

			person entered.
All	Application Data and Intake Requirements	4.u	Contractor information is stored in the current LMS, including contractor license expiration dates, can the system alert the user if a contractor is attached to the permit and their license is expired?
All	Application Data and Intake Requirements	4.v	Ability to customize screens and fields.
All	Application Data and Intake Requirements	4.w	Ability to save data as it is entered so data is not lost on a particular screen or tab if data input is delayed or interrupted.
All	Application Data and Intake Requirements	4.x	Ability to expand the Assessor Parcel Number field, as needed, when the Assessor's office makes changes. (i.e. Currently TLMA used 9 out of the 10 digits, however, an 11 th digit may be added by the

			Assessor's office in the coming year).	
All	Case Tracking and Specific Case Type Info.	5.a	Ability to assign a custom numbering sequence to permits and cases as well as maintain an automatic sequential number system, by permit type and department.	
Building and Safety	Case Tracking and Specific Case Type Info.	5.b	The ability of the system to automatically change the status of a building permit based on an expiration date.	
All	Case Tracking and Specific Case Type Info.	5.c	Ability to summarize/list all the children associated with a parent, including permit number, description and status, with the ability to then go to the selected (child) permit from that screen.	
All	Case Tracking and Specific Case Type	5.d	Ability to link and list all concurrent or related cases, permits or projects to a particular permit,	

	Info.		including permit/case number description, status and the ability to then go to the selected record from the screen the user is in.	
All	Case Tracking and Specific Case Type Info.	5.e	Ability to assign a hierarchy to case types which, when linked will establish parent/child relationships.	
All	Case Tracking and Specific Case Type Info.	5.f	Ability to attach multiple parents to one child so all applicable conditions flow to the child. (see Conditions of Approval section 7.0 for details).	
All	Case Tracking and Specific Case Type Info.	5.g	Ability to link two permits or cases that are assigned the same hierarchical level and have the ability to choose where the conditions of approval will flow or attach. (see Conditions of Approval section 7.0 for details).	

All	Case Tracking and Specific Case Type Info.	5.h	Ability to assign permit types and further break down those permit types into multiple subtypes.	
All	Case Tracking and Specific Case Type Info.	5.i	Does the system allow for customized fields unique to a specific permit type (i.e. square footage, amount of cubic yards, number of lots), and are they configurable in regards to the number of characters allowed.	
Building and Safety	Case Tracking and Specific Case Type Info.	5.j	Ability to assign and use bar codes to track plans reports and exhibits.	
Building and Safety	Case Tracking and Specific Case Type Info.	5.k	Ability to add fields to code grading permits for specific milestone requirements, such as compaction, rough and precise grade certifications.	
Building	Case Tracking	5.l	Does the solution have an area for	

and Safety	and Specific Case Type Info.		plan tracking? Data fields that track date, staff and location of plans, as well as, tracking the in and out of corrections, who they went to and a comment field.	
All	Case Tracking and Specific Case Type Info.	5.m	Ability of the new LMS to duplicate/translate the case types/subtypes and workflows from the current LMS system into the new system.	
Building and Safety	Case Tracking and Specific Case Type Info.	5.n	Ability of the new LMS to transfer and/or duplicate the unique Business Registration numbers that currently exist in the Business Registration system (HdL) into the new LMS.	
All	Case Tracking and Specific Case Type Info.	5.o	If the new LMS cannot duplicate the current numbering system, describe how current case and permit numbers will be assigned and displayed in the	

			new system.	
Building and Safety	Case Tracking and Specific Case Type Info.	5.p	If the new LMS cannot duplicate the current Business Registration numbers, describe how current Business Registration numbers will be assigned and displayed in the new system.	
All	Case Tracking and Specific Case Type Info.	5.q	Provide a sample of the case and project numbers used in the Vendor's system, including building permits, entitlements and subdivisions with prefixes and suffixes defined and which if any can be easily modified to fit the County's case tracking/numbering needs.	
All	Project and Permit Review	6.a	The ability to track and create new requests for departmental comments (in current LMS the routing and approval screens) track clearances not associated with	

			Conditions of Approval and assign logic to the permits/cases to not allow issuance. For example, the ability to not allow out of sequence events.	
All	Project and Permit Review	6.b	Ability to create new departmental reviews as needed during the review process, which are date and time stamped.	
All	Project and Permit Review	6.c	Ability to assign route lines or reviews to particular staff and the ability to edit the status after a result has been saved (i.e. change status from denied to approved without starting a new route line)	
All	Project and Permit Review	6.d	Ability to re-assign a review or route line to a new staff person without having to close out and create a new review or route line.	

All	Project and Permit Review	6.e	Ability of the system to create route/review lines automatically according to permit and case type.
All	Project and Permit Review	6.f	Ability of the system to notify a user (assigned to the review) if an open review or route line is still pending review.
All	Project and Permit Review	6.g	Ability of the system to either notify or produce a report so that a division manager or project manager can see ALL pending reviews for the case or employee.
Building and Safety	Project and Permit Review	6.h	Ability to assign logic to date fields that when the plan check status is changed the expiration date is automatically extended for a predetermined amount of time.
All	Electronic Plan Check	6.i	On line submittal of buildings plans or other exhibits and permits.

All	Electronic Plan Check	6.j	Version control of the plans as they come in and out for comments or corrections. The latest version will be displayed first but other versions should be available. Plans must be named, time and date stamped.	
All	Electronic Plan Check	6.k	Ability of the system to do electronic signatures and approvals.	
All	Electronic Plan Check	6.l	Does the system archive the finished plans and what format is used?	
All	Electronic Plan Check	6.m	Ability to link plans to GIS data and link and overlay onto a GIS layer.	
All	Electronic Plan Check	6.n	Ability to control the types of files that are uploaded for review.	
All	Electronic Plan Check	6.o	Ability to protect the intellectual property of the applicant.	

All	Electronic Plan Check	6.p	Ability to document a threaded discussion on corrections and comments
All	Electronic Plan Check	6.q	System must have copy and paste features.
All	Electronic Plan Check	6.r	Ability to compare plans side by side as well as overlay different versions of plans to display changes.
All	Electronic Plan Check	6.s	Ability to e-mail corrections to the applicant.
All	Electronic Plan Check	6.t	Ability of outside agencies to review the plans and provide comments, when required.
All	Conditions of Approval	7.a	Ability to link parent-child, child to child and grandparent cases to one another and using logic, having their associated conditions of approval automatically flow between them.



All	Conditions of Approval	7.b	Ability to attach multiple parent cases to a child and either have all the conditions flow to the child and ability to edit/delete those conditions that do not apply.	[REDACTED]
All	Conditions of Approval	7.c	Ability to assign milestones to conditions of approval which start and stop workflows for projects and permits. (see Section 7.0 for detailed list of current milestones)	
All	Conditions of Approval	7.d	After parent-child, or child-child links occur, the ability to merge and move the conditions of approval as appropriate once these links occur.	

