



Request for Proposal Amendment #1

Enterprise Land Management Software System & Implementation Services

Original Date of Release: October 9, 2018
Deadline for Questions: November 1, 2018
Proposals Due: November 15, 2018
City Council Approval: April 9, 2019

The following updates were made to the Request for Proposal (RFP) for an Enterprise Land Management Software System and Implementation Services for the City of Aliso Viejo.

1. Location to Submit an RFP:
12 Journey, Suite 100
Aliso Viejo, CA 92656
2. Insertion of the Following Documents:
 - a. Declaration of Political Contributions (Attachment A)
 - b. Acknowledgement of Receipt of Fraud Policy (Attachment B)
 - c. Acknowledgement of Insurance Requirements (Attachment c)
 - d. Inclusion of City Council Policy No. 400-15 – Fraud Prevention Policy (Attachment D)

All instructions and provisions outline in the RFP remain unchanged. Questions regarding this RFP shall be directed to Isaac Aziz, IT Manager, at iaaziz@cityofaliso Viejo.com.

MAYOR
Dave Harrington

MAYOR PRO TEM
Ross Chun

COUNCIL MEMBER
Mike Munzing

COUNCIL MEMBER
William A. Phillips

COUNCIL MEMBER
Phillip B. Tsunoda

CITY MANAGER
David A. Doyle

CITY ATTORNEY
Scott C. Smith

CITY CLERK
Mitzi Ortiz, MMC

CITY OF ALISO VIEJO

DECLARATION OF POLITICAL CONTRIBUTIONS

Using the space provided below, please list any political contributions of money, in-kind services, or loans made to any member of the City Council within the last twelve (12) months by the applicant and all of applicants employees, including any employee(s) that applicant intends to assign to perform the work or services described in Agreement dated _____ . If none, please state so:

To the best of my knowledge, I declare under penalty of perjury that the foregoing is true and was executed at:

City, State

Date

Name of Business

Print Name

Signature

This executed form must be submitted with the proposal.

CITY OF ALISO VIEJO

ACKNOWLEDGMENT OF RECEIPT OF FRAUD POLICY

I hereby acknowledge that I have received a copy of the City's "Fraud Prevention Policy" dated October 1, 2008. I understand that I am to promptly read its contents and distribute copies to employees assigned to perform Services for the City of Aliso Viejo.

To the extent that provisions of this policy conflict with previously issued policies or practices, whether or not such policies and practices were contained in written policies, this policy shall prevail.

Name of Business

Print Name

Signature

Date

This executed form must be submitted with the proposal.

CITY OF ALISO VIEJO

ACKNOWLEDGMENT OF INSURANCE REQUIREMENTS

I, _____, the _____
(President, Secretary, Manager, Owner or Representative)

of _____, certify that I have
(Name of Company or Corporation or Owner)

read and understand the insurance requirements set forth in the Request for Proposals for the **ENTERPRISE LAND MANAGEMENT SOFTWARE SYSTEM & IMPLEMENTATION SERVICES** and the Agreement form included therein, and accept such requirements as specified.

Firm: _____
Name (Please Print or Type)

By: _____
Signature

Date: _____

This executed form must be submitted with the proposal.



City of Aliso Viejo

COUNCIL POLICY

SUBJECT	RES. NO.	POLICY NO.	EFF. DATE	PAGE
FRAUD PREVENTION POLICY	2005-056	400-15	10/01/2008	1 of 8

PURPOSE

To establish Policy and procedures for the prevention and detection of fraud and other related dishonest activities against the City and, when appropriate, to pursue legal remedies available under the law.

This Policy has been established to ensure that elected officials, officers, employees, and members of advisory boards, commissions and committees of the City of Aliso Viejo are aware of the following:

1. Acts that are considered to be fraudulent;
2. Procedures for reporting suspected fraudulent acts;
3. Steps to be taken when fraud or other related dishonest activities are suspected; and
4. Consequences to expect when a dishonest act is reported.

Further, this Policy delineates management's responsibility for instituting and maintaining a system of internal control to prevent and detect fraud, misappropriations and other irregularities, and to be alert for any indications of such misconduct.

POLICY

1. GENERAL

The City of Aliso Viejo is committed to protecting its assets against the risk of loss or misuse. Accordingly, it is the policy of the City to identify and promptly investigate any possibility of fraudulent or related dishonest activities against the City and, when appropriate, to pursue legal remedies available under law.

2. DEFINITIONS

- a. Fraud – Fraud and other similar irregularities including, but not limited to:
 - i. claim for reimbursement of expenses that are not job-related or authorized by current policy;
 - ii. forgery or unauthorized alteration of documents (checks, time sheets, independent contractor agreements, purchase orders, budgets, etc.);



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- iii. misappropriation of City assets (funds, securities, supplies, furniture, equipment, etc.);
- iv. improprieties in the handling or reporting of money or financial transactions;
- v. authorizing or receiving payment for goods not received or services not performed;
- vi. computer-related activity involving unauthorized alteration, destruction, forgery, or manipulation of data or misappropriation of City-owned software;
- vii. misrepresentation of information on documents;
- viii. any violation of Federal, State, or Local laws related to dishonest activities or fraud;
- ix. seeking or accepting anything of material value from those doing business with the City, including vendors, consultants, contractors, lessees, applicants, and grantees. Materiality is determined by the City's Conflict of Interest Code, which incorporates the Fair Political Practices Commission's regulations;
- x. obtaining profit or personal gain as a result of "insider" knowledge of City activities;
- xi. disclosing confidential and proprietary information to outside parties; or
- xii. Intentional, false representation or concealment of material fact for the purpose of personal gain.

b. Employee – Any individual or group of individuals who receive compensation, either full or part-time, from the City of Aliso Viejo for employment or providing services. The term also includes any volunteer who provides services to the City through an official arrangement with the City or a City organization, as well as consultants, vendors, contractors, outside agencies and/or any other parties with a business relationship with the City of Aliso Viejo.

c. Official - Elected officials, officers, and members of advisory or appointed boards, commissions and committees.

d. Management – Any administrator, manager, director, supervisor, or other individual who manages or supervises funds or other resources, including human resources.



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e. Internal Auditor – Any person or persons assigned by the City Manager to investigate any fraud or similar activity.

f. External Auditor – Independent audit professionals who perform annual audits of the City's financial statements.

3. INVESTIGATION

a. It is the City's intent to fully investigate any suspected acts of fraud. An objective and impartial investigation will be conducted regardless of the position, title, length of service or relationship with the City of any party who might be or become involved in or becomes the subject of such investigation.

b. Each department of the City is responsible for instituting and maintaining a system of internal control to provide reasonable assurance for the prevention and detection of fraud. Management should be familiar with the types of improprieties that might occur within their area of responsibility and be alert for any indications of such conduct.

c. The Internal Auditor, in conjunction with the City Attorney, has the primary responsibility for the investigation of fraud.

d. Throughout the investigation, the Internal Auditor will inform the City Manager of pertinent investigative findings.

e. Employees will be granted "whistle-blower protection," as described below when acting in accordance with this Policy. When informed of suspected fraud, neither the City nor any person acting on behalf of the City shall:

i. dismiss or threaten to dismiss the Employee reporting the suspected fraud;

ii. discipline, suspend, or threaten to discipline or suspend the Employee reporting the suspected fraud;

iii. impose any penalty upon the Employee reporting the suspected fraud, or;

iv. intimidate or coerce the Employee reporting the suspected fraud.



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Violations of these “whistle-blower protections” may result in discipline up to and including dismissal.

- f. Upon conclusion of the investigation, the results will be reported to the City Manager.
- g. The City Manager, following review of investigation results, will take appropriate disciplinary action regarding Employee misconduct. Disciplinary action can include termination of employment or a contract, and referral of the case to the District Attorney’s Office for possible prosecution.
- h. The City will pursue every reasonable effort, including court ordered restitution, to obtain recovery of City losses from the offender, or other appropriate sources.

PROCEDURE

1. RESPONSIBILITIES OF OFFICIALS

- a. If an Official has reason to suspect that a fraud has occurred, he or she shall immediately contact the City Manager.
- b. An Official shall not attempt to investigate the suspected fraud or discuss the matter with anyone other than the City Manager.
- c. The alleged fraud or audit investigation shall not be discussed with the media by any person other than through the City Manager in consultation with the City Attorney and the Internal Auditor.

2. MANAGEMENT RESPONSIBILITIES

- a. Management is responsible for detecting, preventing and reporting fraud in their areas of responsibility.
- b. Each manager should be familiar with the types of fraud that might occur in his or her area and be alert for any indication that fraud is or was in existence in his or her area.
- c. When fraud is detected or suspected, Management should determine whether an error or mistake has occurred or if there may be dishonest or fraudulent activity.



