Joaquin River’s 78-mile channel, and is with Sacramento, 40 miles to the north, one of the state’s two inland sea ports. The City is framed by Interstate 5 to the west and State Route 99 to the east. The land area of the city is about 62 square miles, with about 3 square miles of water area. Since incorporating in 1850, Stockton has
been one of the fastest growing communities in California. The city experienced its highest average annual growth rate (AAGR) between 1980 and 1990 when the population grew at an AAGR of 3.6 percent. The population growth slowed significantly between 1990 and 2000, and then increased again through the 2000s. Before the recent housing market meltdown, nearly 50,000 additional dwelling units were in some planning entitlement stage. Since then growth has slowed with a low to moderate level of development continuing. Stockton’s population was 291,707 as of the 2010 census, making it the 13th largest city in California.

The Community Development staff directs and coordinates the activities of the Building, Planning & Development Engineering Services. They ensure that applicable codes and laws are implemented and the directives of the City Council and City Manager are carried out. All divisions are located at the Permit Center.

Over the past year, both a citywide strategic technology plan and management audit concluded that a highly functional permit management system was essential to departmental process improvement. Such a system was defined as critical to improve customer service and maintain accountability. Finally, an updated system will allow the staff to more efficiently process new development requests, thereby enhancing the pace of the City’s economic development.

2.0.3 Existing Software Systems and Record Counts

HTE Building Module – 140,000
Selectron Interactive Voice Response (IVR) System
Plan Track (2002 MS Access, In-house solution) Planning Permits – 14,000
Plan Track (2002 MS Access, In-house solution) Encroachment Permits – 8,500
OnBase scanned document management system – 1M docs (Primary storage 450 GB)
GroupWise document management; Community Development Library
GroupWise e-mail

2.0.4 City’s Network Environment

The City's network infrastructure consists of a Novell and Microsoft Windows environment. The network consists of City facilities such as City Hall, Community Services, Police and Fire Department facilities, and Library branches. These facilities are connected via private fiber or T1’s. The infrastructure is primarily Cisco Systems. The network design is based on a campus type architecture. The network protocol is TCP/IP. The network delivers Internet, e-mail, office automation, enterprise and department-specific applications to all City departments. There are 1,600 personal computers and approximately 1,200 Cisco IP Telephones, a mix of physical and virtual servers, and over 200 printers connected to the network.
2.1 PROJECT SCOPE

The Project Scope, as may be modified through negotiation and/or by written addendum, will be made a part of the Agreement. The City has developed a strategic vision for enterprise systems which defines that all new software solutions will have centralized databases, eGovernment web services, and a user-centric design. With this in mind the planned replacement of the City’s existing enterprise Permitting system has incorporated the following goals, to procure a system which provides:

- A flexible Permit and Plan management base module with advanced capability to automate and manage workflow and inspection processes for Building, Planning and Engineering permits.
- The ability to attach electronic documents to electronic permit/plan records
- Enhance the administration functions associated with the permitting process.
- Mobile field capabilities including inspector input of inspection results and permit records research
- Mobile print/mobile e-mail; e-mail inspection notes to coordinate with submittals.
- Online capabilities such as online permit status, inspection scheduling and results, customer self-service for permit research, issuance and online application/payments.
- Direct interface to HTE Cash Receipts/GMBA and HTE Business Licensing modules and capable of integrating with future enterprise solutions. An embedded Cash Receipts module may be an option.
- Interface with existing City GIS/land management database.
- The ability to expand to include or optional module (if additional cost) capabilities for Code Enforcement/Fire Prevention permits and inspections.
- Successfully transfer and utilize all historical permit data from the existing system.
- Increase internal and external communication during the permitting process through the use of a web-based system and/or automated e-mail notifications.
- Assess, evaluate and document the City’s business processes and requirements during the exploration, selection and implementation process of the new permitting system in order to identify areas of improvement.

The project scope shall include, but not be limited to, the following services:

- Project management
- Software installation and setup (minimal custom configuration)
- Data conversion
- Template and application form development
• Web and enterprise financial and other applicable City software integration services
• Application Integration services (i.e. SunGard)
• Testing, including acceptance testing
• Training for support staff, end users, and administrators
• Associated vendor project management
• Software maintenance and warranty services
• Mobile solution

The Scope of Work shall also include a schedule of deliverables and milestones associated with each of the above modules or phases. A solution that will provide a high level of functionality with ease of use is desired. Consideration will be given to a well-designed and proven software system that has excellent vendor support, rich capabilities, and robust ad hoc reporting tools.

Concurrent User Assumptions

<table>
<thead>
<tr>
<th>Department</th>
<th>Total Staff</th>
<th>System Users</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fire Prevention</td>
<td>12</td>
<td>5</td>
</tr>
<tr>
<td>Revenue Services</td>
<td>29</td>
<td>4</td>
</tr>
<tr>
<td>Municipal Utilities</td>
<td>18</td>
<td>3</td>
</tr>
<tr>
<td>Accounting &amp; Administration</td>
<td>17</td>
<td>4</td>
</tr>
<tr>
<td>Economic Development</td>
<td>2</td>
<td>2</td>
</tr>
<tr>
<td>Redevelopment</td>
<td>20</td>
<td>2</td>
</tr>
<tr>
<td>Community Services</td>
<td>116</td>
<td>2</td>
</tr>
<tr>
<td>Neighborhood Services</td>
<td>48</td>
<td>14</td>
</tr>
<tr>
<td>Public Works Traffic</td>
<td>8</td>
<td>1</td>
</tr>
<tr>
<td>Public Works Engineering</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Public Works Dev. Services</td>
<td>20</td>
<td>1</td>
</tr>
<tr>
<td>Community Development</td>
<td>65</td>
<td>28</td>
</tr>
<tr>
<td>Housing</td>
<td>12</td>
<td>65</td>
</tr>
<tr>
<td>Totals</td>
<td>367</td>
<td>131</td>
</tr>
</tbody>
</table>

Proponents can also provide a Hosted- or Cloud-based solution alternative. If presented, functionality and costs for these must be presented separately so as to avoid any confusion.

2.2 PROPOSAL FORMAT GUIDELINES

In addition to requirements outlined in Section 3, also include the following requirements in the same order as outlined below:

2.2.1 Cover Letter – per Section 3.0.1.

2.2.2 Table of Contents – Clearly defined sections and pages numbered. Include a clear identification of the material by section and by page number.
2.2.3 Executive Summary – A summary of the proposal stating the proposer’s understanding of the requested system and highlights of the proposed solution.

2.2.4 Minimum Experience and Qualifications Summary – per Section 3.0.2

2.2.5 References – per Section 3.0.4

2.2.6 Management/Method of Operation – per Section 3.0.3

2.2.7 Financial Statement – per Section 3.0.5

2.2.8 Corporate Structure – per Section 3.0.6

2.2.9 Software Description – Provide screen shots and an overview of the system’s features.

2.2.10 Technical Requirements – All hardware requirements, system software, and application requirements must be listed.

2.2.11 Response to Requirements Matrix (Use Form) – Responses to the requirements listed in Section III of the RFP must be provided in this section of the Vendors Proposal. Vendors should use the format provided and add explanatory details as necessary in the comments section.

2.2.12 Implementation Services/Scope of Work – Provide a sample project management plan including reasonable target dates assuming the implementation of the project starts December 10, 2012. This section must also outline key activities, work products and assumptions.