All	Conditions of Approval	7.e	Ability to assign security rules to conditions of approval which either allow display only, or full update based on user security.	
All	Conditions of Approval	7.f	Ability to assign inheritance rules to conditions of approval which tell the condition to inherit/link or not, to particular activities once those activities/child has been linked to a parent case.	
All	Conditions of Approval	7.g	Functionality of inheritance rules should at least include ability to attach condition to all activities or only selected activities and activity subtypes.	
All	Conditions of Approval	7.h	Ability of the conditions module to contain conditions of approval which require thresholds for the project to be monitored, otherwise known	

			as "counting" conditions. (see Section 7.0 for further details.
All	Conditions of Approval	7.i	The ability of the system to store all of the conditions of approval in a library, which can be sorted by department, milestone, condition set or description.
All	Conditions of Approval	7.j	Ability of the system to allow users with certain security rights to add, manipulate and edit the Library of Conditions, with word processing capabilities (i.e. spell check, cut and paste, etc)
All	Conditions of Approval	7.k	Ability of the system to allow the user to create sets of conditions that can be stored in the library.
All	Conditions of Approval	7.l	Ability of the system to change the text in the condition set once a particular condition has been changed in

			the main library list of conditions.	
All	Conditions of Approval	7.m	Ability of the system that when a permit is created, to automatically attach sets of conditions to a particular permit or subtype of permit, otherwise known as default conditions of approval.	
All	Conditions of Approval	7.n	The ability to freeze the order of conditions of approval on a project once that project has been approved through a hearing body. The order or numbering sequence of conditions has to remain static throughout the process including building permits.	
All	Conditions of Approval	7.o	The ability to expire conditions of approval and set of conditions by updating the effective date of the condition in the library.	

All	Conditions of Approval	7.p	The ability to freeze the text of the condition or not allow any modification of text once the condition has been put into ineffect, met, deferred or not apply status.
All	Conditions of Approval	7.q	When printing conditions of approval, allow the user to select conditions to be printed as well as printing all conditions.
All	Conditions of Approval	7.r	Ability of the system to stop workflow or processing of a permit if a condition of approval is not satisfied at the corresponding milestone.
All	Conditions of Approval	7.s	The ability of the condition of approval to have logic applied to the condition status to not allow out of sequence status changes.
All	Conditions of Approval	7.t	The ability of the system to show conditions of



			approval on one screen or panel and show at a minimum 13 (thirteen) conditions and their title/descriptions.	
All	Conditions of Approval	7.u	Ability to sort conditions of approval in a variety of ways, including milestone, responsible department, and condition status both ascending and descending.	
All	Conditions of Approval	7.v	The ability of the system to display to the user at a glance whether the condition was inherited from another source or created specifically for the activity.	
All	Conditions of Approval	7.w	The ability for the condition of approval screen/panel to record date/time and user stamp for each status change to a condition as well as provide an area for comments associated with	

			that particular condition and why the status was changed.	
All	Conditions of Approval	7.x	Ability of the system to allow a user to define an "on the fly" group of conditions for functions to be performed such as mass status change.	
Planning	Conditions of Approval	7.y	The ability to allow for the simple update of project conditions and requirements as a result of Board actions, appeals or changes to the tentative maps.	
Planning	Conditions of Approval	7.z	Ability to have system generated alerts both in e-mail and some sort of pop up notification to the current user of conditions of approval designated at the "prior to a certain date" milestone showing their due date and not allowing the project to progress if the milestone is not	

			met.	
All	Conditions of Approval	7.aa	If bidder's system does not have all the functionality as described in Section 7.0, describe how the bidder's system would address each of the requirements in an alternative way with the same desired results.	
Planning	Hearings	8.a	Ability to track, create and display results of all hearing types.	
Planning	Hearings	8.b	Ability to create a hearing calendar.	
Planning	Hearings	8.c	The ability to assign hearing dates to multiple cases simultaneously.	
Planning	Hearings	8.d	Ability to select cases on the hearing calendar and enter and update status of those selected cases in bulk.	
Planning	Hearings	8.e	Ability to track, create and display results of the LDC meetings, which require the same	

			functionality as hearings, but is not a hearing body.	
All	Permit Issuance	9.a	Ability to easily verify that all permit requirements are met, such as clearances, conditions of approval and fee payments.	
All	Permit Issuance	9.b	Ability to prevent issuance of a permit until all permit requirements are met, such as clearances, conditions of approval and fee payments.	
Planning	Permit Issuance	9.c	Ability to prevent approval of a planning case until all route/clearance lines are approved, fee payments made and all conditions of approval are in an "in effect" status.	
All	Permit Issuance	9.d	Ability of the system to permit authorized users to issue or	

			approve permits by over-riding holds and requirements and recording a non-editable timestamp containing the user, date and time the override was made.	
Building and Safety	Inspections	10.a	Can your inspections module accept on line inspection requests, while at the same time track staff initiated inspections based on phone in requests.	
Building and Safety	Inspections	10.b	The ability of the system to track the number of daily inspection requests set by a manager and alert the user when the route is at capacity.	
Building and Safety	Inspections	10.c	The ability of the system to provide a means for logging and time stamping inspection requests.	
Building and Safety	Inspections	10.d	The ability to assign inspectors to inspections	

			based on geographic area, route and daily capacity.
Building and Safety	Inspections	10.e	The ability of the system to provide a means to verify the appropriateness of an inspection request in terms of sequence of inspections for a given permit type.
Building and Safety	Inspections	10.f	The ability to add same day inspections after the morning inspection list has been completed and downloaded.
Building and Safety	Inspections	10.g	The ability to automate inspector assignments.
Building and Safety	Inspections	10.h	Ability of the system to accept and attach to the particular permit any site photos.
Building and Safety	Inspections	10.i	Ability of the system to track corrections and prepare standard inspection checklists.



Building and Safety	Inspections	10.j	Ability of the system to schedule inspections by a date in the future.	[REDACTED]
Building and Safety	Inspections	10.k	Ability of the system to send or create reminder notices of pending inspection dates to both the customer and staff.	
Building and Safety	Inspections	10.l	The ability of the system to automatically roll over a yearly inspection list and a reminder notices of those dates.	
Building and Safety	Inspections	10.m	Ability of the system to provide wireless connectivity for field personnel to allow them access to data and records in the LMS.	
Building and Safety	Multi-level Projects and Sets	11.a	The ability of the system to track multi-level, multi-use or multi unit projects.	
Building and Safety	Multi-level Projects and Sets	11.a	The ability of the system to track multi-level, multi-use or multi unit projects.	