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- d. If Management determines a suspected activity may involve fraud, they should contact their immediate supervisor. In the event the activity involves the immediate supervisor, the activity should be reported to the Department Director.
- e. Upon being notified of suspected fraud, Department Directors shall inform the City Manager.
- f. Management should not attempt to conduct individual investigations, interviews, or interrogations. However, Management is responsible for taking appropriate corrective actions to ensure adequate controls exist to prevent reoccurrences of fraud.
- g. Management shall cooperate fully with the Internal Auditor, other involved departments, and law enforcement agencies in the detection, reporting, and investigation of fraud, including the prosecution of offenders.
- h. Management will have full and unrestricted access to all necessary records and personnel. All City furniture and contents, including desks and computers, are open to inspection at any time. There is no assumption of privacy.
- i. In dealing with suspected fraud, great care must be taken. Management should not:
 - i. make accusations;
 - ii. alert individuals suspected of committing fraud that an investigation is underway;
 - iii. treat individuals suspected of committing fraud unfairly, or;
 - iv. make statements that could lead to claims of false accusations or other offenses.
- j. In handling suspected fraud activities, Management has the responsibility to:
 - i. make no contact (unless requested) with the individual suspected of committing fraud to determine facts or demand restitution. Under no circumstances should there be any reference to “what you did”, “the crime”, “the fraud”, “the misappropriation”, etc.;
 - ii. avoid discussing the case, facts, suspicions, or allegations with anyone outside the City, unless specifically directed to do so by the City Attorney;



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- iii. avoid discussing the case with anyone inside the City other than the City Manager, Internal Auditor, or City Attorney or law enforcement personnel;
- iv. direct all inquiries from the individual suspected of committing fraud, or his or her representative, to the City Manager or City Attorney. All inquiries by an attorney representing the individual suspected of committing fraud should be directed to the City Attorney. All inquiries from the media should be directed to the City Manager, and;
- v. take appropriate corrective and disciplinary action, up to and including dismissal, if authorized by and in conformance with the City's personnel policies.

3. EMPLOYEE RESPONSIBILITIES

- a. Employees should report detected or suspected fraud to the Employee's supervisor.
- b. In the event the suspected fraud involves the Employee's immediate supervisor, the Employee shall make the report directly to the next higher level of Management and/or the City Manager.
- c. The reporting Employee shall refrain from further investigation of the incident, confrontation with the alleged violator, or further discussion of the incident with anyone, unless requested by the City Manager, Internal Auditor, City Attorney, or law enforcement personnel.

4. INTERNAL AUDITOR RESPONSIBILITIES

- a. Upon assignment by the City Manager, the Internal Auditor will promptly investigate the fraud.
- b. In all circumstances where there appears to be reasonable grounds for suspecting that a fraud has taken place, the Internal Auditor, in consultation with the City Attorney, will contact appropriate law enforcement personnel.
- c. The Internal Auditor shall be available and receptive to receiving relevant, confidential information to the extent allowed by law.
- d. If evidence is uncovered showing possible fraud, the Internal Auditor will proceed as follows:



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- i. discuss the findings with Management and the City Manager to determine if disciplinary actions should be taken;
- ii. report to the External Auditor such activities in order to assess the effect of the fraud activity on the City's financial statements;
- iii. coordinate with Management regarding notification to insurers and filing of insurance claims;
- iv. take immediate action, in consultation with the City Attorney, to prevent the theft, alteration, or destruction of evidentiary records. Such action shall include, but is not limited to:
 - (A) removing the records and placing them in a secure location, or limiting access to the location where the records currently exist, and;
 - (B) preventing the individual suspected of committing the fraud from having access to the records.
- e. In consultation with the City Attorney and appropriate law enforcement personnel, the Internal Auditor may disclose particulars of the investigation with potential witnesses if such disclosure would further the investigation.
- f. If the Internal Auditor is contacted by the media regarding an alleged fraud or investigation, the Internal Auditor will direct all inquiries to the City Manager.
- g. At the conclusion of the investigation, the Internal Auditor will document the results in a confidential memorandum report to the City Manager and the City Attorney. If the report concludes that the allegations are supported by evidence, the report will be forwarded to appropriate law enforcement personnel.
- h. Unless exceptional circumstances exist, a person under investigation for fraud is to be given notice in writing of essential particulars of the allegations following the conclusion of the investigation. Where notice is given, the person against whom allegations are being made may submit a written explanation to the Internal Auditor no later than seven (7) calendar days after notice is received.
- i. The Internal Auditor shall make recommendations to the appropriate department for



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assistance in the prevention of future similar occurrences.

- j. Upon completion of the investigation, including all legal and personnel actions, all records, documents, and other evidentiary material, obtained from the department under investigation will be returned by the Internal Auditor to that department.

DISCIPLINARY ACTIONS

Any Employee found to be responsible for fraud or who knowingly makes false allegations in violation of this Policy shall be subject to appropriate disciplinary action, up to and including termination of employment and/or termination of the contract. The severity of the disciplinary action will be based upon the circumstances of the violation and in accordance with the City's personnel policies. The City will assess any remedial measures necessary to address and correct the circumstance and prevent reoccurrence in the future. Remedial measures may include, but are not limited to, disciplinary action, reorganization of personnel, training and education, counseling and/or other employee assistance.

EXCEPTIONS

There will be no exceptions to this Policy unless provided and approved by the City Manager and the City Attorney.

City of Aliso Viejo



Community Development Department
Request for Proposal

Enterprise Land Management (ELM)
Software System & Implementation Services

Release Date: October 9, 2018

Proposals Due: November 15, 2018



October 9, 2018

Request for Proposals for
ELM Software System
& Implementation Services

Dear Proposer:

The City of Aliso Viejo is soliciting proposals for an Enterprise Land Management (ELM) software system that has an Asset Management module, along with the necessary implementation services to replace its current systems.

Software systems from responding proposers must, at a minimum, meet the requirements spelled out elsewhere in this RFP.

The City's project scope, timeline, critical due dates, and other pertinent details are contained in this RFP.

Five (5) hard copies of your proposal, along with electronic versions in PDF formats on USB Flash Media must be delivered to:

Aliso Viejo City Hall
16 Journey Suite100
Aliso Viejo, CA 92656

The City will not hold a pre-proposal bidders conference. All vendor questions should be addressed via email to the designated Contracting Officer for this RFP.

Proposals must be clearly identified with the RFP number on the outside of the package. No proposals received after 4:00 p.m. on November 15, 2018 will be considered.

Thank you for your interest in doing business with the City of Aliso Viejo.

Sincerely,

Isaac Aziz - IT Manager
City of Aliso Viejo
laziz@cityofaliso Viejo.com

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Part One

General Information

1.1 INTRODUCTION

The City of Aliso Viejo (the “City”) is soliciting proposals for a comprehensive software system to replace their existing ELM software systems. Any eventual system must not only meet the requirements set forth in this Request for Proposal (RFP), but must also be flexible and scalable in order to meet the future business and technology needs of the City.

The purpose of the RFP is to provide interested vendors with sufficient information to enable them to propose and submit proposals for application software and implementation services that will fulfill the specified information processing needs of the City.

The City seeks proposals from interested software and implementation services suppliers that have proven experience implementing ELM software systems to support local governments (City, County, etc.) of similar or larger size.

The City would like to complete the procurement process no later than November 16, 2018 and begin system implementation shortly thereafter.

1.2 BACKGROUND

The City of Aliso Viejo is a master planned community that was developed to contain a balance between residential neighborhoods, community parks, facilities and schools as well as an appropriate mix of business, office and retail uses. The City is home to the headquarters of several large corporations and the community features ample employment opportunities and extensive recreational facilities. The City also enjoys access to the Orange County trail system. Wood Canyon Wilderness Park is home to many rare and endangered plants and animals, along with mature oaks, sycamore and elderberry trees and year-round streams. An abundance of parks and trails, cultural and recreational activities and youth sports programs further enhance the quality of life for a community with a vision to ensure long-term viability.

The City owns and manages Iglesia Park, Vista Park, and the Aliso Viejo Ranch property in addition to maintaining all public roads. The Orange County Library System provides public library services. The Aliso Viejo Community Association (AVCA), a master community association, owns and manages 20 of the 23 local parks within the City limits. This association also maintains most of the landscaped slopes and parkways. The City and AVCA share in the responsibility of providing an array of outstanding recreational programs, special events and activities to the community.

As a general law city, Aliso Viejo develops policies and procedures in accordance with California State law. The City provides municipal services through in-house staffing (21+ FTE) for administration, finance, planning, and community services and contracts for the services of police, fire, public works, engineering, building, code enforcement, trash removal, street sweeping, recreation, and legal services.

Aliso Viejo became Orange County’s 34th City on July 1, 2001.

1.3 OBJECTIVES

The City desires to replace its current ELM software systems with an integrated system that will improve employee productivity and provide a long-term solution that will integrate with future systems that the City employs to manage the services they provide the residents of Aliso Viejo.