2.2.13 Training – Provide an overview of proposed training, including options for on-site or training center services, end users, and system administrators. This section should also include an implementation and training plan including an estimated time-frame and deliverables for each stage of the project and training documentation provided.

2.2.14 Support and Maintenance – Provide support services including provisions of regular updates and new releases, as well as technical consultation and support.

2.2.15 Cost Proposal – Please provide costs for licensing, implementation, training, maintenance, and any additional services that are typically provided. See provisions in Section 3.0.7

2.2.16 Addenda Acknowledgements – If revisions become necessary, these addenda will be available on Stockton’s RFP webpage at
http://www.stocktongov.com/services/business/bidflash/default.html Vendors must acknowledge receipt of all addenda issued.

2.2.17 Requirements Matrix - Please complete the following Requirement Matrix to assist the City in determining an appropriate vendor. Place a large “X” 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 information is contained in the proposal, only the proposal page number need be given.

Legend for Completing the following Requirements

<table>
<thead>
<tr>
<th>N = Necessary</th>
<th>D = Desirable</th>
<th>O = Optional</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Requirements</th>
<th>N</th>
<th>D</th>
<th>O</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>General Functionality</strong></td>
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<td></td>
</tr>
<tr>
<td>1. System must be Windows, SQL compatible and the user interface browser-based (prefer no Thick Client)</td>
<td>X</td>
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</tr>
<tr>
<td>2. Encryption used for client access</td>
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<td>X</td>
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</tr>
<tr>
<td>3. Web applications development must address PCI. Example: tested against OWASP standards</td>
<td></td>
<td>X</td>
<td></td>
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</tr>
<tr>
<td>4. Application must be able to be virtualized</td>
<td></td>
<td>X</td>
<td></td>
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</tr>
<tr>
<td>5. Users can select from different displays to personalize their own screens.</td>
<td></td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>6. Have a real-time dashboard to display dynamic charts &amp; graphs that the User wants to view.</td>
<td></td>
<td>X</td>
<td></td>
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</tr>
<tr>
<td>7. Ability to view emails from Novell GroupWise directly within the system.</td>
<td></td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>8. Automatic email notification to users when assigned activities have been updated or new tasks have been assigned to them. Automatic email notification to supervisors and staff when a task is overdue.</td>
<td></td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>9. The proposed system must provide user-defined security, differential rights distribution, role designation, and user options. Provide detailed audit trails for security mgt. changes. Ability to add time/date stamped user notes to audit trail.</td>
<td></td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>10. Provide detailed audit trails/reports for financial activity tied to permits. Selected system must either have an embedded full function Cash Receipts module or the ability to integrate with HTE SunGard Cash Receipts module</td>
<td></td>
<td>X</td>
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</tr>
<tr>
<td>11. Provide a configurable, flexible workflow management system to automate business processes performed by each department and agency involved with the development</td>
<td></td>
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</tr>
</tbody>
</table>
and business license review process. | X |
---|---
12. Assign permit, project, code violation, and complaint types to specific departments. | X |
13. Customize workflow according to our business processes. | X |
15. The ability to notate, with specific categories, when a permit or record is not associated to a property owner i.e. PG&E, CAL Water, AT&T, etc. | X |
16. Flexible, open architecture allowing for customization of fields/reports/views without vendor assistance and all-data access from system to external systems and custom fields. | X |
17. A development architecture ensuring that vendor updates are deployed rapidly and effectively. | X |
18. Hyperlinks between related data sources such as current permit and related permits. | X |
19. Provide a data dictionary to simplify integration of City’s systems with the selected system. | X |
20. Ease of adding and updating complex fee structures. Extensive fee note and definition field(s) to allow for detailed description of fees. Tracking of historic fees. Fee Reports. | X |
22. Note/Description fields throughout. Current and future users should be able to easily discern the purpose of a permit, fee, reports, forms etc. | X |
23. Plan/Permit status field, e.g. awaiting applicant revised plans. Ability to report status by plan/permit and assigned staff with project start date and projected end date. | X |
24. Plan/Permit project staff defined alerts/triggers/reminders. | X |
25. Flexible auto permit/plan numbering and formatting | X |

<table>
<thead>
<tr>
<th>Requirements</th>
<th>N</th>
<th>D</th>
<th>O</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Permit Application</td>
<td></td>
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</tr>
<tr>
<td>1. Ability to validate the City address and APN in City’s ESRI system when initializing permit application. If address cannot be verified, system should give option to allow address by exception for validation prior to issuance of permit.</td>
<td></td>
<td></td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>2. Ability to support multiple (unlimited) Parcels &amp; Addresses for each project.</td>
<td></td>
<td></td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>3. Ability to list by APN, address, contractor or developer all open or expired permits / permit</td>
<td></td>
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<tr>
<td>Applications during permit initializing process.</td>
<td>X</td>
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<tr>
<td>Ability to track multiple applications to a single master project and the ability to link records together creating parent-child relationships.</td>
<td>X</td>
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</tr>
<tr>
<td>Ability to auto populate and identify hazard zone information (i.e. Flood, WUI, Seismic / Liquefaction Hazard zones / Historical structures / Heritage Trees / covenants, etc. based on address or APN.</td>
<td>X</td>
<td></td>
<td></td>
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</tr>
<tr>
<td>Ability to list any Warnings, Locks, Holds and Notices or Restrictions for parcel during permit initializing process.</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Ability to add additional permit types as needed for permits types that cannot be categorized with existing permit type database.</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Ability to duplicate part or all of the data from one permit record to another.</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Ability to attach associated documentation to a permit or parcel record (i.e. Picture files, PDF, Word, Excel, PowerPoint/Keynote, etc.).</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Ability to review permit information even if the permit is closed or expired without having to change status to &quot;active&quot;</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Restrict the issuance of permits for certain parcels based on access authority (e.g. holds are placed on certain permits, parcel may require approval by Planning Manager or Building Official).</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Track contact information of contractors, applicants, property owners, etc.</td>
<td>X</td>
<td></td>
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</tr>
<tr>
<td>Ability to lookup contractor information on Contractors State License Board website to check validity of license.</td>
<td>X</td>
<td></td>
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</tr>
<tr>
<td>Automated response to applicant when all comments are ready for viewing.</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Restrict resubmittal of plans until all comments are submitted to system and automated response is sent to applicant.</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Ability to view historical permit data such as floor area or valuation within a certain date range issued for a particular structure</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Some developments will require periodic inspections after acceptance. Program should generate recurring inspection requests and generate task.</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Ability to calculate permit fees based on a current fee schedule.</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Ability to automate fees based on permit type and sub-types.</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Ability to increase a batch of selected fees based on a percentage basis or other basis.</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Ability to identify if fees have been paid</td>
<td>X</td>
<td></td>
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<td></td>
</tr>
</tbody>
</table>
### REQUEST FOR PROPOSALS (RFP)
**PERMIT TRACKING SYSTEM**
(PUR 12-064)