Building and Safety	Multi-level Projects and Sets	11.b	The ability of bulk processing of transactions in order to expedite processing of tracts and multiple permits (including activities related to fee, conditions of approval, permit status, permit data, plan checks/reviews, and inspections). Bulk processing includes the ability to clear conditions of approval on multiple permits at the same time, as well as clearing routes, updating addresses, updating parcel data and starting multiple permits simultaneously.	
Planning	Multi-level Projects and Sets	11.c	Ability to create a set or group of permits that are tracked and processed as one case, yet still allow individual status updates.	
All	Multi-level Projects and Sets	11.d	Ability to create a set or group of permits that combine fee	

			deposits.	
All	Multi-level Projects and Sets	11.e	Ability of the system to “flag” or identify a permit, parcel or person as part of a unique group, which then allows the system to report on activity associated with the cases in that group. (i.e. bankruptcy cases, which require monitoring of deposits, people, case activity and bankruptcy status updates).	
Building and Safety	Multi-level Projects and Sets	11.f	Permit Cloning – Ability to fill in all pertinent data once and then clone or copy the data to create multiple permits, then can then have information modified to fit a particular lot or address. (i.e. In Tract processing, often five or more single family permits needs to be created at the same time and they all have similar	

			information except for address, and lot number).	
All	Cashiering, Fee Management and Receipt Processing	12.a	The ability to provide fee estimates without starting a permit or case.	
Administration	Cashiering, Fee Management and Receipt Processing	12.b	The ability to apply, assess, and refund payments and supplemental fees to specific cases, permits or sets of cases.	
Administration	Cashiering, Fee Management and Receipt Processing	12.c	A system that applies clear accounting principles at a case level to ensure accurate billing of project and permit fees due on multiple fee items and reporting of payments by fee items.	
Administration	Cashiering, Fee Management and Receipt Processing	12.d	Ability to distribute payment for a single (or multiple fees) to multiple destination accounts based on a distribution	

			formula.	
Administrati on	Cashiering, Fee Manageme nt and Receipt Processing	12.e	The solution must have a full cash drawer management including reporting capabilities and/or on line tools for balancing the drawer and cash reconciliation.	
Administrati on	Cashiering, Fee Manageme nt and Receipt Processing	12.f	The ability to track receipts and volume based on method of payment, for end of day balance by location and by DBF or non-DBF case type.	
Administrati on	Cashiering, Fee Manageme nt and Receipt Processing	12.g	The ability to print and reprint receipts for individual permits and sets.	
Administrati on	Cashiering, Fee Manageme nt and Receipt Processing	12.h	Ability to produce a receipt with appropriate transaction details with a least two versions of detail, one for the customer and one for internal filling as a matter of record. Internal	

			receipt should show all sub accounts.	
Administrati on	Cashiering, Fee Managem nt and Receipt Processing	12.i	The ability to accept multiple forms of payment on one transaction and payment from multiple payees. (i.e. Combine cash and credit tender amounts for single transaction that may involve any or all of multiple cases, permits, miscellaneous sales (with associated budget or account numbers, and cash bond deposits.	
Administrati on	Cashiering, Fee Managem nt and Receipt Processing	12.j	Ability of the system to handle Journal Voucher (JV) payments, which are interdepartmental charges and transfers.	
Administrati on	Cashiering, Fee Managem nt and Receipt Processing	12.k	The ability to void receipts and transactions that are still part of required audit trail function.	

Administrati on	Cashiering, Fee Manageme nt and Receipt Processing	12.l	The ability to collect fees and store in a Corporate Customer Account to be utilized by multiple departments and projects.	
All	Cashiering, Fee Manageme nt and Receipt Processing	12.m	Ability to calculate fees based on permit type and subtype according to data entered into specific fields (i.e. number of accessory structures, number of light standards or square footage of a wall)	
All	Cashiering, Fee Manageme nt and Receipt Processing	12.n	Ability to allow for additional changes of fee amendments throughout the project and permit life.	
All	Cashiering, Fee Manageme nt and Receipt Processing	12.o	Ability of the solution to provide individual project or permit summary of all charges, credits, refunds and payments made against it?	

All	Cashiering, Fee Management and Receipt Processing	12.p	Ability to display relevant information about the transaction, including payment date, type, account/fund and amount.	
All	Cashiering, Fee Management and Receipt Processing	12.q	Ability to track overpayments in order to apply the amount to specific fees at a later date and ability to refund overpayment amounts.	
Administration	Cashiering, Fee Management and Receipt Processing	12.r	Ability to update refund warrant information from Oasis – PeopleSoft to LMS.	
Administration	Cashiering, Fee Management and Receipt Processing	12.s	Ability to receipt sets (a group of cases or permits) and void sets, and when printing the set receipt all permits included in the set payment are listed/shown on the receipt.	
All	Cashiering, Fee Management and Receipt	12.t	Ability to stop assessment or show as an error, if fees are trying to be assessed to a flat fee (or fixed	

	Processing		fee) case or permit.	
Administrati on	Cashiering, Fee Managem nt and Receipt Processing	12.u	Ability to accept downloads of information (i.e. payment amount, type and payee info.), from County's financial system if projects are receipted in the County's financial system and not in the LMS.	
Administrati on	Cashiering, Fee Managem nt and Receipt Processing	12.v	Ability of the new LMS to provide an error message when a user is trying to change the subtype after a payment has been made and allow an override to allow the function to proceed	
Administrati on	Cashiering, Fee Managem nt and Receipt Processing	12.w	Ability of the new LMS to send an error message to the user when they are attempting to void a payment in a DBF case on the same day as the case was originally receipted and set up in PeopleSoft,	

			along with the ability of a manager override to allow the function to proceed	
Administrati on	Cashiering, Fee Manageme nt and Receipt Processing	12.x	Ability of the new LMS to stop receipt of a case with a credit balance (which in the current LMS shows as a negative amount, i.e. -\$10) and send the user a message to ask if they wish to continue	
Administrati on	Cashiering, Fee Manageme nt and Receipt Processing	12.y	Ability of the new LMS to run a check before receipting, which verifies that any fee adjustments to particular fee identification numbers (id's) have not created a credit balance (shown as a negative amount in current LMS and then send an error message. (i.e. Staff wishes to adjust Fee Id 8300 which contains \$50, down to \$40. However when making the adjustment staff	

			chose Fee Id 8301 by mistake, which has \$0 in it and therefore creates a -\$10 in Fee Id 8301 and Fee Id 8300 still gets/shows \$50.)	
Administration	Cashiering, Fee Management and Receipt Processing	12.z	Ability of the new LMS to send an error message if a user is trying to assess supplemental fees to a case that has not yet been initially receipted.	
All	Bond and Mitigation Fee	13.a	Ability to track bond information regarding applicant, project, payment amount, bond company, project status and other pertinent information.	
All	Bond and Mitigation Fee	13.b	Ability to link bond data to projects and permits.	
All	Bond and Mitigation Fee	13.c	Ability to create mitigation fee subtypes for each mitigation fee TLMA must collect.	
All	Bond and Mitigation Fee	13.d	Ability to collect on multiple fee items and/or	

			funds, by project/permit locations as determined by staff and tracking of payment by parcel, address and project.	
All	Bond and Mitigation Fee	13.e	Ability to link permits associated with mitigation fee payments to the clearance section (conditions of approval) and ability to click on that link or attachment and be brought directly to the permit linked to the mitigation fee, without having to exit the module and search for the associated permit.	
All	Bond and Mitigation Fee	13.f	Ability for the system to verify, for mitigation fee payments, that the same number of addresses are entered as lots entered. The number of lots entered must have an equal number of associated addresses.	