The City needs a system that provides at a minimum, the following functionality:

- Land Management
- Building Permits
- Planning Applications
- Code Enforcement
- Inspection Management
- GIS Integration
- Web Portal for online customer access
- Asset Management
- Work Order processing
- Remote system Access

The City desires to replace the current systems with a state-of-the-art solution, embracing best business practices embedded in the software.

The City desires a solution that includes robust Mobile support for field inspections which, preferably, use Apple iPads.

The City prefers a GIS based software application compatible with the City's current GIS system.

The City seeks a vendor that will continually enhance the proposed solution to support industry best practices and requirements for local government.

The City wishes to implement the selected solution in order to provide sufficient support during the implementation, without compromising its ongoing operations.

The City intends to implement an off the shelf software package and to limit the amount of customizations (i.e., changes to source code) made to the base application.

The City prefers a table-based software application, based on a user-friendly GUI or web-based user interface.

The City seeks a system that includes easy-to-use reporting tools that will enable end users to access information stored in a single, integrated relational database for analysis without requiring programmer support.

Each Proposer must warrant that the stated, total RFP proposal price for the system they are proposing includes any currently required – mandatory Federal and or State reports in the format required by the agency, as well as any future reports that may be required of the City by the State or Federal Governments. If your proposal does not include this requirement, then you must declare this in your response.

Key business drivers are an inefficient current environment, sophisticated users lacking adequate technology and the number of advanced systems on the market that are suited to government agencies of our size.

The City prefers a single, integrated solution that offers the required functionality, to the degree that this is possible, through a single vendor.

Vendors may propose an integrated single source solution, including their own or a third party product, in order to provide the required functionality.

The City will consider all solutions fairly on the basis of overall functionality, value and price as further detailed in the section on evaluation criteria.

1.4 PROJECT SCOPE

The City intends to limit the number of customizations (i.e., changes to source code) to the base application. The City seeks a system that includes development tools that will enable the City to meet its future needs, without becoming heavily dependent upon programmer consultants.

1.5 GUIDELINES

When responding to this RFP, please follow all instructions carefully. Please submit proposal contents according to the outline specified and submit all hard copy and electronic documents according to the instructions. Failure to follow these instructions may be considered an unresponsive proposal, which may result in elimination from further consideration.

Vendors should take special note of the following:

- All sections of the price matrix supplied with this RFP shall be completed as required. These forms, not vendor formatted quotes included in the proposal, will be used for identifying the entire proposal price and special terms.
- The City is seeking a contract with a fixed price. Vendors should ensure their implementation plan covers all anticipated costs to fully deploy their system, along with the support costs for the additional years specified.
- Vendors should specify what type of training will be provided, i.e., “Train-the-Trainer”, as well as the number of trainees that will be permitted for each session, as well as the total price for the training. The City assumes that all training will be conducted on-site, with relevant staff.
- If the vendor plans to demonstrate a specific product, module, functionality, or service during the selection process, they must include the associated price in the proposal quote.
- All functionality identified in the Essential ELM System Functionality matrix (Attachment 3 of this RFP) must be included in the price proposed in response to this RFP. Vendors should provide prices for each customization identified and identify the applicable versions of their software required to meet each of the defined business requirements.
- In order to achieve a manageable list of functional requirements, the Essential ELM System Functionality section is intended to list certain functionalities that are important to the City and which the City will use to evaluate the responses to the RFP. It is not intended to list every element of functionality that the City would expect any ELM System to achieve (e.g. maintain name and addresses of employees in a payroll system).

By virtue of submitting a proposal, interested parties are acknowledging:

- This RFP is a request for software and implementation services. The City will only accept proposals from software firms and not from third-party resellers.
- A software vendor may partner with a firm certified to implement its software. In proposals in which the software vendor is partnering with a separate implementation vendor, a transmittal letter must be submitted stating that the implementation vendor is a certified implementer of the proposed software.
- The software firm must be the entity providing the responses to the detailed business requirements (Attachment 3 - Essential ELM System Functionality).
- The City reserves the right to reject any or all proposals if it determines that select proposals are not responsive to the RFP. It also reserves the right to meet and / or correspond with individual vendors at any time to gather additional information. Furthermore, the City reserves the right to delete or add functionality (i.e., modules) up until the final contract signing.
- All third-party software solutions proposed as part of this package to meet the functional requirements are subject to the same requirements of this RFP, unless otherwise stated. The primary software vendor will serve as the prime contact for all work related to this RFP.
- The City expects to enter into a software licensing agreement and implementation services contract with the prime contractor.
- All vendors submitting proposals agree that their pricing is valid for acceptance for a minimum of one hundred and eighty (180) days from the Proposals Due Date of this RFP. Pricing must be submitted as a fixed price and shall be broken out as provided in the price proposal section. Proposals which do not submit pricing on a fixed price basis will be eliminated from further consideration. Payment will be tied to agreed upon milestones. Vendors are to provide all work effort needed to meet the detailed functional requirements as part of their proposal. Pricing, once accepted, shall not change during the implementation period.
- The City requires that licenses for software be "perpetual" (i.e., the City purchases and retains the license to use the software forever) and of a "fixed" price nature (i.e., license fees, maintenance, and support price schedule for first five years are presented). Furthermore, vendors must provide a "not-to-exceed" maintenance schedule for Years 6-10 (e.g., max 2% escalator per year).
- All firms submitting proposals are encouraged to submit the most competitive proposal possible, as the failure to do so may lead to elimination prior to software demonstrations.

When responding to this RFP, please follow all instructions carefully. Please submit proposal contents according to the outline specified and submit all hard copy and electronic documents according to the instructions. Failure to follow these instructions may be considered an unresponsive proposal and may result in immediate elimination from further consideration.

1.6 NOTIFICATION OF INTENT TO PROPOSE

Each respondent shall submit an email to the contact designated in section 1.7, below, notifying of their intent to respond to this RFP by November 1, 2018. The email must include the following information:

- Company name
- Contact information for person authorized to respond on behalf of the company including:
 - Name
 - Title
 - Email Address
 - Phone number contact can be reached at during normal business hours

1.7 CONTACT

In an effort to maintain fairness in the process, all inquiries concerning this procurement are to be directed only to the designated contracting officer at the email address noted below. Vendors are specifically directed not to contact any personnel other than specified personnel identified in this RFP for meetings, conferences or technical discussions that are related to the RFP. Unauthorized contact may be cause for rejection of the vendor's RFP response. The decision to select a proposal is solely that of the City.

All communications regarding this RFP process should be directed via email to:

Isaac Aziz – IT Manager
City of Aliso Viejo
iaziz@ciyofalisoviejo.com

1.8 NEGOTIATIONS

For the purpose of obtaining best and final offers the City may, at its sole option, open negotiations with one or more vendors after submission of proposals and prior to award. Vendors are directed to submit their best and final price offer in their response. The City specifically reserves the right to award without negotiations based upon written proposals if deemed to be in the City's best interest.

1.9 PUBLIC RECORD

Information submitted by a vendor in connection with this Request for Proposals shall be subject to public disclosure after contract award.

Any interactions conducted with any vendors including project management or deployment meetings, training sessions or software support related matters – whether conducted in person or via any electronic medium – including any form of video, telephone or Internet connection may be recorded at the City's discretion and used exclusively for their own purposes without approval by the vendor.

Any information obtained from the City – including written materials, video or audio-based recordings shall remain the property of the City and may be disclosed as required, by the City.

1.10 INCURRED COSTS

Those submitting proposals do so entirely at their own expense. There is no expressed or implied obligation by the City to reimburse any individual or firm for any costs incurred in preparing or submitting proposals, for providing additional information when requested by the City or for participating in any selection demonstrations or interviews, including contract negotiations. Furthermore, at their own cost, finalists will be required to complete a detailed Statement of Work that will be part of the implementation contract before contract signing.

1.11 DISCUSSION OF PROPOSALS

The City may conduct discussions with any or all vendors who submit a proposal. Vendors must be available for a presentation at a city location to be named later on specific dates if selected for software demonstrations.

1.12 ASSIGNMENT

The vendor may not reassign any award made as the result of this RFP without prior written consent from the City.

1.13 SUBMISSION REQUIREMENTS

Each vendor shall submit its proposal in five (5) complete bound hard-copy originals, along with identical electronic copies in PDF and DOC or DOCX formats on USB flash media device. Submittal shall be in accordance with the requirements on the covered letter and shall be clearly marked “Aliso Viejo ELM Software System.”

Vendors may submit their proposal any time prior to the deadline listed below. The vendor’s name and address, as well as a distinct reference to the RFP must be marked clearly on the proposal submission. All proposals will be time-stamped upon receipt.

Proposals may be modified or withdrawn prior to the proposal due date of November 15, 2018 by delivering written notice to the City’s contracting officer.