<table>
<thead>
<tr>
<th>Requirements N D O Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>some fees are one time fees per parcel</td>
</tr>
<tr>
<td>22. Ability to track plan review deposit balances / bonds / insurance information</td>
</tr>
<tr>
<td>23. Ability to link multiple permits to one bond</td>
</tr>
<tr>
<td>24. Ability to schedule bond releases based on Council acceptance or inspector approval depending on scope of work.</td>
</tr>
<tr>
<td>25. Ability to route electronic plans and other electronic documents to users both internal and external required to review the plans.</td>
</tr>
<tr>
<td>26. Ability to define project timelines and schedule project milestones in a single module/screen.</td>
</tr>
<tr>
<td>27. Ability to print cover sheet with permit card to show/list all locks, holds, warnings &amp; restrictions.</td>
</tr>
<tr>
<td>28. Ability to track the physical location of plans.</td>
</tr>
<tr>
<td>29. Ability to auto-generate expiration notification letters at multiple custom intervals ahead of expiration and have them automatically e-mailed to various recipients and sent to printer for hard copy mail out.</td>
</tr>
<tr>
<td>30. Ability to expire permits if no action is taken prior to the expiration date of the application and send out letters to notify applicants of the expired status.</td>
</tr>
<tr>
<td>31. Fee override by authorized individuals and appropriate audit trail. Audit trail should allow for notes.</td>
</tr>
<tr>
<td>32. Public hearing tracking by date and result. Possibly multiple public hearings per permit.</td>
</tr>
</tbody>
</table>

### Plan Review
1. Track plan review by selected fields (i.e. address, APN, Plan Review #, etc.) and access plan review comments from all Departments and Agencies. | X |
2. Provide for logging dates sent, reviewed, due, rejected or approved for multiple reviewers, as well as a remarks area for each reviewer. | X |
3. Ability to redline plans submitted electronically | X |
4. Ability for a plan reviewer in each Department to select a specific plan review comment from a list of standard comments. | X |
5. Ability to define and add standard conditions as well as free form condition information. | X |
6. Ability to merge conditions into letters and other documents. | X |
7. Ability to track staff time for projects and associated account numbers for easy billing | X |
8. Sync with GroupWise - automatic reminders when project is coming due (3 days advance
### Requirements

<table>
<thead>
<tr>
<th>Requirements</th>
<th>N</th>
<th>D</th>
<th>O</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Inspections</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>1. Track inspections by type, inspector, scheduled date and completed date.</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2. Automate inspection assignments based on inspector availability, expertise, and familiarity with project</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3. Able to use GIS information to automatically route an inspection to a default Inspector based on a geographic area.</td>
<td></td>
<td></td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>4. Ability to quickly re-assign a group of inspections to another Inspector.</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>5. Allow different checklists for each inspection type.</td>
<td></td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>6. Have standard notes unique to each inspector and each inspection type.</td>
<td></td>
<td></td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>7. Capable of batch scheduling inspections from a single screen for all inspection requests.</td>
<td>X</td>
<td></td>
<td></td>
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</tr>
<tr>
<td>8. Able to automatically insert a re-inspection fee based on the failed status of an inspection.</td>
<td>X</td>
<td></td>
<td></td>
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</tr>
<tr>
<td>9. Able to automatically email the contractor/developer of inspection results.</td>
<td>X</td>
<td></td>
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</tr>
<tr>
<td>10. Ensuring that previous inspections are approved, before accepting the next inspection type.</td>
<td>X</td>
<td></td>
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</tr>
<tr>
<td>11. Able to view a centralized Work Calendar for all inspectors.</td>
<td>X</td>
<td></td>
<td></td>
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</tr>
<tr>
<td>12. Rerouting inspections from the Work Calendar by dragging and dropping to another Inspector’s calendar.</td>
<td>X</td>
<td></td>
<td></td>
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</tr>
<tr>
<td>13. View GroupWise calendar appointments on the Work Calendar.</td>
<td>X</td>
<td></td>
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<tr>
<td>14. Ability to quickly re-assign a group of inspections to another Inspector</td>
<td>X</td>
<td></td>
<td></td>
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</tr>
<tr>
<td>15. Allow an Inspector to record audio notes and add attachments from camera and play them back at anytime.</td>
<td>X</td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>16. Able to change the status codes of an inspection to our City’s terminology.</td>
<td>X</td>
<td></td>
<td></td>
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</tr>
<tr>
<td>17. Being able to associate a unique amount of time with each inspection type, to allow for a daily “cap” of inspections.</td>
<td></td>
<td></td>
<td>X</td>
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</tr>
<tr>
<td>18. Integrate with an IVR system (not vendor hosted) for contractors to result inspections via phone.</td>
<td>X</td>
<td></td>
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</tr>
<tr>
<td>19. Drag and drop scheduled inspections from one calendar day/inspector to another.</td>
<td>X</td>
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<tr>
<td>20. Ability to require Planning inspection sign-off prior to final Building Inspection.</td>
<td>X</td>
<td></td>
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<tr>
<td>21. Ability to “result” or “final” permit in the field</td>
<td>X</td>
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</tbody>
</table>
**REQUEST FOR PROPOSALS (RFP)**  
**PERMIT TRACKING SYSTEM**  
*(PUR 12-064)*

<table>
<thead>
<tr>
<th>Requirements</th>
<th>N</th>
<th>D</th>
<th>O</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Code Enforcement: NON-CORE</strong></td>
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</tr>
<tr>
<td>1. Allow multiple violations to be added to a single case with the ability to schedule different inspection dates consistent with compliance requirements.</td>
<td>X</td>
<td></td>
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</tr>
<tr>
<td>2. Ability to track multiple violations with different statuses per case</td>
<td></td>
<td>X</td>
<td></td>
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</tr>
<tr>
<td>3. Track follow-up dates to ensure resolution.</td>
<td></td>
<td></td>
<td>X</td>
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</tr>
<tr>
<td>4. View/add restrictions to the parcel when a Case is created.</td>
<td>X</td>
<td></td>
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</tr>
<tr>
<td>5. User rights determine which Users are able to view Case information/details.</td>
<td></td>
<td>X</td>
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<tr>
<td>6. Able to attach images to the Case.</td>
<td>X</td>
<td></td>
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<tr>
<td>7. Create a Case Details Report which itemizes all details pertaining to the case, including the photos attached.</td>
<td>X</td>
<td></td>
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</tr>
<tr>
<td>8. Easily create MS Word letters and merge data from system into letter.</td>
<td>X</td>
<td></td>
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</tr>
<tr>
<td>9. View all details of a case from a single screen, without selecting different tabs or windows.</td>
<td>X</td>
<td></td>
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</tr>
<tr>
<td>10. Track all activities on the record, including when a phone call is made, a letter is printed, etc.</td>
<td>X</td>
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</tr>
<tr>
<td>11. Able to print and attach a letter for historical purposes in a single step.</td>
<td>X</td>
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</tr>
<tr>
<td>12. Automatically assign a Case to a default Officer if received from online.</td>
<td></td>
<td>X</td>
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</tr>
<tr>
<td>13. Ability to automatically lock a parcel when certain code Cases are created, to prevent permits from being issued.</td>
<td>X</td>
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</tr>
<tr>
<td>14. Restrict access to the Complainant information to only Code Officers.</td>
<td>X</td>
<td></td>
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<tr>
<td>15. Allow code officers to enter results of their inspections including items for correction in the field either online or offline.</td>
<td>X</td>
<td></td>
<td></td>
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</tr>
<tr>
<td>16. Ability to duplicate part or all of the data from one case record to another.</td>
<td>X</td>
<td></td>
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</tr>
<tr>
<td>17. Ability to create code violation cases related to permit inspections in the field.</td>
<td>X</td>
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</tr>
<tr>
<td>18. Print images associated with the case into a letter.</td>
<td>X</td>
<td></td>
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</tr>
<tr>
<td>19. Automatic inspection, reviews and fees based on type and sub-types.</td>
<td>X</td>
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<tr>
<td><strong>Reporting</strong></td>
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</tr>
<tr>
<td>1. Ability for end-Users to customize, save and distribute reports in addition to system reports.</td>
<td>X</td>
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<tr>
<td>2. Ability to use Crystal Reports and SQL reporting services to generate reports.</td>
<td>X</td>
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</tr>
<tr>
<td>3. Users are able to create queries on the fly and save those queries for future use, and</td>
<td></td>
<td></td>
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</tr>
<tr>
<td>Requirements</td>
<td>N</td>
<td>D</td>
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<tr>
<td>distribute to other users. Query tool should be query-by-example or other simple to use tool. Easy output of query data to text, Excel or PDF a must.</td>
<td></td>
<td>X</td>
<td></td>
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</tr>
<tr>
<td>4. Ability for Users to select Favorite reports and group them into folders for future use.</td>
<td></td>
<td></td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>5. View a preview of report prior to printing.</td>
<td></td>
<td></td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>6. Export reports into Adobe PDF, MS Excel, or MS Word format.</td>
<td></td>
<td>X</td>
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<tr>
<td>7. Users can create mail merge in MS Word.</td>
<td></td>
<td></td>
<td>X</td>
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<tr>
<td>8. Users should be able to generate reports from ALL data fields, including audit trails.</td>
<td></td>
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</table>