All	Operational Reports, Forms and Queries	14.a	Ability to run standard operational reports with run-time prompts for selection.	
All	Operational Reports, Forms and Queries	14.b	Ability to produce forms on plain paper on standard system printers.	
All	Operational Reports, Forms and Queries	14.c	Ability of the system to auto-populate forms, letters, permits, cover sheets and any other formatted document that requires standard data fields, using system data, GIS data and any third party systems data can be extracted from. (i.e. School letters, building permits and planning case cover sheets).	
All	Operational Reports, Forms and Queries	14.d	Ability to run queries using run-time prompts for selection.	
All	Operational Reports, Forms and Queries	14.e	The ability of the system to search on any field within the data base including custom fields	

			developed over time.
All	Operational Reports, Forms and Queries	14.f	Ability to download query and report output to standard formats such as Excel, Word and PDF.
All	Operational Reports, Forms and Queries	14.g	Inclusion of report and query creation tools for use by non-technical staff.
All	Operational Reports, Forms and Queries	14.h	Inclusion of advanced reporting facility for use by technically oriented staff for development of more complex reports.
All	Operational Reports, Forms and Queries	14.i	Ability to run queries and reports by user and/or via process scheduler.
All	Operational Reports, Forms and Queries	14.j	Ability to distribute reports electronically..
Information Technology	Operational Reports, Forms and Queries	14.k	Ability to include data from external databases via ODBC connection.



Information Technology	Operational Reports, Forms and Queries	14.l	Ability of vendor to provide a comprehensive data dictionary.
All	Operational Reports, Forms and Queries	14.m	Describe which standard reports are already integrated in your system; include the common data fields they contain. Provision of report samples would be helpful.
All	Operational Reports, Forms and Queries	14.n	Describe the forms generation facility.
Information Technology	Operational Reports, Forms and Queries	14.o	Describe how queries are run in the system.
Information Technology	Operational Reports, Forms and Queries	14.p	Describe the standard report generation tool.
Information Technology	Operational Reports, Forms and Queries	14.q	Describe the query creation tool.
Information Technology	Operational Reports, Forms and Queries	14.r	Describe the advanced reporting tool.
Information Technology	Operational Reports, Forms and	14.s	Describe the ability to include data from external

	Queries		databases.	
Information Technology	Operational Reports, Forms and Queries	14.t	Describe the system's ability for reports and queries to be run by the user or via a process scheduler.	
Information Technology	Operational Reports, Forms and Queries	14.u	Describe the system's ability to download report and query results into standard formats.	
Information Technology	Operational Reports, Forms and Queries	14.v	Describe the system's electronic report distribution methodology	
Information Technology	Operational Reports, Forms and Queries	14.w	What custom report development allowance is included in the bid?	
All	Operational Reports, Forms and Queries	14.x	Table 1 is a representative list of Standard Operational Reports. Review Table 1 and respond as to whether the vendor's software can or cannot provide the reports using the same Bidder's Response options as	

			outlined below.	
All	Management and Strategic System Report	15.a	Ability to provide Process Performance type reports, such as the time it takes to complete certain elements of case processing as defined (and compared) by either date or other "milestone" data fields stored in the system. (See list above for sample type reports)	
All	Management and Strategic System Report	15.b	Ability to directly generate (or facilitate) Oasis Financial system generation of case cost information type reports (See list above for sample type reports)	
All	Management and Strategic System	15.c	Ability to retrieve data from external databases via	

	Report		ODBC.
Code	Code Enforcement	16.a	Ability to provide security and privacy of sensitive data, while still allowing non-code enforcement staff the ability to read pertinent data, such as description, status and officer assigned.
Code	Code Enforcement	16.b	Ability of the system to handle unlimited storage of photographic evidence, providing for area to label and date stamp the photos.
Code	Code Enforcement	16.c	Ability of the system to store photos within the case in an area that the photos can be easily downloaded and retrieved and make sense within the case timeline.
Code	Code Enforcement	16.d	Ability to collect basic case data for code enforcement allowing for use of both pre-determined drop

			down choices and unlimited comments fields for case notes and updates.	
Code	Code Enforcement	16.e	Ability to track financial data associated with code cases such as fines and liens.	
All	Code Enforcement	16.f	Ability to link to current Code Enforcement System (Government Outreach – Core) and display case number, case type, status and officer assigned. Display should occur when address or assessor parcel number are queried in the LMS.	
Building and Safety	NPDES MS4 Data Management and Business Registration	17.a	Ability of the system to manage a business registration program including printing of certificates, letters, and scheduled renewal notices, new applications, delinquents, and notice of	

			violations.	
Building and Safety	NPDES MS4 Data Management and Business Registration	17.b	Ability of the system to update business registration database with GIS, Environmental Health Records, Assessor, Fictitious Name, and Franchise Tax Board database.	
Building and Safety	NPDES MS4 Data Management and Business Registration	17.c	Ability of the system to run business registration reports at different frequencies at a regular schedule such as daily, weekly, monthly, and annually. In addition the ability to run ad hoc reports based off of and containing any information and fields included in the system	
Building and Safety	NPDES MS4 Data Management and Business Registration	17.d	Ability of the system to schedule inspections by a date in the future and to send or create reminder notices of	

			pending inspection dates	
Building and Safety	NPDES MS4 Data Management and Business Registration	17.e	Ability of the system to automatically roll over yearly inspection lists and a reminder notice of those pending dates and inspections	
Building and Safety	NPDES MS4 Data Management and Business Registration	17.f	Ability of the system to track the dates of inspections, type of inspections, inspector, inspection results, and any required follow up action or correction	
Building and Safety	NPDES MS4 Data Management and Business Registration	17.g	Ability of the system to capture business data such as owner information, business location information, mailing information, standard business classification information, and custom fields as required by the business registration	

			program	
Building and Safety	NPDES MS4 Data Management and Business Registration	17.h	Ability of the system to set priorities and rates to the business accounts based on the collected information from the customer and standard industrial codes.	
Building and Safety	NPDES MS4 Data Management and Business Registration	17.i	Ability of the system to update and create information via mobile computers and devices	
Building and Safety	NPDES MS4 Data Management and Business Registration	17.j	Ability of the system to register and renew accounts via online modules and to make payments using electronic payment methods.	
Building and Safety	NPDES MS4 Data Management and Business Registration	17.k	Ability of your system to provide reports on, <ul style="list-style-type: none"> 1) New Registrations 2) Renewals 3) Delinquents 4) Closed Accounts 5) Audit 	

			<p>log/error trap report</p> <p>6) Daily receipt report</p> <p>7) Inspection report</p> <p>8) Business Outreach Specialist's report</p>	
Building and Safety	NPDES MS4 Data Management and Business Registration	17.1	<p>Ability to incorporate a MS4 Data Management system that records data from inspections, other County informational systems to input data, and compile to complete Annual Reports to be provided to Regional Boards. Items to be recorded and compiles include approximately 50 data fields per location.</p>	
Transportation	Encroachment and other Transportation Permits	18.a	<p>The ability to issue a permit within the public right of way by providing a means to associate permit work to areas that are not necessarily tied to a single street</p>	

			address or assessor parcel number (i.e. ability to easily link a permit to a street segment, location in the middle of the street or sidewalk, region cross streets and centerlines).	
Transportation	Encroachment and other Transportation Permits	18.b	Ability to capture the height, weight, length and other pertinent data for transport permits.	
Transportation	Encroachment and other Transportation Permits	18.c	Ability of the system to attach both default/standard conditions and manually selected conditions to encroachment and transport permits.	
Transportation	Encroachment and other Transportation Permits	18.d	Ability of the system to have a free form data field to capture the route of the transport permits and ability to attach a map with the route highlighted.	