Proposals time-stamped after the due date and time will not be considered. Vendors shall be wholly responsible for the timely delivery of submitted proposals.

Vendors shall submit their proposals as detailed in Part 3 clearly marked with section numbers and titles. The vendor’s name and address must be clearly marked on all copies of the proposal, including the electronic files.

Five (5) hard copies of the entire proposal must be submitted, along with electronic versions of the entire proposal in both PDF and DOC or DOCX formats on USB Flash Media.

1.14 TENTATIVE PROCUREMENT SCHEDULE

Tentative Procurement and Implementation Schedule	
October 9, 2018	RFP released by the city
November 1, 2018	Deadline for written questions submitted
November 8, 2018	City posts responses to any questions
November 15, 2018	Proposals due to the City
December 10, 2018	Select vendors for software demonstrations
February 11, 2019	Software demonstrations complete
February 11, 2019	Site visits
March 19, 2019	Select vendor, begin contract negotiations
April 3, 2019	City Council Approval

Note: Vendor demonstrations are an integral part of the selection process. Vendors that cannot demonstrate their software during the dates prescribed by the City may be eliminated. The agenda for software demonstrations will be distributed to vendors that have been identified for software demonstrations approximately two weeks in advance of the demonstrations.

1.15 PROPOSAL COMMUNICATION

Should any vendor find procedural discrepancies, omissions, or ambiguities in this RFP, they should submit an email request for clarification to the City's contract officer only. The last day to submit a request for clarification is November 1, 2018.

The issuance of a written addendum is the only official method by which interpretation, clarification or additional information will be given by the City. Only questions answered by formal written addenda will be binding. Oral and other interpretations or clarification will be without legal effect. If it becomes necessary to revise or amend any part of this RFP, the addendum will be posted on the City's website. Each vendor shall ensure that they have received all addenda to this RFP before submitting their proposals. The requirements of all the City-issued addenda to this RFP shall be made part of the agreement between the City and the selected vendor.

At the City's sole discretion, it reserves the right to request additional information, clarification or to allow for corrections of errors or omissions from proposers. Any additional information, clarifications or corrections will need to be submitted as addendums to the original response and will supersede any previously submitted proposals.

1.16 REJECTION

The City reserves the right to reject any and all proposals, to waive any formality, informality, information and / or errors in proposals received, to accept or reject any or all of the items in the proposal and to award the contract in whole or in part and / or negotiate any or all items with individual vendors if it is deemed in the City's best interest. Moreover, the City reserves the right to make no selection if proposals are deemed to be outside the fiscal constraint or not in the best interests of the City.

1.17 EVALUATION CRITERIA

The City's consultant evaluation and selection process is based upon Qualifications Based Selection (QBS) for professional services. The City of Aliso Viejo may use some or all of the following criteria in its evaluation and comparison of proposals submitted. The following criteria are not meant to be an all-inclusive listing and the order in which they are listed is not intended to indicate relative importance:

- Compliance with RFP requirements
- Understanding of the project
- Recent experience in conducting similar work in scope and complexity for other public agencies
- Educational background, work experience, and directly related consulting experiences
- Price
- References

The City may also contact and evaluate the bidder's and/or subcontractor's references; contact any bidder to clarify any response; contact any current users of a bidder's services; solicit information from any available source concerning any aspect of a proposal and seek and review any other information deemed pertinent to the evaluation process. The City shall not be obligated to accept the lowest priced proposal but shall make an award it deems in the best interests of the City.

After written proposals have been reviewed, discussions with prospective firms may or may not be required. If scheduled, the oral interview will be a question/answer format for the purpose of clarifying the intent of any portions of the proposal. The individual from your firm that will be directly responsible for negotiating the contract, if awarded, should be present at the oral interview.

A Notification of Intent to Award may be sent to the vendor selected. Award is contingent upon the successful negotiation of final contract terms. Negotiations shall be confidential and not subject to disclosure to competing vendors unless an agreement is reached. If contract negotiations cannot be concluded successfully, the City may negotiate a contract with the next highest scoring vendor or withdraw the RFP.

The City reserves the right to determine the suitability of proposals on the basis of all of these criteria.

1.18 AWARD

The City reserves the right to award a contract, based on initial offers received from vendors, without discussion and without conducting further negotiations. Under such circumstance, the acceptance of a proposal by the City shall be deemed to be an acceptance of an offer that such acceptance will be binding upon both parties. A proposing offer should therefore be based on the most favorable terms available from a price, business requirements and technical standpoint.

The City may also, at its sole discretion, have discussions with those vendors that it deems to fall within a competitive range. The City may enter negotiations separately with such vendors. Negotiations may continue with a vendor to whom the City has tentatively selected to award a contract. The City shall not be deemed to have finally selected a vendor until a contract has been successfully negotiated and signed by both parties. Contractual commitments are contingent upon the availability of funds, as evidenced by

the issuance of a purchase order. The contract, once awarded, will include this RFP document and the selected vendor's response to the RFP and will be the final expression of the agreement between the parties and may not be altered, changed, or amended except by written mutual agreement. All contracts are subject to the approval of the City's legal counsel and City Council.

Part Two

Standard Terms and Conditions

2.1 AMENDMENTS

The City reserves the right to amend this RFP prior to the proposal due date. All amendments and additional information will be posted to the Aliso Viejo Procurement Registry located at:
<http://www.cityofaliso Viejo.com/how-do-i/request-proposals-bids>

Bidders should check this web page daily for new information.

2.2 COST OF PREPARING PROPOSAL

The cost for developing the proposal is the sole responsibility of the bidder. All proposals submitted become the property of the City.

2.3 CONTRACT DISCUSSIONS

Prior to award, the apparent successful firm may be required to enter into discussions with the City to resolve any contractual differences. These discussions are to be finalized and all exceptions resolved within one (1) week from notification. If no resolution is reached, the proposal may be rejected and discussions will be initiated with the second highest scoring firm.

2.4 CONFIDENTIALITY REQUIREMENTS

The staff members assigned to this project may be required to sign a departmental non-disclosure statement. Proposals are subject to the Freedom of Information Act. The City cannot protect proprietary data submitted in proposals.

2.5 FINANCIAL INFORMATION

The City is concerned about bidders' financial capability to perform and therefore, may ask bidder to provide sufficient data to allow for an evaluation of your firm's financial capabilities.

2.6 INSURANCE REQUIREMENTS

City requires that licensees, lessees, and vendors have an approved Certificate of Insurance (not a declaration or policy) on file with the City for the issuance of a permit or contract. Within ten (10) consecutive calendar days of award of contract, successful bidder must furnish the City with the Certificates of Insurance proving coverage.

2.7 CANCELLATION OF AWARD

The City reserves the right to cancel the award without liability to the vendor at any time before a contract has been fully executed by all parties and is approved by the City.

2.8 EXECUTION OF AGREEMENT

The successful vendor shall sign (execute) the final Agreement incorporating all negotiated terms and scope and return such signed Agreements to the City within ten (10) calendar days from the date mailed or otherwise delivered to the successful bidder.

2.9 STANDARD TERMS AND CONDITIONS

Upon receipt of the Agreement that has been fully executed by the successful vendor, the City shall complete the execution of the Agreement in accordance with local laws or ordinances and return the fully executed Agreement to the vendor. Delivery of the fully executed Agreement, along with a City purchase order shall constitute a notice to proceed.

2.10 FAILURE TO EXECUTE AGREEMENT

Failure of the successful vendor to execute the Agreement within ten (10) calendar days from the date mailed or otherwise delivered to the successful vendor shall be just cause for cancellation of the award.

2.11 DISQUALIFICATION

Awards will not be made to any person, firm or company in default of a contract with the City, any California county, the State of California or the Federal Government.

2.12 OWNERSHIP OF REPORTS

All data, materials, plans, reports and documentation prepared pursuant to any contract between the City of Aliso Viejo and the successful vendor shall belong exclusively to the City.

2.13 SOFTWARE SOURCE CODE

The successful proposer shall enter into a software source code escrow agreement which shall include the following provisions:

2.13.1 Software in Escrow: Vendor agrees to maintain a copy of the software source code for the systems which were licensed to the City with an escrow agent and to list the City as an authorized recipient of this source code in the event that the vendor ceases to do business or breaches its Agreement as described in paragraph 2.13.2 below. The source code shall be in machine readable form on media specified by the City. The escrow agent shall be responsible for storage and safekeeping of the media. Vendor shall replace the media no less frequently than every six (6) months, to ensure readability and preserve the software at the current revision level. Included within the media shall be all associated documentation to allow City to top load, compile and maintain the software.