**GIS**

<table>
<thead>
<tr>
<th>Requirements</th>
<th>N</th>
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<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>GIS-centric (i.e. real-time link to ArcSDE)</td>
<td>X</td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2. SQL Server Platform</td>
<td></td>
<td></td>
<td></td>
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</tr>
<tr>
<td>3. ESRI ArcGIS 10 compatible.</td>
<td></td>
<td>X</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>4. Ability to create permits and other records directly from a map service.</td>
<td></td>
<td>X</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>5. Create GIS maps that display queried data.</td>
<td></td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>6. Email map as a PDF attachment.</td>
<td>X</td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>7. Create mail merge notifications from a map service.</td>
<td>X</td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>8. View detailed parcel/address information from a map service.</td>
<td></td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>9. Measure the distance from one parcel to another or a collection of selected parcels.</td>
<td></td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>10. In a map service Select parcels within a specified radius or drawn boundary.</td>
<td></td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>11. Mark-up GIS maps easily and send modified map in PDF or image format.</td>
<td></td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>12. Drill-down to GIS parcel/address data from permit record hyperlink.</td>
<td></td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>13. Batch update of APNs/Addresses within system from GIS/Land updates</td>
<td></td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>14. Maintains Parcel/Address genealogy</td>
<td></td>
<td>X</td>
<td></td>
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</tbody>
</table>

**Mobility / In-Field Usage (In Field capability important but most likely later phase)**

<table>
<thead>
<tr>
<th>Requirements</th>
<th>N</th>
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<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Access to the permit data and related property information through a map service in the field</td>
<td>X</td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Access to aerial photo information in the field.</td>
<td>X</td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Be able to access all property information while mobile.</td>
<td>X</td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Ability for field inspectors to print documents stored in the system in the field.</td>
<td>X</td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Ability to configure security to assure that only authorized persons are allowed to sign off on an inspection.</td>
<td>X</td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Supports remote data entry.</td>
<td>X</td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Provide the appropriate capabilities to allow users to operate in the field with either hand-held devices (tablet devices) or with laptop</td>
<td></td>
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</table>
## Online/Citizen Access

<table>
<thead>
<tr>
<th>Requirements</th>
<th>N</th>
<th>D</th>
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<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Ability to provide interactive permit application to the public.</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2. Receive notification of status change via email</td>
<td></td>
<td></td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>3. Update Contractor Info - If multiple contractors, identify who is responsible for what work and provide notification for what the contractor's license allow them to do.</td>
<td></td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>4. Ability to view inspection results</td>
<td></td>
<td></td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>5. View a chronological list of items to be completed prior to project completion</td>
<td></td>
<td></td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>6. View bond release schedule. Schedule shall be editable by staff to change the release date</td>
<td></td>
<td>X</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>7. Access and print approved permits</td>
<td></td>
<td></td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>8. Ability to search for a business license by business name, address, owner name or phone # and not allow confidential info to be seen.</td>
<td></td>
<td></td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>9. Ability for applicant to re-print a business license or renewal notice.</td>
<td></td>
<td>X</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>10. Ability to submit applications online and check application status.</td>
<td></td>
<td></td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>11. Ability to accept payments online through PayPal.</td>
<td></td>
<td></td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>12. Information is posted real-time to the database.</td>
<td></td>
<td></td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>13. View a map of the selected parcel using GIS Map service showing current and historical data.</td>
<td></td>
<td>X</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>14. Able to file a complaint online.</td>
<td></td>
<td></td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>15. Apply for simple permit types online.</td>
<td></td>
<td></td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>16. Pay for outstanding fees online.</td>
<td></td>
<td></td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>17. Match the web pages to our web page format, not only a header bar with the agency’s logo.</td>
<td></td>
<td></td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>18. Have different security levels that determine information available to certain citizens (i.e. Generic vs. Contractor vs. Applicant login).</td>
<td></td>
<td></td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>19. Upload plans and any attachment type online.</td>
<td></td>
<td></td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>20. Custom screens are viewable online.</td>
<td></td>
<td></td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>21. Able to require certain fields and collect custom information during online entry.</td>
<td></td>
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<td>X</td>
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<tr>
<td>22. Ability to schedule inspections online.</td>
<td></td>
<td></td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>23. View the status of a permit, project, license or case online.</td>
<td></td>
<td></td>
<td>X</td>
<td></td>
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<tr>
<td>24. Allow outside inspectors and plan reviewers to input results &amp; comments online, with a unique login.</td>
<td></td>
<td></td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>25. Application System Administrators are able to...</td>
<td></td>
<td></td>
<td>X</td>
<td></td>
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</tbody>
</table>
to change the configuration and preferences of the online system. | X |   
---|---|---
26. Ability to view attachments online. | X |   
27. View the plan review notes and comments online. | X |   
28. Submit a request for service online, be notified of the service request receipt and case initiation, and subsequently find and track the case online. | X |   