Transportation	Encroachment and other Transportation Permits	18.e	Does the solution have a complaint tracking system that is able to handle road repair and maintenance complaints? It must capture information such as tracking number, street name/location, type of complaint and inspection history.	[REDACTED]
Transportation	Encroachment and other Transportation Permits	18.f	Ability to print a complaint tracking form for the inspector or notify the inspector of a pending inspection and ability of inspector to record results, including free form comments and photos into the system.	
Information Technology	Geographic Information Systems (GIS)	19.a	The bidder's application must have the capability to function effectively in conjunction with ESRI's ArcGIS Desktop software and ArcGIS Server and SDE-	

			SQL databases.	
Information Technology	Geographic Information Systems (GIS)	19.b	The solution must have the ability to connect to ESRI's ArcGIS Server and SDE-SQL databases. Ability to query for location-based information such as zoning, flood zones, or property characteristics.	
Information Technology	Geographic Information Systems (GIS)	19.c	The solution must support and display ESRI formatted data and mapping services as a map.	
Information Technology	Geographic Information Systems (GIS)	19.d	The solution must display all development and projects applied for and permits issued against any site during project creation, and at other times upon demand.	
Information Technology	Geographic Information Systems (GIS)	19.e	The ability of bidder's solution to query spatial data in ArcGIS Server and SDE-DQL databases. Does your solution have the	

			ability to support spatial geometry or spatial type locally within your database structure/design?	
Information Technology	Geographic Information Systems (GIS)	19.f	Ability of TLMA to define as many as 30 GIS information fields associated with a particular parcel or several parcels and permanently ties that information to the permit record as unalterable once the permit or application is in "applied" status. (i.e. Capture the zoning for that parcel as it was at time of issuance, in case the zone is changed in the future)	
Information Technology	Geographic Information Systems (GIS)	19.g	The application must be able to integrate with ArcGIS Server 10.X or later.	
All	Online and Mobile Functionality	20.a	Ability for a customer to sign in using a login and password to view only their project information, such as fees paid,	

			balance due and plan check corrections.	
All	Online and Mobile Functionality	20.b	Ability for a customer to access public information regarding projects, permits, cases and records.fields from input by a staff member	
All	Online and Mobile Functionality	20.c	Ability for a customer to make online payments for new permits or supplemental fees.	
All	Online and Mobile Functionality	20.d	Ability for a customer to request inspections online.	
Building and Safety	Online and Mobile Functionality	20.e	Does the solution have the capability to create and issue simple permits online (i.e. water heaters or AC change outs).	

All	Online and Mobile Functionality	20.f	Ability of the LMS system to post standard reports online for public view such as building permit activity and redact certain information homeowner address, phone number and e-mail.	
Information Technology	Online and Mobile Functionality	20.g	Describe any Mobil Computing abilities your product has to offer and list the platforms supported.	
Information Technology	Online and Mobile Functionality	20.h	Describe any customer (external) access capabilities your system has.	
Information Technology	Online and Mobile Functionality	20.i	Does the external application interface support over 128-bit SSL and port 443? If not, how is transport security achieved over the	

			Internet?	
All	System and User Notification	21.a	Locks: The ability to lock a permit, case, customer/contact name, parcel or address so that no processing or data entry can occur.	
All	System and User Notification	21.b	Holds: The ability to place a hold on a permit, case, customer/contact name, parcel or address which only allows minimal case processing and no change in project or permit status.	
All	System and User Notification	21.c	Notices: The ability to place a notice on a permit, case, customer/contact name, parcel or address in free form text.	
All	System and User Notification	21.d	For locks/holds/notices, the ability to utilize a drop down menu to select reason codes and a free form text area for free form	

			<p>description. Ideally the title of the lock/hold/notice would appear and staff could then select the text area for a more elaborate description.</p>	
All	System and User Notification	21.e	<p>Ability to display locks/holds/notices in order of sensitivity. Locks are to be displayed first, then holds, then notices. All listed within each category by earliest date first, also noting department and user that entered the information.</p>	
All	System and User Notification	21.f	<p>The ability to assign security roles to locks/holds/notices. Locks and Holds can only be removed by the person who added the lock/hold or by a manager. Locks/Holds/Notices should not be allowed to be deleted, only deactivated by changing the effective date.</p>	

			For notices, any user can deactivate a notice by changing the effective date.
All	System and User Notification	21.g	If a lock/hold/notice is put onto a specific APN can the system auto-populate that same lock/hold/notice on associated address and property owner?
All	System and User Notification	21.h	The ability to log user specific comments on parcels, people, permits, and cases that cannot be edited or deleted by another user but can be sorted by user and date.
All	System and User Notification	21.i	The ability to integrate with an electronic messaging and calendar system (email), regardless of version, to notify applicants of case status changes of any type and to schedule future events (i.e. when

			a condition of approval requires that an applicant pull building permits within 60 days of approval of the entitlement)	
All	System and User Notification	21.j	The ability to send notices and invoices as well as set controls and parameters for follow up.	
All	System and User Notification	21.k	The ability to notify a user that logs in to the system that an action item is coming up due regarding a specific case, specifically in relation to "prior to certain date" conditions of approval.	
All	System and User Notification	21.l	Does your system have cross module notification? Ability to embed triggers during workflow that will check other modules and warn users of issues that may affect their processing of an application, complaint, case	

			<p>or registration. (i.e. notify the user if the contractor license they just attached to the permit is expired)</p>	
All	Systems Interface/ Interoperability	22.a	<p>The ability to interface with Laserfiche document management system including but not limited to linking documents, fields and bar codes to the new LMS and its data base.</p>	
Building and Safety	Systems Interface/ Interoperability	22.b	<p>The ability of the system to interface with current field inspection software (Selectron).</p>	
Administration	Systems Interface/ Interoperability	22.c	<p>The ability to interface with the Riverside County PeopleSoft Financials, HRMS. The current LMS sends data to PeopleSoft via a nightly batch process. The LMS solution</p>	

			<p>must include the ability to seamlessly interface with the County's PeopleSoft system. The County's PeopleSoft system is managed and hosted by the RCIT Department.</p>	
Administration	Systems Interface/ Interoperability	22.d	<p>Ability to recreate the interfaces between the current LMS and the OASIS PeopleSoft system in the new LMS.</p>	
GIS	Systems Interface/ Interoperability	22.e	<p>Ability of the system to interface with GIS and RCLIS</p>	
Building and Safety	Systems Interface/ Interoperability	22.f	<p>Ability of the system to interface with HdL, specifically to tie people, parcels and permits together.</p>	
Code	Systems Interface/ Interoperability	22.g	<p>Ability to interface with Government Outreach or Core specifically to notify a user of an active code enforcement case on the</p>	

			parcel or address and the current status of the case.	
Transportation	Systems Interface/ Interoperability	22.h	Ability to interface with the Encroachment Permit System, specifically identifying if a particular parcel, address or associated permit, has acquired an encroachment permit and its status.	
Information Technology	Systems Interface/ Interoperability	22.i	All integrated third party system and support software licenses and cost associated with the offering, excluding ESRI components, must be the responsibility of the Bidder. Describe in detail how current licenses and release levels of third party software are maintained and implemented.	
Information Technology	Systems Interface/ Interoperability	22.j	Which Email systems interface with the product, or standard	