2.13.2 Access to Source Code: If the vendor ceases to do business (whether by bankruptcy, insolvency, merger, sale, assignment of assets or any other reason) or ceases support of this project and does not make adequate provision of continued support of the licensed software, or if the vendor breaches the Agreement, the vendor shall make available to the City the latest available licensed software program source code and related documentation, for the licensed software provided by the vendor; and the source code and compiler / utilities necessary to maintain the system and related documentation for software developed by third parties, to the extent that the vendor is authorized to disclose such

software. In such circumstances, City shall have the right to unlimited internal use of source code and documentation.

2.14 SOFTWARE LICENSE

The vendor shall grant the City a perpetual, nontransferable, nonexclusive site license under the terms of this Agreement to use the Application Software on its Network. The City shall have the absolute right to upgrade or replace any equipment in the Network and continue to use the Application Software on the Network. The City shall not be required to pay the vendor any additional licensing fee or other fees as a result of using the Application Software in conjunction with the upgraded or replacement equipment on the Network.

The City shall be granted the right to copy the software for archival, backup, or training purposes. All archival and backup copies of the software are subject to the provisions of the license, and all titles, patent numbers, trademarks, and copyright and restricted rights notices shall be reproduced in such copies. The City shall also be permitted to maintain the software on multiple machines for its own use for training environments and / or back-up purposes.

The City will agree not to cause or permit the reverse engineering, disassembly, or de-compilation of the software.

By virtue of the agreement, the City acquires only the right to use the software and does not acquire any rights of ownership.

2.15 SOFTWARE MAINTENANCE FEES

The vendor shall waive or discount the software maintenance fee for the first year after the software has been completely installed and implemented by the City (since the software is not in production yet). The City will not pay annual maintenance fees in advance of software being accepted.

Services provided under ongoing, post implementation software maintenance agreements shall include telephone support and software upgrades for the modules purchased by the City.

2.16 ADDITIONAL USERS AND MODULES

The City will require "price protection" for two years from the system acceptance and final payment for additional City users and modules that are listed in the RFP but are not initially purchased.

2.17 EXCLUSIVITY

This contract will be for the goods / services described above; however, this agreement should not be considered exclusive. As deemed necessary, the City reserves the right to obtain these goods / services from any other vendor.

2.18 DELIVERY OF THE PROJECT PLAN AND DESIGN DOCUMENT

The project plan and project design document (or other substantively equivalent implementation documents as may be agreed to by the City prior to Agreement signing) are to be delivered within a contractually specified timeframe after contract signing. Non-performance in this regard will result in penalties to be defined in contract negotiations.

2.19 SEVERABILITY

If any of the terms or conditions of this RFP are held to be invalid or unenforceable, they will be construed to have the broadest interpretation, which would make them valid and enforceable under such holding. Invalidity or the inability to enforce a term or condition will not affect any of the other RFP terms and conditions.

2.20 EQUAL OPPORTUNITY

The vendor shall maintain a policy of employment as follows:

The vendor shall not discriminate against any employee or applicant for employment because of age, race, religious creed, color, national origin, ancestry, physical disability, mental disability, medical condition, marital status, gender, or sexual orientation.

Part Three

Submittal Requirements

3.1 GENERAL REQUIREMENTS

In order to facilitate the analysis of responses to this RFP, vendors are required to prepare their proposals in accordance with the instructions outlined in this part. Proposals should be prepared as simply as possible and provide a straightforward, concise description of the vendor's capabilities to satisfy the requirements of the RFP. Emphasis should be concentrated on accuracy, completeness, and clarity of content. All parts, pages, figures, and tables should be numbered and clearly labeled.

Vendor responses shall be in the following format and numbered with tabs as shown:

<u>Section</u>	<u>Title</u>
	Title Page
	Letter of Transmittal
	Table of Contents
1.0	Executive Summary
2.0	Scope of Services
3.0	Company Background
4.0	Proposed Application Software and Computing Environment
5.0	Third-Party Products
6.0	Implementation Plan
7.0	Training
8.0	Maintenance and Support Programs
9.0	Responses to Functional / Technical Requirements
10.0	Client References
11.0	Price Proposal
12.0	Exceptions to the RFP
13.0	Sample Vendor Documents

3.2 EXECUTIVE SUMMARY

This part of the response to the RFP should be limited to a brief narrative highlighting the vendor's proposal. The summary should contain as little technical jargon as possible and should be oriented toward non-technical personnel. This section should not include price quotations. Please note that the executive summary should identify the primary contacts for the software vendor and any third-party vendors.

3.3 SCOPE OF SERVICES

This section of the vendor's proposal should include a general discussion of the vendor's understanding of the "overall" project and a summary of the products being proposed.

3.4 COMPANY BACKGROUND

Vendor *must provide the following information* about its company so that the City can evaluate the vendor's stability and ability to support the commitments set forth in response to the RFP. The City, at its option, may require a vendor to provide additional support and / or clarify requested information. Provide this information for the primary vendor and each partner and third-party team member.

Company Background:

- A. Amount of time the company has been in business
- B. Most recent audited financial statements.
- C. A brief description of the company size (number of employees, revenues) and organizational structure.
- D. Amount of time and what experience vendor has in the public sector, particularly public sector clients of similar size, complexity and type of business to the City.
- E. Evaluations of the software and / or services firm by industry analysts.
- F. List of any terminated public sector projects. Please disclose the jurisdiction and explain the termination.

Client / User Base:

- A. List of "live" public sector customer installs by name and by state and indicate modules and versions used, as well as how long they have been in use. The number of users should also be included. Please include:
 - I. Clients in California and the Southwest regions of the U.S.
 - II. Clients of similar size to the City in terms of employees, operating budget and number of monthly customers served.
- B. Identify any national or regional user groups.
- C. Identify if your company holds any user conferences, the frequency and typical locations where they are held.
- D. Any material (including letters of support or endorsement from clients) indicative of the vendor's capabilities.

Business Partnerships and Certifications:

- A. Identify any certifications held by your firm if you are implementing or reselling another vendor's products.
- B. If partnering, the amount of time the implementer has worked with the software vendor and how many implementations the two parties have completed together.

- C. Provide resumes of key project individuals, as well as all expected system implementation staff. The City will reserve the right to request assignment or reassignment of staff at any time during the project.

3.5 PROPOSED APPLICATION ENVIRONMENT

In addition to providing an overview of the software solution proposed for the City, the vendor must present in detail, the key features and capabilities of the proposed application software as they relate to the City. In addition to the description, please provide in succinct narrative form (at least one paragraph per item), answers to the following questions (see Part 4 for information on the City's current technology environment):

- A. Modular Integration What proposed modules are fully integrated (part of the base software) into the main ELM system application? What are the proposed third-party applications? If there are proposed third-party applications, explain how they are integrated into the main ELM system application (e.g., Do the third-party applications share security definitions and similar menu structures?) What processes are handled in "real-time"? What processes require batch processes?
- B. Technology Architecture When identifying the proposed technical architecture requirements, please identify the optimal configuration, not merely the minimum configuration. Recognizing the City's stated preferences in Section 4.1, vendors must include a response for each of the following issues:
- C. Hardware Environment Describe the optimal hardware environment (both clients and servers) required to utilize the proposed software. In the event there is more than one suitable hardware platform, list all options indicating the relative strengths and drawbacks (if any) of each.
- D. Network Environment Describe the optimal network environment required to utilize the proposed software. In the event that there is more than one suitable network configuration, list all options, including the relative strengths and weaknesses (if any) of each.
- E. Operating System Identify the operating system required by the proposed applications software and database management system in the hardware environment recommended above. In the event there is more than one suitable operating system, list all options indicating the relative strengths and drawbacks (if any) of each.
- F. Database Platform The vendor is requested to provide the ideal database platform choices for the proposed software. In the event that there is more than one suitable database platform, please list all options, including the relative strengths and drawbacks (if any) of each. The solution vendor should provide a qualitative discussion regarding the proposed solution's ability to perform backups irrespective of open records.
- G. Software Version Identify the most current version of the software in release. Detail the percentage of live customers that are currently utilizing the proposed version of the software. Provide a breakdown of customers (by percentage) for each version of the software currently in use. The vendor must provide the most current version of their software, unless a written response is included which clearly states why the proposed version is being proposed. All known posted and identified fixes to "bugs" within the system must also be applied at time of implementation.