<table>
<thead>
<tr>
<th>Requirements</th>
<th>N</th>
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<th>Comments</th>
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</thead>
<tbody>
<tr>
<td>Business License Management</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>1. Ability to require validation of a city address in City's GIS database when submitting a new business license application (or changing address when renewing). If address not found, system should provide info on how to proceed.</td>
<td></td>
<td></td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>2. Comprehensive reporting to support any interface to an external system that provides a complete audit trail and tool for diagnosing any errors that occurred for a given transaction.</td>
<td></td>
<td></td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>3. Full license history capabilities, including but not limited to change of operators, change of owner, delinquency history, and formal complaints.</td>
<td></td>
<td></td>
<td>X</td>
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<tr>
<td>4. Mechanism to reduce the likelihood of duplicate records for the same business and/or detect duplicates that may have occurred.</td>
<td></td>
<td></td>
<td>X</td>
<td></td>
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<tr>
<td>5. Flexible delinquency tracking and penalty assessment capabilities.</td>
<td></td>
<td></td>
<td>X</td>
<td></td>
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<tr>
<td>6. Automatic renewals and fee calculations.</td>
<td></td>
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<td>X</td>
<td></td>
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<tr>
<td>7. Supports unlimited user-defined license types &amp; auto-generated license numbers.</td>
<td></td>
<td></td>
<td>X</td>
<td></td>
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<tr>
<td>8. Calculate license fees based on City's fee schedule.</td>
<td></td>
<td></td>
<td>X</td>
<td></td>
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<tr>
<td>9. Ability to customize or add fields.</td>
<td></td>
<td></td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>10. Business license application (including change of address revisions) workflow to Planning Department for zoning approval and Building Department for Use and Occupancy verification.</td>
<td></td>
<td></td>
<td>X</td>
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</tr>
</tbody>
</table>

2.2.18 Additional Information – Please provide any other information you feel is important for consideration in our evaluation of proposals.

a. Errors in Proposal
The CITY OF STOCKTON will not be liable for any errors in vendor proposals. Vendors will not be allowed to alter proposal documents after the deadline for proposal submission.
Corrections or amendments due to errors identified in the vendor’s Proposal may be accepted if this type of correction or amendment is due to typing, transposition or any other obvious errors. Vendors are liable for all errors or omissions contained in their proposals.

After opening and reading proposals, they will be checked for correctness. If, after the opening and tabulation of proposals, a vendor claims error and requests to be relieved of award, s/he will be required to promptly present certified work sheets. The RFP Contact will review the work sheets and if the RFP Contact is convinced, by clear and convincing evidence, that an honest, mathematically excusable error or critical omission of costs has been made, the vendor request may be determined to be accepted.

b. **Project Management Plan**

The City of Stockton requires that the selected vendor/integrator configure and implement the Enterprise Permitting Software system in as short a time period as the project according to the following guidelines and documentation. The intent of these requirements is to allow the City of Stockton to monitor the progress of the project in an orderly fashion and work with the vendor/integrator in the event any unforeseen activities change the proposed schedule. The selected vendor will be required to submit a monthly status report containing at a minimum the following information:

- Current status
- Performance against Schedule
- Performance against Budget
- Activities completed
- Anticipated Activities for the upcoming month
- Issues and/or Concerns

In addition the selected vendor may be required to participate in weekly face-to-face or conference calls to discuss any technical and/or other project related activities/issues as determined to be appropriate by the THE CITY.

Describe in detail how your organization will meet these requirements and how the vendor project manager will participate and oversee all vendor related activities.

c. **Master Schedule**

The vendor/integrator must submit a proposed master schedule depicting all activities and milestones from contract award throughout the life of the contract.

Please document and account for what your organization can accomplish reasonably within the general time frame proposed along with any
changes you feel appropriate ensuring that all project related activities are captured.

d. **System Design**
The vendor/integrator will provide a system level design of the proposed solution which should include sample user screen’s, data fields to be indexed and/or stored in the database, and any other information which will be used as the template for the detailed system design initiated after contract award. The detailed system design document will be the responsibility of the vendor/integrator, at the vendor/integrator’s cost and will become part of the overall contract after being reviewed and accepted by Stockton.

e. **Staff Expertise**
The vendor/integrator will provide a diagram of the organizational structure assisting with this project along with resumes for each project team member. The vendor must provide a technical summary or resume of all proposed team members. General management or administrative personnel should not be listed here. At a minimum provide this information for:

- Project Manager
- Lead Designer/Analyst
- Lead Developer
- Tester/Support

f. **Documentation**
The vendor/integrator will be responsible for providing all user and technical documentation for each user of the system. This documentation will include full and detailed operations manuals for all software applications and hardware subsystems provided as part of this contract. These manuals should be listed along with a short description of each manual and the intended audience.

f. **Education and Training**
The vendor/integrator must provide a training document with the scope and length of proposed training for users and product/hardware support staff. This training must be sufficient to enable the users to become proficient with the system in a short time period. The following topics, at a minimum, need to include:

- **System Administration:**
  Detailed training for assigned City of Stockton system administrators and other software support functions are required. This training should be sufficient enabling City of Stockton support staff to perform all required daily, weekly, monthly, and ad-hoc support activities.
Technology basics:
These basics should include what an Enterprise Permitting solution is, how it functions from a user perspective, the various components used, etc.

User Controls:
This portion of the training should include detailed information on user access to each application/function, what each application/function is used for, how to use each application/function, which applications/functions to access in what order, etc.

Error Handling:
The error-handling portion of the training should include descriptive information as to the various error messages that can be received by the users during daily operation. This training should be sufficient that the user can resolve what was entered incorrectly, performed improperly, or what process needs to be performed.

Please describe in detail how your training will be provided and describe how extensive the user and administrative training will allow rapid system deployment.

h. Training Costs
Any training costs shall be clearly described in the Pricing section. Training for the operation of the proposed system shall be included in the response along with any other expenses related to training. It is necessary that all the training be performed on-site or locally.

i. Training Schedules
The vendor/integrator should provide detailed training schedules. These schedules should include pre-requisites, if any, length of course(s), location of courses, and a short description. The vendor/integrator should include a detailed description of all education and training required for this project. These schedules must support the desire to have all users trained within a short time-period. This training must be performed at the City of Stockton. The actual time periods required for training must be clearly outlined and include at a minimum the areas outlined as part of this proposal.

j. User Acceptance Test Plans
The vendor/integrator will demonstrate that the installed and configured software meet all functional specifications provided in this document. All user acceptance test plans will be developed by the vendor/integrator and
approved by the City of Stockton. These user acceptance test plans must be specific and detailed clearly showing compliance with each requirement contained within this document.

Please describe in detail how you will develop the user acceptance testing plan and address any identified issues/problems.

**k. Detailed Test Plan**

Along with the user acceptance test plan, the vendor/integrator will be responsible for providing a detailed test plan for each component of the proposed system. This includes testing of all aspects of the solution. This test plan should allow for the City of Stockton to determine compliance with each requirement from a “worst case scenario”. The intent of these tests is to ensure technical compliance and identify any issues prior to using the system in a “live” mode.

The City of Stockton project manager will be responsible for determining compliance/non-compliance of each item in the detailed test plan. In the event, the vendor/integrator and the City of Stockton disagree with the outcome of any item being tested, the actual intent of the requirement, as recognized throughout the Permit Software industry, shall be used as the guideline to further determine compliance or non-compliance. It will be the vendor/integrators’ responsibility to resolve any non-compliant items within a reasonable time period agreed to by the City of Stockton.

**l. System Maintenance/Support**

The vendor/integrator will be required to provide technical support for the installed/configured solution. The City of Stockton will have a resource available to the vendor/integrator from the user support perspective only. The City of Stockton will utilize existing technical resources to manage the system backups, operating system updates, and hardware connectivity.

One or both of these technical resources will be trained by the vendor/integrator on all product/solution administrative functions necessary for the City of Stockton project to be successfully placed into production without the need for specialized internal resources, programmers, database administrators, or other specialized technical resources. The product/solution related technical training should enable the City of Stockton staff to manage ongoing workload, be able to identify issues for vendor support resolution, and support end-users using the product/solution.