	ility		protocols do you support?
Information Technology	Systems Interface/ Interoperability	22.k	Does the system support web services? If so, detail the architecture and protocol.
Information Technology	Systems Interface/ Interoperability	22.l	Do you use secure FTP for file transfers?
Information Technology	Systems Interface/ Interoperability	22.m	Does the solution support EDI (Electronic Data Interchange)?
Information Technology	Systems Interface/ Interoperability	22.n	Does the solution support other commercially available packages such as Microsoft Excel and Word which allow for edit, import and export capability of data?
Information Technology	Systems Interface/ Interoperability	22.o	List the minimum operating system, subsystems, and all 3 rd party software associated with your solution. All costs associated with the operating systems and software MUST be included in the

			cost proposal.	
All	Data Transfer and Records	23.a	Ability of the system to transfer all historical records and data fields into the new LMS, from both the current LMS and HdL systems.	
All	Data Transfer and Records	23.b	Ability to assist TLMA in converting data to fit into the new LMS fields and make those fields and data searchable.	
All	Data Transfer and Records)	23.c	Ability to list ALL cases, permits, licenses associated with a parcel (APN), address, or person regardless of module. When searching results must be from all modules, not just the module a user is working in. (i.e. When in the APN list and a search request for all associated activity is requested, all building permits,	

			use cases, code cases, business registrations etc. must be listed)	
All	Data Transfer and Records	23.d	Ability of vendor's system to display independent system data within a search list. (i.e. If user searching in an APN list, will the code enforcement case be listed from an independent system?)	
All	Data Transfer and Records	23.e	The application must have a process to maintain data integrity between the County Assessor, GIS databases and other TLMA departments.	
All	Data Transfer and Records	23.f	The ability to attach a word document, an excel workbook, PDF, Autocad, Microstation and photos to a permit and/or case as well as the ability to associate those documents to a	

			parcel, address or person for future reference.
All	Data Transfer and Records	23.g	Describe the search capability of your system. Are all data fields searchable? Can free form text areas, i.e. in comments, be searched using key words?
Information Technology	Data Transfer and Records	23.h	How much historical data can be uploaded to the new environment?
Information Technology	Data Transfer and Records	23.i	What are the data storage limits?
Information Technology	Data Transfer and Records	23.j	Outline the Extract, Transform and Load (ETL) requirements to transition data from the legacy system to the new system.
Information Technology	Data Transfer and Records	23.k	Outline the User and Vendor responsibilities regarding the ETL requirements.
All	System Performanc	24.a	The ability to automatically record all actions



	e/ Usability		performed on the project into an activity list, showing the user performing the action, date, time and type of activity.
Information Technology	System Performance/ Usability	24.b	Ability of the user to search for permits, cases, addresses and people using wildcards.
All	System Performance/ Usability	24.c	Ability to process and associate all FBN Abandonments to the original FBN filing The ability to add new data tables and fields to the existing data dictionary in multiple supported fields.
All	System Performance/ Usability	24.d	The ability to enter, format and spell check text in additional information fields.
All	System Performance/ Usability	24.e	Are keyboard equivalents (short) cuts of mouse operations provided? (i.e. Well designed mouse to keyboard use, which can help

			reduce the amount of mouse clicks required).	
All	System Performance/ Usability	24.f	Is there a help function used to provide first level assistance to the user?	
All	System Performance/ Usability	24.g	Does the help function allow for customization by customer?	
All	System Performance/ Usability	24.h	Is standard context sensitive help facility provided via the help system?	
All	System Performance/ Usability	24.i	Describe how flexible and/or responsive your system is to change. If a new County Ordinance is adopted or a report alerts managers to a required change in procedure or processing, what is the process and length of time to get a new data field, a new workflow or permit type etc.? What can be done at County IT level and what is done with the	

			vendor?	
Information Technology	System Performance/ Usability	24.j	Is the system capable of meeting performance goals while maintaining a transaction volume of : 12,000 permits/year 50,000 inspections/year On-line storage of an additional 20 years of permits and inspections	
Information Technology	System Performance/ Usability	24.k	Does the system utilize the transaction rollback capability of the Relational Database System in case of failure?	
Information Technology	System Performance/ Usability	24.l	Does the system detect run-time failures and provide an informative message to indicate the problem?	
Information Technology	System Performance/ Usability	24.m	Is the system able to affect fault recovery by restoring the system to a known "safe"	

			state?
Information Technology	System Performance/ Usability	24.n	Are any transactions that require more than 5 seconds to post, implemented as stored procedures?
Information Technology	System Performance/ Usability	24.o	What is the maximum number of concurrent users that can be accommodated before performance degrades?
Information Technology	System Performance/ Usability	24.p	What is the maximum number of concurrent users allowed on the system?
Information Technology	System Performance/ Usability	24.q	Describe any downtime due to processing that is required for your system.
Information Technology	System Performance/ Usability	24.r	How does your system handle concurrency control?
Information Technology	Security	25.a	The system must be compatible with Symantec Endpoint



			Protection, Norton, McAfee, MS Forefront and other major antivirus products.	
Information Technology	Security	25.b	The system must fully integrate with Microsoft Active Directory.	
Information Technology	Security	25.c	Application roles should be administered via Microsoft Active Directory Security Groups. The application should have the ability to differentiate the permissions, roles, rights, and user options.	
Information Technology	Security	25.d	Will your software meet the County's Trusted System requirements per Policy A-68?	
Information Technology	Security	25.e	Will your software meet the Overall Security requirements per Policy A-58?	
Information Technology	Security	25.f	Describe your approach to role-based administration, and how it would be implemented.	

Information Technology	Security	25.g	Describe in detail the full functionality of security services available with your solution.	[REDACTED]
Information Technology	Security	25.h	Describe the proposed system's internal application security and authentication process.	
Information Technology	Security	25.i	What are your default password policy and lockout configurations?	
Information Technology	Security	25.j	What are your default password policy and lockout configurations?	
Information Technology	Security	25.k	Are there any known issues when running the client behind a firewall?	
Information Technology	Security	25.l	Does your system integrate user account and security group information with client directory services?	
Information Technology	Security	25.m	Does your system support multi-factor authentication for administrators?	