- H. Reliance on Best Business Practices Please describe in detail the best business practices that are built into your software. How do these practices pertain to City operations in particular?
- I. Competitive Advantage For each module, please describe any competitive advantages of your system which would distinguish your system from other, similar systems.
- J. Workflow Capabilities How does workflow (e.g., electronic routing of documents) in your system operate? How are workflow rules established? How does workflow interface with popular e-mail programs, such as Microsoft Outlook?
- K. Administration / Development Toolsets What application toolsets are included with the software? What unique programming requirements are there? What tools are available to customize the software (e.g., add fields, create new tables, change menus, etc.)?
- L. Security What security tools are included with the software? How does your application restrict access to the following: administrative tool access, application access, menu access, record access, field access and querying / reporting access? What is included in the user security profile? How is the security profile defined?
- M. Upgrade tools Define the frequency of upgrades. How are patches and fixes deployed? How are patches and fixes applied? How are upgrades applied? What happens to software customizations (e.g., user-defined tables and fields) during the upgrade? How many versions of the software does your company support? How long does a typical upgrade take to implement in an organization the size of the City?
- N. Reporting and Analysis Tools What reporting tools are available? What On-Line Analytical Processing (OLAP) tools are available? Are there any interfaces to Microsoft Office? Do the same security definitions apply to the reporting tools as to the main ELM system software? Please provide a list of standard reports, by module, that come “out of the box” with the software.
- O. Ongoing Internal Functional and Technical Support What is the recommended make-up of the internal (City) functional and technical support team post-implementation? What is the number of staff and skill set required to adequately maintain the system after the implementation partner has left?

3.6 THIRD-PARTY PRODUCTS

To the extent that a third-party product or products are required to compensate for functionality that is absent in the solution, the vendor should explicitly state the name of any third-party products. For each third-party product, proposals must include a statement surrounding whether the vendor’s contract will encompass the third-party product and / or whether the City will have to contract on its own for the product. Any third party will be subject to the same requirements as the primary software firm vendor. Finally, the vendor should provide proof that they have access to the third-party software source code (own or in escrow) and that the vendor has the ability to provide long-term support for the third-party software components of their system.

To the extent software needs to be developed or significantly modified, in addition to whatever other requirements exist hereunder, the vendor shall so state and explain the extent to which this needs to be

done; the ability to deliver on time; and the business partners and capabilities of those who will perform the work.

3.7 IMPLEMENTATION PLAN

The vendor must provide a detailed plan for implementing the proposed software, which includes a response to the following questions / issues:

- A. Provide an overview of the implementation plan, as well as the methodology used to install the software.
- B. What is the timeframe for fully implementing the system? If the proposal contains a phased-approach, provide the specific start and end dates for each phase and provide a listing of the modules proposed for each phase. The vendor must provide a price and implementation plan that supports the City's preferred timeframes. However, the City welcomes and will consider reasoned alternatives. The vendor should provide an additional implementation plan and schedule, if appropriate, based on their experience implementing their product at firms of similar size and complexity as the City.
- C. Any bug patches or upgrades that occur during the implementation will be the responsibility of the vendor with knowledge transfer to the City's technology staff. Describe the role of the City and vendor staff for bug and patch applications (if any). Vendors must include in their proposal a detailed Help Desk strategy for the City, both during the implementation, upon "go-live," and for the post-implementation period.
- D. Provide a matrix of "roles and responsibilities" for each major activity contained in the proposed implementation plan.
- E. Describe the methodology and plan for implementing any third party software, if applicable. The methodology shall include the estimated timeframe, overview of phases and milestones, assumptions and assumed responsibilities.
- F. Confirm that the proposal contains the level of work effort that will be required to provide for the known customizations, modifications and / or custom reports that the proposal response has indicated as necessary to deliver the functionality. Identify any assumptions related to these items.
- G. Describe the role of the City and vendor staff for interface development. Provide the assumptions related to the work effort estimates for interfaces (e.g., the specific interfaces included in the work effort estimates). Also, provide a brief description of the interface development process including any special toolsets that will be utilized for the process.
- H. Describe the role of the City and vendor staff for data conversion. Provide the assumptions related to the work effort estimates for data conversion (e.g., amount and type of data to be converted). Also give a brief description of the data conversion process including any special toolsets that will be utilized.
- I. Explain how each of the following types of testing has been addressed in your implementation plan: (a) module testing; (b) integration testing; and (c) stress / load testing.

- J. Provide resumes of the proposed Project Manager and the Managing Partner.

Proposals must include all modules that the City needs to attain the functionality stated in the detailed business requirements spreadsheets in this RFP (Part 5 - Essential ELM System Functionality). Furthermore, all consulting hours needed to deliver the business requirements, including customization, configuration, and reporting, must be included in the price proposal.

3.8 TRAINING

The vendor must provide a software training overview that includes but is not limited to:

- A. Overview of proposed training plan / strategy, including options for on-site or off-site training services, for the project work team, end-users and technology personnel.
- B. The role and responsibility of the software and implementation vendor in the design and implementation of the training plan (e.g., development of customized training materials, delivering training to City end-users).
- C. The role and responsibility of City staff in the design and implementation of the training plan.
- D. The knowledge transfer strategy proposed by the software and / or implementation vendor to prepare City staff to maintain the system and system training programs after it is placed into production.
- E. Descriptions of classes / courses proposed in the training plan. (The vendor should specify the unit of measure for its training (e.g., units, classes, days, etc.) and define the hours associated with these units of measure.)
- F. Use of third-party training resources. Vendor should identify third party partners that provide training on the use of their application and typical locations where that training is conducted.

3.9 MAINTENANCE AND SUPPORT PROGRAMS

Specify the nature of any post-implementation and on-going support provided by the vendor including:

- A. On-site, post-implementation support (e.g., one month of on-site support after go-live, on-site support during initial run of budget module, optional "as-needed" support (7days / week)).
- B. Telephone support (include toll-free support hotline, hours of operation, availability of 24 x 7 hotline, etc.).
- C. Special plans defining "levels" of customer support (e.g., gold, silver, etc.). Define what level of support is being proposed.
- D. Delivery method of future upgrades and product enhancements including historical frequency of upgrades by module.
- E. Any anticipated mid-implementation upgrades. If any are planned, the estimated work effort and related prices associated with such tasks should be included in the proposal.
- F. Availability of user groups and their geographic areas as well as user group contact information.
- G. Help Desk, problem reporting and resolution procedures.
- H. Bug fixes and patches.

- I. Support provided for third-party solutions.
- J. Other support (e.g., on-site, remote dial-in, Web site access to patches, fixes and knowledge base).

3.10 RESPONSES TO FUNCTIONAL / TECHNICAL REQUIREMENTS

Responses to the detailed business requirements listed in the Essential ELM System Functionality matrix in Part 5 of this RFP must be provided in this section of the vendor's proposal. Vendors are required to use the format provided and add explanatory details as necessary in the "comments" column or in a separate sheet that references the requirement number. The following answer key should be used when responding to the requirements:

FP = Fully provided "off the shelf", no configuration required

CO = Supported with appropriate configuration (no changes to underlying standard software code required)

CU = Custom development to underlying code is required. Provide estimated price of modification in Comments column, along with estimated time required to complete

TP = Third party software required. Identify required third party software in Comments column

NA = Not available or unable to provide

Note: Vendors must use only one response code per requirement. Any requirement that is not answered utilizing a single code as outlined above will be treated as a negative or non-response. The selected software vendor must warrant that the proposed software will conform in all material respects to the requirements and specifications as stated in this RFP. That is, the detailed requirements as stated in this RFP will become part of the software license and implementation services agreements and will be warranted as such.

All responses that indicate that functionality is available out-of-the-box, through configuration, customization, or a reporting tool or through a third-party product should be included in the prices submitted in this proposal. The price for any customizations should be broken out by specific requirement and included in the Proposed Price Schedules in Section 5 of this RFP. Furthermore, the module necessary to perform that functionality must be included in the scope and price of this proposal.

3.11 CLIENT REFERENCES

The City considers references to be important in its decision to award a contract. During the selection process, the City will contact references provided. Vendors must provide a direct client reference contact who was involved in the vendor-led project.

SOFTWARE VENDORS – Software vendors should provide at least five (5) client references that are similar in size and complexity to this procurement and have utilized the proposed system in a comparable computing environment. (Reference forms are attached to this proposal as the Reference Forms Attachment in Part 5.) Submit references for fully completed (live) installations. If a separate implementation firm is being utilized, the references should be for installations that utilized the same implementation firm.

THIRD PARTY SOFTWARE FIRMS – Using the forms attached to this RFP (Part 5), third-party software firms addressing particular functionality (e.g., budget preparation software) should provide at least five (5) references that are similar in size and complexity to this procurement and that have been used with the prime enterprise software proposed for this engagement. Submit references for fully completed (live) installations.

3.12 PRICE PROPOSAL

As section 11.0 of their response to this RFP, vendors must submit fixed price project prices for software and implementation services utilizing the Proposed Price Schedule attachments in part three of this RFP.

The price proposal must include all prices related to implementing the detailed business requirements in this RFP whether such implementation requires customization to the software or not. The City may award a purchase contract based on initial offers received without discussion of such offers. A vendor's initial offer should therefore be based on the most favorable terms available. The City may however, hold discussions with those vendors that it deems in its discretion to fall within a competitive range. It may also request revised pricing offers from such vendors and make an award and / or conduct negotiations thereafter.