**m. Technical Support Response**

Requests for technical support and issue/problem resolution will fall into one of 3 categories:
REQUEST FOR PROPOSALS (RFP)
PERMIT TRACKING SYSTEM
(PUR 12-064)

- Category 1: General Question(s). Vendor/Integrator will acknowledge receipt of question **within 1 hour** and respond **within 8 hours** with an answer or provide a time estimate when the question will be answered.

- Category 2: Users unable to perform an operation or an error is identified. Vendor/integrator will acknowledge receipt of issue within **1 hour** and begin resolution **within 8 hours**. Vendor/Integrator will provide a time estimate when the issue will be resolved and provide client updates as appropriate and/or required by the client project manager.

- Category 3: System down or unusable. Vendor/Integrator will acknowledge receipt of issue and begin resolution **within 1 hour** and continue **working on issues/problem until resolved** including working after the City of Stockton normal business hours. The City of Stockton will have a resource available as needed during this time period. Vendor/Integrator will provide a time estimate when the issue will be resolved and provide client updates as appropriate and/or required by the client project manager.

Please describe in detail how your technical support will meet or exceed these City of Stockton expectations.

n. **General Support Requirements**

The vendor/integrator must:

- Provide telephone support for the City of Stockton between the hours of 6:00 am and 6:00 pm PDT Monday – Friday.

- Address any software related technical issues either on-site, or via internet connectivity as required ensuring the system operates properly without error.

- Provide technical support to identify and resolve any database related issues, problems, or errors.

- Provide technical support to identify and resolve any solution/product related issues, problems, or errors.

- Ensure that all appropriate provided solution updates are implemented without adverse impact to the City of Stockton.

- Ensure that technical support is available to work onsite to resolve any solution/product issues (Issue Classification listed above) rapidly without adverse impact to the City of Stockton as follows:
REQUEST FOR PROPOSALS (RFP)
PERMIT TRACKING SYSTEM
(PUR 12-064)

➢ Category 1: Onsite Not Required
➢ Category 2: Onsite within 48 hours if unable to resolve over internet or phone
➢ Category 3: Onsite within 8 hours if unable to resolve over internet or phone

➢ Provide technical assistance to the City of Stockton related to questions/issues associated with product/solution use or configuration.

➢ Provide technical support to the City of Stockton to resolve any error or error messages.

➢ Provide ongoing support from a preventative maintenance perspective.

➢ Provide documentation for all server and application configuration changes.

The vendor/integrator will provide information on the following items:
➢ Software problem isolation and identification procedures.
➢ How new software is released and installed.
➢ Whether third-party software is to be used, and if so, who is the third-party?
➢ If third-party software is used, information describing third-party software support.

Please describe in detail how your system maintenance and technical support for the City of Stockton project meets or exceeds these expectations.

2.3. Anticipated Schedule of Events:

Release RFP to Vendors………………………………………………………………August 3, 2012
Mandatory Job Walk ……………………………………………………………August 13, 2012
Deadline for Vendor Questions ………………………………………………August 16, 2012
Proposals Due at City Hall……………………………………………………..August 30, 2012
Shortlist Vendor Site Visits …………………………………………………..September 13, 2012
Oral Presentation / Interviews …………………………………………………September 21, 2012
Final Vendor Site Visit…………………………………………………………..October 5, 2012
Negotiations Complete / Agreement signed by…………………………November 8, 2012
City Council Selection……………………………………………………………November 27, 2012
3.0 PROPOSAL GUIDELINES, CONTENT AND FORMAT

The City of Stockton uses a qualifications-based selection process in obtaining these services. In order for the City to properly evaluate the Proponents’ qualification to perform this work, the proposals shall include, as a minimum, the following information:

A. Evidence of the Proponent’s ability to be responsive to this project in regard to timeliness and expertise, including availability of staff proposed to be assigned.

B. The Proponents are encouraged to expand on the Scope of Work to demonstrate their expertise. Evaluation of the proposals will be based on qualifications, the experience of staff proposed to be assigned to the project, references and thoroughness of the proponent’s response to the Scope of Services.

C. Such additional information that the Proponent may feel would be pertinent to assist the City of Stockton in making its final decision.

D. Please submit one (1) original and TEN (10) copies of your proposal/qualifications. Additionally, submit one (1) CD with an electronic version of the proposal. One of the copies should be unbound to allow us to reproduce your proposal, as needed.

3.0.1 Cover Letter

Submit a letter on your company letterhead addressing the proposal and format. The letter should be signed by an officer of the firm authorized to bind the firm to all comments made in the proposal, and shall include the name, address, phone number and e-mail address of the person(s) to contact who will be authorized to represent your firm.

Include your firm’s understanding of the work to be performed. In addition, state why your firm believes itself to be the best qualified to perform the services requested by comparing your system with other competitors.

3.0.2 Minimum Experience Qualifications Summary

A statement of professional experience and ability. Additionally, provide a description of local government experience and experience completing similar projects.
Include company and executive information, including management team, resumes and qualifications of key staff that would be assigned to the implementation of the software system. Provide resumes including the name, title, experience and qualifications of the personnel who will be assigned to the project. Provide the resume for the Management Contact with the City and the Project Manager (person responsible for day-to-day work on the project).

Also, state the Management Contact (Representative authorized to sign an agreement for your firm) and Project Manager (person responsible for day-to-day management of the project).

3.0.3 Management/Method of Operation

Provide detailed description outlining your firm’s approach to provide the service. Highlight innovative ideas your firm may have to provide to the City and describe in detail your procedures and management techniques.

3.0.4 References

Provide at least five (5) references of current clients of similar scope with the proposal. Include name, title, jurisdiction, address, phone number and email of contact person.

List all similar public agencies for which contracts were terminated in the last three years. Show names of organizations and names and telephone numbers of persons who can be contacted. Firms may provide a brief explanation of the reason(s) for termination(s).

3.0.5 Financial Statement

The proponent must be able to demonstrate a good record of performance and have sufficient financial resources to ensure that they can satisfactorily provide the services required herein.

Proponent shall submit a full and detailed presentation of the true condition of the proponent’s assets, liabilities and net worth. The report should include a balance sheet and income statement. If the proponent is a new partnership or joint venture, individual financial statements must be submitted for each general partner or joint venture thereof. If firm is a publicly held corporation, the most current annual report should be submitted.

Any proponent who, at the time of submission, is involved in an ongoing bankruptcy as a debtor, or in a reorganization, liquidation, or dissolution proceeding, or if a trustee or receiver has been appointed over all or a substantial
portion of the property of the proponent under federal bankruptcy law or any state insolvency, may be declared non-responsive.

3.0.6 Corporate Structure, Organization

Describe how your firm is organized, noting major divisions and any parent/holding companies, as well as brief history of the firm and all personnel potentially to be involved in the project including all sub-consultants. Designate the Principal in Charge and other key personnel. Include résumés. Also provide a description of the experience your firm has had with similar processes.

Provide a conceptual plan for services to the City that you believe are appropriate for the City. Indicate features, skills and/or services which distinguish your firm and make it the best choice for the City. Indicate how the resources of your firm (e.g., number and type of personnel allocated by hours) will be allocated for this project. Submittal of a project schedule is required as part of the Allocation of Resources. See sample in Appendix A.