			<p>This could include authentication factors such as smart cards, tokens, user certificates, etc., in addition to user name and password.</p>	
Information Technology	Physical Requirements	26.a	<p>Vendor shall provide a list of system requirements to include recommended hardware specifications and storage requirements.</p> <p>Does your system support multi-factor authentication for administrators? This could include authentication factors such as smart cards, tokens, user certificates, etc., in addition to user name and password.</p>	
Information Technology	Physical Requirements	26.b	<p>Vendor shall provide specific recommendations as to system load balancing</p>	

			and/or failover solutions for use with this application.	
Information Technology	Physical Requirements	26.c	The system must be capable of supporting offsite offices (10-15 users) within the bandwidth of dual (2) multilink T-1 circuits.	
Information Technology	Physical Requirements	26.d	List all hardware components and specifications necessary to achieve a full redundant system, including servers, printers, etc.	
Information Technology	Physical Requirements	26.e	Describe hardware upgrade interval recommendations and the standard procedures followed to perform such an upgrade without downtime.	
Information Technology	Physical Requirements	26.f	Growth Capacity – the Bidder must be able to demonstrate that the recommended hardware can handle the	

			<p>expected growth in transaction volumes over the next five years without significant upgrades. When hardware upgrades are expected, the Bidder must also demonstrate that the expansion will be modular and accommodated without disrupting internal operations or changes to the proposed software applications. The expected growth is approximately 5-8% per year.</p>	
Information Technology	General System Technical	27.a	<p>The System must be a multi-tier system and support Microsoft Server 2008 R2 and later and Microsoft SQL Server 2008 R2 and later.</p>	
Information Technology	General System Technical	27.b	<p>Web Access – Internal and external web-based access to status of conditions, requirements, comments, cases, inspections,</p>	

			actions all available to all stakeholders with defined security access.	
Information Technology	General System Technical	27.c	Solution architecture must be able to support placement of a front-end user web server into a DMZ environment.	
Information Technology	General System Technical	27.d	The system must be compatible with a variety of browsers including current versions of Firefox, Chrome and Microsoft Internet Explorer	
Information Technology	General System Technical	27.e	Is the system implemented via a web-based client using a graphical user interface and following industry standards for navigation and design?	
Information Technology	General System Technical	27.f	The application must be able to fully utilize all aspects of the Microsoft Office 2007 and 2010 and later versions of the productivity	

			suite.	
Information Technology	General System Technical	27.g	The application must be able to operate on Windows 2007 and later operating system for desktop PCs.	
Information Technology	General System Technical	27.h	If the vendor has a SaaS, the vendor should demonstrate the ability of a web-based service delivery model for more efficient planning case processing and building permit approvals and inspections.	
Information Technology	General System Technical	27.i	If SaaS is offered, the ability of the vendor to provide a secure environment which meets or exceeds the County's security policies.	
Information Technology	General System Technical	27.j	Ability of the vendor's SaaS solution to meet the requirements in this RFP.	
Information Technology	General System Technical	27.k	If vendor offers SaaS, cost for SaaS versus self-hosted system must be included	

			in the Cost Proposal Sheet.
Information Technology	General System Technical	27.l	Does application logic relevant to data integrity and business rule enforcement reside on the database server (back-end) as triggers and/or stored procedures?
Information Technology	General System Technical	27.m	Are all posting of transactions performed on-line, in real time?
Information Technology	General System Technical	27.n	Are all components designed to achieve maximum functional cohesion, and minimal coupling?
Information Technology	General System Technical	27.o	What is your minimum browser requirement?
Information Technology	General System Technical	27.p	Describe the scalability of your proposed solution.
Information Technology	General System Technical	27.q	Describe the support for automatic fail-over and software/service redundancy.



Information Technology	General System Technical	27.r	Describe your support and integration with external authentication databases and multi-factor authentication methods, as well as Network Policy Server (NPS) integration.	
Information Technology	General System Technical	27.s	Does the proposed solution support external certificate authorities, digital certificates and integration with internal certificate authority? Describe.	
Information Technology	General System Technical	27.t	Explain in detail how your solution would support Extranets, Intranets and Remote Access.	
Information Technology	General System Technical	27.u	What is the maximum potential bandwidth each client can use?	
Information Technology	General System Technical	27.v	What are the minimum bandwidth requirements for each client?	

Information Technology	General System Technical	27.w	Is the client application a java applet or asp.net page?
Information Technology	General System Technical	27.x	What are the system .net requirements for server and client:
Information Technology	General System Technical	27.y	Application must be able to deliver service and operate within VDI (virtual desktop infrastructure)
Information Technology	General System Technical	27.z	System must be able to operate within a fully virtual environment including database server and application servers.
Information Technology	General System Technical	27.aa	If the vendor can offer SaaS provide information regarding configuration, customization, feature delivery, integration models and protocols, and a listing of collaborative functionality.
Information Technology	General System	27.bb	If SaaS is offered, vendor




y	Technical		should also offer their model for County to access API's for integration and interface development.	
Information Technology	Implementation	28.a	The bidder will provide resources to assist in implementing and deploying the system at all designated locations. This includes all systems solutions from servers to end-users across all mediums.	
Information Technology	Implementation	28.b	<u>Project Management Plan</u> – Bidders are required to supply a complete description of the deliverables and project timing for the installation of the proposed system.	
Information Technology	Implementation	28.c	<u>Responsibility Matrix and Project Schedule</u> – A master project schedule must be included, along with a work responsibility matrix, identifying	

			the tasks the Bidder will perform and the tasks the County is expected to perform to successfully implement the new system.	
Information Technology	Implementation	28.d	<u>Initial Work</u> – Bidder will perform system reviews, policy preparation, and equipment and program initializations and configurations.	
Information Technology	Implementation	28.e	<u>Transparency</u> – it is essential that the migration of the new system be as transparent as possible to end-users. There should be no service interruptions, no significant changes in access procedures and no degradation in the quality of service.	
Information Technology	Implementation	28.f	<u>Training Requirements</u> – The Bidder is required to teach and validate that the County's personnel have	

			the "know how" to administer and support the installed systems to County's satisfaction.	
Information Technology	Implementation	28.g	<u>Materials</u> – Reference copies of all bidder materials used to develop the system will be included as part of the Bidder's final delivery documents.	
Information Technology	Implementation	28.h	<u>Methodology</u> – the Bidder shall provide a summary overview of your project implementation and application life-cycle methodologies.	
Information Technology	Implementation	28.i	<u>Project Staffing</u> – The Bidder shall provide a brief description of recommended staffing on the Project's Bidder Team and corresponding recommended staffing at the County. Riverside County requires that the selected Bidder's Project Team be	


			interviewed and approved by County to determine if Bidder's staffing will be able to perform the functions required for this project.
Information Technology	Implementation	28.j	Project Team Location and Equipment – the bidder shall provide a brief description of where Bidder resources will be located, including the willingness to embed staffing within County offices.
Information Technology	Implementation	28.k	Acceptance Testing – the Bidder must provide an acceptance test plan of their proposed implementation with their response to this RFP for approval by the County. The Acceptance Test Plan shall be set forth in a written document and shall define in detail the manner of testing the system

			(services, software performance, integration, etc.) for its compliance with the requirements stated within the RFP. On approval by the County, the Acceptance Test Plan shall become the basis for acceptance of the functional performance of the systems in the contract for services and may be used as a performance indicator for payment purposes. In the event the County requires a modification to the Acceptance Test Plan during the contract term, but before final approval, the Selected Bidder shall respond to the County's request for the change.	
Information Technology	Implementation	28.I	Acceptance of Project Deliverables – Should the County be in	

			doubt as to the quality or true operation of any portion of the delivered system, or should the County find any ambiguity, inconsistency, or omission therein, the County shall make a written request for an official interpretation and/or correction before final acceptance of the deliverables.	
Information Technology	Implementation	28.m	Bidder must warrant: 1) A fully operational test system is installed within six (6) months from contract execution. 2) A fully operational production system is in place and	

			<p>acceptance testing shall be completed no later than one (1) year from contract execution. Final acceptance will become part of the payment schedule agreement at the time of contract execution.</p>	
Information Technology	Implementation	28.n	Will all internal testing be documented, and be available for review?	
Information Technology	Implementation	28.o	Provide a brief description and discussion of your solution	

			installation and data migration approach.	
Information Technology	Implementation	28.p	Are all documents delivered as part of the implementation in both paper and PDF formats and do all documents include a table of contents and an index?	
Information Technology	Implementation	28.q	Review the following implementation support criteria for hardware and software in the Service Level Criteria table below. Provide a brief explanation for how each area will be supported.	
Information Technology	Professional Service Deliverables	29.a	Describe how your services are unique and how you technically differentiate your company.	
Information Technology	Professional Service Deliverables	29.b	How many deployments of equivalent size and scope does your firm have in service?	