Price schedules must be submitted using the Proposed Price Schedule attachments in part three of this RFP. The City reserves the right to request price and scope clarification at any time throughout the selection and negotiation process.

Vendors must utilize the price schedule spreadsheets provided with the RFP. DO NOT use "TBD" (to be determined) or similar annotations in the cells. You may identify prices as a "not-to-exceed" amount.

Additional comments may be provided in the price schedule spreadsheets in the designated comment areas. Vendors may not utilize their own standard price sheets for submitting information. The City will look to the formatted RFP price spreadsheets for pricing information and descriptions.

Vendors must explicitly state what is included in data conversion and interfaces, i.e., reconfirm in price matrix what files are included in conversion (or not) and what interfaces are included in prices.

If the vendor plans to demonstrate a specific product, module, functionality, or service during the selection process, they should include the price in the proposal quotes. If you choose to reference it as an option and not price it, it must be clearly noted in your proposal response, and clearly and explicitly identified during any demonstration or discussion.

Anticipated Number of Users:

While it is difficult for the City to envision exactly who will use the system in which manner, vendors should utilize the following initial information for pricing purposes. It is expected that approximately (10) concurrent users will be accessing the system. This information is for reference purposes only and is provided as a guideline. It is not intended to be comprehensive, nor limiting.

Anticipated Data Conversions:

The City requires the vendor to provide a cost estimate for data conversion of its current system databases. The Current ELM system uses Charles Abbott's FileMaker Pro for Planning and Building. The current document retention and management system is Laserfiche.

The City would like to bring all historical data over from the Charles Abbott system and data from excel spreadsheets.

Vendor responses should clearly state data conversion/import pricing in the price matrix in attachment two of this RFP.

Note: The City reserves the right to add or delete data to be converted.

3.13 EXCEPTIONS TO THE RFP

All requested information in this RFP must be supplied with the proposal. Vendors may take exception to certain requirements in this RFP.

All exceptions shall be clearly identified in this section and the written explanation shall include the scope of the exceptions, the ramifications of the exceptions for the City, and the description of the advantages or disadvantages to the City as a result of such exceptions. The City, at its sole discretion, may reject any exceptions or specifications within the proposal.

3.14 SAMPLE DOCUMENTS

To establish a complete and competitive proposal, vendors must include sample copies of the following documents:

- A. Sample training manual
- B. Sample user guide
- C. Sample functional, technical and support documentation
- D. Sample software license agreement
- E. Sample maintenance and support agreement

Part Four

Technical Specifications

4.1 CURRENT ENTERPRISE TECHNOLOGY ENVIRONMENT

In addition to providing an overview of the software solution proposed for the City, the vendor must present, in detail, the key technology features and capabilities of the proposed application software as they relate to this project (see section 3.5).

4.1.1 Current Technology Environment and Standards: The City prefers a solution that is compatible with its current environment and future technology vision. Vendors should confirm their proposed solution operates effectively under the following environments.

Software:

- Tyler Technology
 - Finance
 - Tyler Cashiering
- ESRI – In-House GIS
- ECS Imaging - Laserfiche Document Management System
- Charles Abbott FileMaker Pro
 - Public works
 - Building
 - Code
 - Planning

Hardware:

Server Infrastructure

- Windows 2012 Active Directory Domain
- Microsoft Office 365
- New Applications must run on Windows Server 2016
- VMware ESXi 5.5 (virtualized environment)
- Microsoft SQL Server 2008 or above (Standard edition preferred)
- Cylance Antivirus

Client Infrastructure

- Internet Explorer 11 (HTML 5 & **No** ActiveX or Java Client)
 - Windows 7 and Windows 10 – both 64bit versions
 - Compatible with Microsoft System Center deployment technology.
- “Standard Issue” Applications (if needed to work with the new application)
- Office 2016
 - Adobe Acrobat DC Pro
 - Java Compatibility

- No Local Admin rights on workstations

Print Engine

- Job scheduler
- Ability to save reports to PDF, Excel, and CSV
- Ability to email reports automatically, per user and email distribution list

GIS Infrastructure

- ArcGIS Online

4.1.2 Technology Standards and Preferences for the Proposed System: In regard to the City's technology architecture as they relate to this project, vendors should take into consideration the following preferences:

The City prefers software that is standards-based and does not lock the City into proprietary technology. In addition, the City preference is for GUI-based applications running in a client-server or web-based environment. Applications should be user-friendly and table-driven and able to utilize the City's installed Ethernet TCP/IP network.

This information is provided for informational purposes only. Vendors are encouraged to recommend the optimal enterprise technology environment to support its proposed solution.

Part Five

Attachment Index

Attachment 1: Reference Forms

Attachment 2: Proposed Price Schedule

Schedule 1: Price Summary

Schedule 2: Vendor's License Fees and Annual Support / Maintenance fees

Schedule 3: Third Party License Fees and Annual Support / Maintenance fees

Schedule 4 Project Management

Schedule 5 Implementation and Configuration Services

Schedule 6 Data Conversion

Schedule 7 Training Services

Schedule 8 Travel and Other Expenses

Attachment 3: Essential ELM System Functionality

ATTACHMENT 1

Reference Form

SOFTWARE AND IMPLEMENTATION REFERENCE FORM

Use this form for completion of Section 11.0 of your Response to the RFP

Please provide at least five (5) references for the software that most closely reflect similar consulting projects to the City’s scope of work which have been completed within the past three (3) years and have involved the proposed software. These references should be sites at which the software has been *FULLY IMPLEMENTED* and is "Live". References where system implementation is not complete will not suffice for the City’s evaluation purposes. Please use the following format in submitting references.

GENERAL BACKGROUND

Name of Government or Agency: _____ Phone: _____

Address: _____

Government Project Manager: _____ Title: _____

Service Dates: _____ Software Program/Version: _____

Summary of Project: _____

Agency’s Operating Budget: _____ Number of Employees: _____

PROJECT PRICE

Hardware Price \$ _____

Implementation Services \$ _____

Software Price \$ _____

Program Interface Price \$ _____

TECHNOLOGY INFORMATION

Database Platform: _____

Operating System: _____

ATTACHMENT 2

Proposed Price Schedules

**City of Aliso Viejo
ELM System RFP
Schedule 1
Price Summary**

License Fees and Professional Services:	Price	Comment / Explanation
Software License Fees		
Vendor Software (Detail on Schedule 2)		
Third Party Software (Detail on Schedule 3)		

Professional Services:		
Project Management Services (Detail on Schedule 4)		
Implementation and Configuration Services (Detail on Schedule 5)		
Data Conversion Services (Detail on Schedule 6)		
Training Services (Detail on Schedule 7)		
Travel and Other Expenses (Detail on Schedule 8)		
TOTAL FIXED PRICE FOR PROJECT		

Software Maintenance & Support (Years 1-5) (Detail on Schedules 2 and 3)	
Year 1 (to commence upon a module being placed in production)	
Year 2	
Year 3	
Year 4	
Year 5	
Total Maintenance and Support (years 1 through 5)	

Total for Project Fixed Fee plus Maintenance / Support for 5 Years

Maximum annual percentage increase for Vendor's Maintenance and Support for Years 6 through 10. (schedule 2)

Maximum annual percentage increase for Third Party's Maintenance and Support for Years 6 through 10. (schedule 3)

City of Aliso Viejo
ELM System RFP
Schedule 3

Third-Party License Fee / Annual Maintenance and Support Detail

Software License for Third Party Software:	Footnote Reference	Price	Annual Maintenance and Support				
			Year 1	Year 2	Year 3	Year 4	Year 5
TOTAL FOR THIRD-PARTY SOFTWARE							

Maximum annual percentage increase for Third Party's Maintenance and Support for Years 6 through 10.

* Footnote References - List any explanations or comments keyed to footnote references you enter above:

City of Aliso Viejo
ELM System RFP
Schedule 4
Professional Services / Project Management* Fee Detail

Project Management Fees (Module Assigned):	Price	Explanation / Comment

Additional Modules Required to Implement Functionality:

Software License for Third Party Software:

Total for Project Management (Module Assigned)

Project Management Fees (Non-Module Assigned- Lump Sum)

Total Project Management

* Proposers may elect to not allocate Project Management prices among the modules. This can be done by filling in only the line toward the bottom of the schedule captioned: "Project Management Fees (Non-Module Assigned - Lump Sum)". Proposers are also free to provide a proposal with a combination of Project Management fees some assigned to modules plus a lump-sum.