3.0.7 Proposal Fee (Under Separate Cover)

Provide detailed basic fee structure and break-down of any other charges related to your firm’s proposal. Finalist’s fee structure may be subject to negotiation.

3.0.8 The proposal must be submitted, typewritten on 8½” X 11” white paper and must be bound in a secure manner.

3.0.9 Material and data not specifically requested for consideration, but which the proponent wishes to submit must not appear with the Proposal Form, but may appear only in an “Additional Data” section. This has specific reference to the following types of data:

   Generalized narrative of supplementary information; and
   Supplementary graphic material

3.0.10 All proposals must be signed with the full name of the proponent, if an individual; by an authorized general partner, if a partnership; or by an authorized officer, if a corporation.

3.0.11 When proposals are signed by an agent other than an officer of a corporation or a member of a general partnership, a power of attorney authorizing the signature must be submitted with the proposal.

3.0.12 If the proposal is submitted by a partnership or joint venture, the Statement of Personal History attached to the Proposal Form must be completed by each general partner or joint venture thereof. If the proposal is submitted by a
corporation, the Statement must be completed by each principal officer of said corporation.

3.0.13 The original proposal must have wet ink signatures. Modification to a proposal after the proposal submittal deadline will not be accepted by the City.

3.1 EVALUATION PROCEDURE AND CRITERIA

The City is interested in selecting a qualified firm with the ability to provide PERMIT TRACKING SYSTEM. A key component for the successful firm will be the ability to meet the City’s performance desires while minimizing the cost.

The Evaluation Panel will consist of City of Stockton staff and any other person(s) designated by the City. Following review of the proposals, the Panel may invite one or more proponents to make an oral presentation. During these presentations, the proponent will be allowed to present such information as may be appropriate in order that the Panel can effectively and objectively analyze all materials and documentation submitted as part of the proposals.

Each firm must be represented by an individual who will be the prime contact person to the City and any other individuals whom the firm may select. The highest-rated proposal(s) will then be further scrutinized through financial analysis and reference checks.

To that end, the Panel will evaluate the proposals based on, but not limited to, the following criteria:

1. Proponent’s ability to provide all services as outlined in the Scope of Services;
2. Related experience with similar projects, company background and personnel qualifications;
3. Proponent’s Fee Schedule: completed and signed (under separate sealed cover);
4. Proponent’s Agreement;
5. Non-Collusion Affidavit;
6. References;
7. Presentation shall satisfactorily provide functionality to each of the major topics of the Requirements Matrix (Section III) including General Functionality, Permit Application, Plan Review, Inspection, Code Enforcement, Reporting, GIS, Mobility / In-Field Usage,
Online / Citizen Access, License Management, and Citizen Response Management.

Technical Staff shall be present to respond to any technical questions asked by our Interview panel.

8. Any other criteria as best suits the City of Stockton

After all demonstrations and presentations are completed, the Evaluation Panel will reconvene to either request further information or make a decision to on the selection, an authorization to enter into a contract with the approved vendor will be requested. Submission of a proposal indicates acceptance of the conditions contained in the RFP. An award can be made on the basis of greatest benefit and not necessarily the lowest cost option. The committee reserves the right to accept/reject any or all proposals.

3.2 PROPOSED DEVELOPMENT COSTS

The cost of preparing and submitting a proposal is the sole responsibility of the proponent and shall not be chargeable in any manner to the City of Stockton.

3.3 PROPOSENT CONTACT

Proponent shall provide the name, address, e-mail address and telephone number of an individual in their organization to whom notices and inquiries by the City should be directed as part of this proposal.

3.4 CITY’S USE OF PROPOSAL MATERIAL

All material submitted in or with the proposal shall become the property of the City, unless it is clearly marked as proprietary information. The City reserves the right to use any ideas presented in the proposals, without compensation paid to the Firm. Selection or rejection of the proposal shall not affect this right.

3.5 REJECTION OF PROPOSAL

The City reserves the right to reject any and all proposals submitted and to request additional information from the Proponent. The award will be made to the firm which, in the opinion of the City, is best qualified.
PROPOSAL DOCUMENTS

A) RFP – PERMIT TRACKING SYSTEM
B) PUR 12-064
C) August 30, 2012

COMPANY NAME: _________________________________
CONTACT NAME: _________________________________
ADDRESS: _______________________________________
_________________________________________________
TELEPHONE NUMBER: ____________________________
EMAIL: __________________________________________
REQUEST FOR PROPOSALS (RFP)
PERMIT TRACKING SYSTEM
(PUR 12-064)

PROPOSIENT’S AGREEMENT

In submitting this proposal, as herein described, the proponent agrees that:

1. They have carefully examined the Scope of Work and all other provisions of this document and understand the meaning, intent and requirements of same.

2. They will enter into contract negotiations and furnish the services specified.

3. They have signed and notarized the attached Non-Collusion Affidavit form, whether individual, corporate or partnership. Must be ‘A Jurat’ notarization.

4. They have reviewed all clarifications/questions/answers on the City’s website at http://www.stocktongov.com/services/business/bidflash/default.html.

5. Confidentiality: Successful Proponent hereby acknowledges that information provided by the City of Stockton is personal and confidential and shall not be used for any purpose other than the original intent outlined in the Request for Proposal. Breach of confidentiality shall be just cause for immediate termination of contract agreement.

FIRM

ADDRESS

SIGNED BY

TITLE OR AGENCY

TELEPHONE NO./FAX NO.

DATE

E-MAIL ADDRESS
No. 1 AFFIDAVIT FOR INDIVIDUAL PROPONENT
STATE OF CALIFORNIA, ss.
County of ____________________________
(insert)

being first duly sworn, deposes and says: That on behalf of any person not named herein; that said Proponent has not colluded, conspired, connived or agreed, directly or indirectly with, or induced or solicited any other bid or person, firm or corporation to put in a sham bid, or that such other person, firm or corporation shall or should refrain from bidding; and has not in any manner sought by collusion to secure to themselves any advantage over or against the City, or any person interested in said improvement, or over any other Proponent.

(Signature Individual Proponent)

Subscribed and sworn to (or affirmed) before me on this ______ day of __________________________, 20__________ by ____________________________, proved to me on the basis of satisfactory evidence to be the person(s) who appeared before me.

Seal ____________________________

Signature ____________________________

No. 2 AFFIDAVIT FOR CORPORATION PROPONENT
STATE OF CALIFORNIA, ss.
County of ____________________________
(insert)

being first duly sworn, deposes and says: That they are the ____________________________ of ____________________________, a corporation, which corporation is the party making the foregoing bid, that such bid is genuine and not sham or collusive, or made in the interest or behalf of any person not named herein; that said Proponent has not colluded, conspired, connived or agreed, directly or indirectly with, or induced or solicited any other bid or person, firm or corporation to put in a sham bid, or that such other person, firm or corporation shall or should refrain from bidding; and has not in any manner sought by collusion to secure to themselves any advantage over or against the City, or any person interested in said improvement, or over any other Proponent.

(Signature Corporation Proponent)

Subscribed and sworn to (or affirmed) before me on this ______ day of __________________________, 20__________ by ____________________________, proved to me on the basis of satisfactory evidence to be the person(s) who appeared before me.