Information Technology	Professional Service Deliverables	29.c	If your company is currently engaged in deploying multiple projects for different jurisdictions, does your company have the capacity to provide dedicated professional services and staff to TLMA in order facilitate a timely implementation and deployment.	
Information Technology	Professional Service Deliverables	29.d	The Vendor will provide performance benchmarks from other clients of similar size and volume.	
Information Technology	Professional Service Deliverables	29.e	Vendor shall provide a proposed project timeline based on the requirements stated in Section 28m of the Scope of Service, which delineate a fully operational test system is installed within six (6) months from contract execution and a fully operational production system in place with acceptance	

			testing completed no later than one year from contract execution. The proposed project timeline shall include project deliverables and milestones.	
Information Technology	Ongoing Support and Service	30.a	Technical support and maintenance services should be available via telephone or web-type services Monday through Friday, 6:00 a.m. to 6:00 p.m. PST or PDT, at a minimum.	
Information Technology	Ongoing Support and Service	30.b	The bidder shall describe its proposed maintenance plan for consideration with options for annual renewal	
Information Technology	Ongoing Support and Service	30.c	Bidder shall describe the required software program.	
Information Technology	Ongoing Support and Service	30.d	If the software solution will require multiple Vendors, respondents should clearly delineate the commitments and responsibilities	

			for each item proposed.	
Information Technology	Ongoing Support and Service	30.e	The bidder shall describe the types of service support features that are being offered with its proposed solution.	
Information Technology	Ongoing Support and Service	30.f	WARRANTY PERIOD. All associated equipment and software configurations in the Bidder's proposal must be warranted by the Bidder to be free of defects in the configurations of equipment and software, and overall workmanship for a minimum period of 180 DAYS following final acceptance of the delivered system.	
Information Technology	Ongoing Support and Service	30.g	During the warranty period any subsequent maintenance agreement, any DEFECTIVE COMPONENT CONFIGURATIONS shall be repaired or	

			replaced at no cost to the County.	
Information Technology	Ongoing Support and Service	30.h	All system maintenance during the warranty period and under any maintenance agreements shall be performed by the successful Bidder using personnel employed fulltime by the Bidder and at no additional cost to the County other than those charges stipulated to maintain the warranty.	
Information Technology	Ongoing Support and Service	30.i	The selected Bidder shall provide a program of free maintenance and support (including software application fixes) of the installed new LMS for a period of not less than one year after the "go live" date.	
Information Technology	Ongoing Support and	30.j	The Bidder shall contract with an Escrow Company,	

	Service		agreeable with the County, in such a manner where Escrow Company will receive Source Code deposits of Bidder proprietary technology developed for the County's Land Management System. The selected Bidder will deposit copies of the source code for the County's Land Management System in a secured facility that is not owned, operated or leased by the Bidder.	
Information Technology	Ongoing Support and Service	30.k	The selected Bidder will maintain and make new deposit copies of updated and upgraded versions of the source code for the County's Land Management System when they are available and installed in the County's	


			system.	
Information Technology	Ongoing Support and Service	30.l	Describe in detail the offering's maintenance options. All costs associated with maintenance coverage must be included in the cost proposal.	
Information Technology	Ongoing Support and Service	30.m	List all licensing and maintenance agreement details of the operating system, bidder software, and 3rd party software included in your solution. Include the cost of each component in the cost proposal.	
Information Technology	Ongoing Support and Service	30.n	What is your policy for supporting past versions? How frequently are major updates issued?	
Information Technology	Ongoing Support and Service	30.o	Describe staffing requirements (number of staff and hours per day) needed by the County to perform daily operations and maintain hardware and	

			software of each and every component associated with your system.	
Information Technology	Ongoing Support and Service	30.p	Will the Bidder maintain the configuration or use business partners?	
Information Technology	Ongoing Support and Service	30.q	Does the Bidder maintain a support call-in center for problems? Is this a 24x7 operation?	
Information Technology	Ongoing Support and Service	30.r	Does the Bidder provide on-site assistance if it is required?	
Information Technology	Ongoing Support and Service	30.s	Does the Bidder maintain a web site for customers to access technical support and documentation?	
Information Technology	Ongoing Support and Service	30.t	Please identify the address of the bidder's local service centers and the number of service personnel trained on the proposed system.	
Information Technology	Ongoing Support and	30.u	Repair Commitment – The Bidder must	

	Service		include a description of the Bidder's repair commitment from time of trouble of discovery through the time the trouble is cleared.	
Information Technology	Ongoing Support and Service	30.v	Is there an independent user group? Provide the contact information.	
Information Technology	Ongoing Support and Service	30.w	Disaster Recovery/Business Continuity Strategy – The Vendor will provide a Disaster Recovery/Business Continuity Strategy which includes application, database, any other ancillary applications, operational procedures and associated documents and policies.	
Information Technology	Training	31.a	Is the User Manual available on-line through the help system and separately through PDF documents?	

<p>Information Technology</p>	<p>Training</p>	<p>31.b</p>	<p>Provide training for the County Employee(s) assigned during the project duration, including system setup, configurations, operational system management and system reporting facilities for installed configurations.</p>	
<p>Information Technology</p>	<p>Training</p>	<p>31.c</p>	<p>Provide detailed documentation for all software installations, including operational configurations and procedures.</p>	
<p>Information Technology</p>	<p>Training</p>	<p>31.d</p>	<p>Provide sixty (60) days post-acceptance telephone and e-mail support at no cost during normal 7:00 a.m. – 6:00 p.m. PST business hours for the resolution to questions/clarifications pertaining to the system implementation and configurations in any of the solutions</p>	

			delivered. This is to be provided as part of the implementation plan. Any contracted services for support will commence after the completion of the 60-day period.	
All	Scripted Vendor Demos	32	See Attached Scripted Demo Document.	
Information Technology	Document Approvals	33.a	Provide a copy of your data dictionary for review and approval by TLMA.	
Information Technology	Document Approvals	33.b	Provide a copy of your Help Pages for review and approval by TLMA.	
Information Technology	Document Approvals	33.c	Provide documentation including system configurations, operational procedures and security policies.	
Information Technology	Document Approvals	33.d	The Vendor will provide Sample Invoice that includes an example of professional services and	

			travel expenses. Include the Vendor's Payment Terms and Conditions, including a discount schedule	
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