Seal ____________________________

Signature ____________________________

No. 3 AFFIDAVIT FOR FIRM, ASSOCIATION, OR CO-PARTNERSHIP
STATE OF CALIFORNIA, ss.
County of ____________________________
(insert)

each being first duly sworn, depose and say: That they are a member of the firm, association or co-partnership, designated as ____________________________ who is the party making the foregoing bid; that the other partner, or partners, are ____________________________, that such bid is genuine and not sham or collusive, or made in the interest or behalf of any person not named herein; that said Proponent has not colluded, conspired, connived or agreed, directly or indirectly with, or induced or solicited any other bid or person, firm or corporation shall or should refrain from proposing; and has not in any manner sought by collusion to secure to themselves any advantage over or against the City, or any person interested in said improvement, or over any other Proponent.

(Signature)

(Signature)

Subscribed and sworn to (or affirmed) before me on this ______ day of __________________________, 20__________ by ____________________________, proved to me on the basis of satisfactory evidence to be the person(s) who appeared before me.

Seal ____________________________

Signature ____________________________
CONSULTANT shall procure and maintain for the duration of the Agreement, insurance against all claims for injuries to persons or damages to property which may arise from or in connection with the performance of the work hereunder by the CONSULTANT, its agents, representatives, volunteers, or employees.

1. **INSURANCE** Throughout the life of this Contract, the Consultant shall pay for and maintain in full force and effect with an insurance company admitted by the California Insurance Commissioner to do business in the State of California and rated not less than “A: VII” in Best Insurance Key Rating Guide, the following policies of insurance:

   A. **COMMERCIAL (BUSINESS) AUTOMOBILE LIABILITY** insurance, endorsed for “any auto” with combined single limits of liability of not less than $1,000,000 each occurrence.

   B. **WORKERS’ COMPENSATION** insurance as required under the California Labor Code and Employers Liability Insurance with limits not less than $1,000,000 per accident/injury/disease.

   C. **COMMERCIAL OR COMPREHENSIVE GENERAL LIABILITY AND MISCELLANEOUS SUPPLEMENTARY INSURANCE;**

   FOR **ADDITIONAL REQUIREMENT(S):**

   (i) **COMMERCIAL OR COMPREHENSIVE GENERAL LIABILITY** insurance which shall include Contractual Liability, Products and Completed Operations coverage’s, Bodily Injury and Property Damage Liability insurance with combined single limits of not less than $2,000,000 per occurrence, and if written on an Aggregate basis, $4,000,000 Aggregate limit.

   (ii) **PROFESSIONAL ERRORS AND OMISSIONS**, Not less than $1,000,000 per Claim/$2,000,000 Aggregate (3 yr discovery and reporting tail period coverage). Certificate of Insurance only required

Deductibles and Self-Insured Retentions must be declared and are subject to approval by the CITY.

The Policy(s) shall also provide the following:

1. The Commercial General Liability insurance shall be written on ISO approved occurrence form with additional insured endorsement naming: City of Stockton, its Mayor, Council, officers, representatives, agents, employees and volunteers are additional insureds.

2. All insurance required by this Agreement shall be with a company acceptable to the CITY and issued and executed by an admitted insurer authorized to transact insurance business in the State of California. Unless otherwise specified by this Agreement, all such insurance shall be written on an occurrence basis, or, if the policy is not written on an occurrence basis, such policy with the coverage required herein shall continue in effect for a period of three years following the date CONSULTANT completes its performance of services under this Agreement.

3. For any claims related to products provided under this contract, the Consultant’s insurance coverage shall be primary insurance as respects the City of Stockton its officers, agents, and employees. Any coverage maintained by the CITY shall be excess of the Consultant’s
insurance and shall not contribute with it. Policy shall waive right of recovery (waiver of subrogation) against the CITY.

4. Each insurance policy required by this clause shall have a provision that coverage shall not be cancelled by either party, except after thirty (30) days’ prior to written notice by certified mail, return receipt requested, has been given to the CITY. Further, the thirty (30) day notice shall be unrestricted, except for workers’ compensation, or non-payment of premium, which shall permit ten (10) days advance notice. The insurer and/or the contractor and/or the contractor’s insurance agent shall provide the CITY with notification of any cancellation, major change, modification or reduction in coverage.

5. Regardless of these contract minimum insurance requirements, the Consultant and its insurer shall agree to commit the Consultant’s full policy limits and these minimum requirements shall not restrict the Consultant’s liability or coverage limit obligations.

6. Coverage shall not extend to any indemnity coverage for the active negligence of the additional insured in any case where an agreement to indemnify the additional insured would be invalid under Subdivision (b) of Section 2782 of the California Civil Code.

7. The Company shall furnish the City of Stockton with the Certificates and Endorsement for all required insurance, prior to the CITY’s execution of the Agreement and start of work.

8. Proper address for mailing certificates, endorsements and notices shall be:

   City of Stockton
   Attention: Risk Services
   425 N. El Dorado Street
   Stockton, CA 95202

9. Upon notification of receipt by the CITY of a Notice of Cancellation, major change, modification, or reduction in coverage, the Consultant shall immediately file with the CITY a certified copy of the required new or renewal policy and certificates for such policy.

Any variation from the above contract requirements shall only be considered by and be subject to approval by the CITY’s Risk Manager (209) 937-8617. Our fax is (209) 937-8833.

If at any time during the life of the Contract or any extension, the Consultant fails to maintain the required insurance in full force and effect, all work under the Contract shall be discontinued immediately. Any failure to maintain the required insurance shall be sufficient cause for the CITY to terminate this Contract.

If the Consultant should subcontract all or any portion of the work to be performed in this contract, the Consultant shall cover the sub-contractor, and/or require each sub-contractor to adhere to all subparagraphs of these Insurance Requirements section. Similarly, any cancellation, lapse, reduction or change of sub-contractor’s insurance shall have the same impact as described above.
APPENDIX A
EXAMPLE SCHEDULE AND RESOURCE ALLOCATION CHART

Provide a conceptual plan for services to the City that you believe are appropriate for the City. Indicate features, skills and/or services which distinguish your firm and make it the better choice for the City. Indicate how the resources of your firm (e.g., number and type of personnel allocated by hours) will be allocated for this project. Submittal of a project schedule is required as part of the Allocation of Resources.

Conceptual Plan
Describe what products and services you will provide to the City and how those products and services are integrated into an overall implementation and service plan. How your resources will be applied toward the implementation, training, and support services required.

Project Schedule
Include a sample project schedule. Assume a XXXXXX implementation date and a XXXX, 2013 go-live date when preparing the project timeline table. The project schedule should include the following:

- Identify lead project from firm accountable for successful implementation.
- Include an estimated timeline for implementation
- Identify significant tasks and subtasks
- Indicate milestones and meetings
- Include a training schedule with the various Departments and Agencies responsible to use the permit tracking system.
- Identify City resources required for successful implementation.

Example Project Timeline
Resource Allocation
Include a table specifying how you plan to allocate resources. The plan should identify each project member by name (where known) and include the hours each project member will spend for each task within the overall project.

```
<table>
<thead>
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<th>Task</th>
<th>Member 1</th>
<th>Member 2</th>
<th>Member 3</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.1</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>1.2</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total Task 1</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
```

Project Tasks
1.1
1.2
Total Task 1
2.1