City of Aliso Viejo
ELM System RFP
Schedule 5
Implementation and Configuration Services Price Detail*

Implementation and Configuration Prices by Module	Price	Explanation/Comment

Any Additional Modules Required to Implement Functionality:

Software License for Third Party Software:

Total Implementation & Configuration Price (Allocated to modules)

Implementation and Configuration Price (Lump-sum for all other)

Total Implementation and Configuration Price

** Proposers may elect to not allocate Implementation and Configuration fees among the specific modules. This can be done by filling in only the line at the bottom of the schedule captioned: "Implementation and Configuration Price (Lump-sum for all other)". Proposers are also free to provide a proposal with a combination of Implementation Services some assigned to specific modules plus a lump-sum for all other modules.*

City of Aliso Viejo
ELM System RFP
Schedule 8
Travel and Other Price Detail

Travel Expenses:	Unit of Measure	Number of Units	Average Price per Unit	Price	Comment/Explanation
Transportation Price (e.g. Airfare)	Number of Round-trips				
On-site per diem	Number of on-site man-days				
Other travel expenses:					
	Total Travel Price				

Other Prices not Included Elsewhere:				
	Total Other Prices			

Total Travel and Other Prices

ATTACHMENT 3

Essential ELM System Functionality

This Attachment lists system features that the City considers to be essential ELM system functionality for the way they do business. It should not be considered an attempt to list the common functionality that any ELM system would be expected to contain.

Vendors will be required to warrant that their ELM systems will fulfill the functionality described in this attachment, as well as any additional functionality described in the vendor's literature or functionality presented in the software demonstrations.

All system features are assumed to come "out of the box" with the version being proposed in your response. The version column should only be used to denote features that exist in future versions. If the version you are responding with to this RFP includes these specific features then leave this column blank.

All Vendors must respond to each of the requirement items listed in the following section using one of the response key codes listed below. Vendors are encouraged to use the Vendor Comments section to help clarify any of their responses.

RESPONSE KEY CODES

FP = fully provided "out of the box"

CO = supported with appropriate configuration (no changes to underlying standard software code required)

CU = custom development to underlying code is required. Provide estimated price of modification in Comments column

TP = third party software required. Identify required third party software in Comments column

NA = not available

Item	Planning Features	Version	Vendor Response	Vendor Comments
1	Ability to add address point ID to any modules and link to GIS			
2	Ability to consume city map services within the application			
3	Ability to toggle between the application and a map on the same screen			
4	Ability to view County Assessors maps (APM)			
5	Must use standard ESRI address schema			
6	Ability to input temporary address into system			
7	Ability to automatically notify GIS when temporary and expired addresses have been entered or reactivated			
8	Ability to create buffer to generate notification labels			
9	Ability to print site plans and aerial photography			
10	Ability to automate application submittal via web portal			
11	Ability to conduct plan review via web portal			
12	Ability to upload related documents via web portal			
13	Ability to notify web portal clients about status of application			
14	Audit trail with date/time-stamp & user ID for general comment fields			
15	Ability to define auditable fields within system			
16	Ability to select audit data and create custom audit report with results			
17	Integration with Microsoft Outlook for Calendar and review tracking			
18	Automated workflow routing with notifications and status tracking			
19	Ability to generate a custom hyperlink that generates a URL with a parameter, with a permit number.			
20	Ability to upload and attach unlimited number of documents to a record			
21	Ability to define number of characters for certain fields			
22	Ability to track staff hours against an application or project and tie that to a rate			
23	Deposit amount threshold notification based on user-defined level			
24	Disparate system import ability (or hyperlink to) (State Contractor's License, Work Comp)			
25	Ability to schedule hearing dates from within application			

Item	Building Features	Version	Vendor Response	Vendor Comments
1	Permit types such as Re-Roof, Block Wall and Patio Cover can be auto-populated based on defined permit types to minimize amount of user data entry.			
2	Application types can be configured to automatically associate defined permit types, based on user specified criteria (combo permit).			
3	Ability to associate multiple permit types for an address into one, master permit.			
4	Relate & un-relate M/E/P permits to Parent Building permit.			
5	Ability to clone any permit type to any address.			
6	Ability to override status type and expiration date.			
7	Ability to generate alert for a specific property / address.			
8	Ability to put a hold on a particular permit.			
9	Ability to reassign permit to another address.			
10	Ability to print inspection label stock.			
11	Ability to review related permits and access any via hyperlink.			
12	Ability to copy permit and retain original address info.			
13	Ability to capture electronic signatures.			
14	Ability to add screens to "Favorites" location for easy recall.			
15	Ability to automatically generate email to Utility companies once criteria has been met or condition satisfied.			
16	Ability to generate and forward an automated email, with attached documentation for plan review to customer, notifying of necessary corrections for review.			
17	Ability to track fees for unique permit types where fees are waived, yet need to be recorded and reported on.			
18	Ability to Issue permit before DIF fees have been paid for purpose of scheduling final inspection.			
19	Ability to assign a note to any fee desired.			
20	Ability to selectively process specific fees for payment at various times throughout the process.			
21	Ability for client to review when inspector is estimated to be onsite for their scheduled inspection.			
22	Ability to add map of all daily inspections (per inspector) – with drop pins of locations.			
23	System to notify if an associated plan exists for an inspection for a permit.			
24	Provide web portal that supports Android and iPhone devices and allows clients to schedule requests for inspections.			
25	Present status and necessary corrections for inspections via mobile portal.			
26	Ability to send notifications or corrections via email or SMS.			
27	Provide check boxes (w/ ability to trigger holds, if needed) for: City Job, School District Fees (w/ receipt number box), Library Fees, & C of O (if linked).			

Item	Building Features (Continued)	Version	Vendor Response	Vendor Comments
28	Provide Link/Buttons for: Extend Permit & Reactivate Permit (triggers date paid/extension of permit time), View Permits, View Plans, & View All.			
29	Ability for Permit Status to automatically update to "expired" on actual expiration date.			
30	Ability to automatically create plan check & permit expiration letters (based on exp. Dates) – Monthly.			
31	Ability to create/issue basic permits online through City website.			
32	Provide Building/Combo permits components screen that includes fields: Valuation (for manual override), Existing Area, Occupancy Boxes, Existing Bedrooms, New Bedrooms, # of Stories, # of Families and #of Dwelling Units.			
33	Ability for fees to be automatically generated based on component type (i.e. Library, DIF, inspection, plan review, etc.).			
34	Ability for fees to automatically adjust based on changed quantities of components.			
35	Provide plan check submittal screen w/ multiple entries (i.e. 1st, 2nd, 3rd submittal) & automatic trigger of plan check turnaround deadlines.			
36	Automatic trigger of NPDES inspection required (based on size of project).			
37	Provide easy to use/retrieve link to pdf/word file of correction list.			
38	Ability to automatically generate processing fee on all permits & certificate of occupancy.			
39	Provide automatic generation of plan review, inspection, impact fees, etc. (based on components).			
40	Ability to manually enter additional fees (i.e. re-inspection fee, plan scanning, etc.).			
41	Ability to waive permit fees for "green" items & City Jobs (& ability to issue permit w/ waived fees).			
42	Provide record of payments made (amount, date, type, check #, paid by, etc.).			
43	Ability to have fee increases that do not alter past permits.			
44	Provide button for "Investigation Fee" that automatically doubles the inspection fee (when pressed).			
45	Ability to add inspection type, date, & AM/PM/NP time preferences.			
46	Provide Inspection Comments/Notes box tied to each inspection.			
47	Ability to cancel/change inspection date, time frame, & inspector.			
48	Provide daily list of inspections (for all & per individual inspector).			
49	Provide trigger button/box to automatically add re-inspection fee due.			
50	Ability to prevent scheduling of final building inspection until all other trades & permits are scheduled and/or final.			
51	Provide automatic generation of certificate of occupancy investigation inspection required, upon drywall inspection approval.			
52	Direct & "Live" inspection scheduling via phone system.			
53	Voice Technology: talk-to-type corrections for inspections.			
54	Provide a mobile "app" for inspection scheduling.			

Item	Building Features (Continued)	Version	Vendor Response	Vendor Comments
55	Provide a drop-down menu to action inspection status as denied w/ reason code (i.e., D1, D2, D3, or D4).			
56	Ability to approve/issue Temporary Certificates of Occupancy.			
57	Automatic batch printing of Permanent Certificates of Occupancy (upon final inspection approval).			
58	Print Permits on 8.5"x11" size paper (printer to fit in existing roll-out drawer/cubby at counter).			
59	Ability to create various reports from data in system (on as needed basis) & save report for re-use (with dates/fields that can be manipulated).			
60	Ability to save any report in a pdf format.			

Item	Public Works Features	Version	Vendor Response	Vendor Comments
1	Must have Master Project functionality that may later be tied to a parcel number or address point or GIS features.			
2	Must store historical reference for parcel information regardless of any future changes made.			
3	Automated system-wide notification and alerts to other staff and clients.			
4	Ability to track time against a project.			
5	Ability to receive and track deposits against permits.			
6	Ability to charge fees against a project deposit.			
7	Ability to report on deposit balance for any project.			
8	Ability to manage and associate multiple contacts for specific projects.			
9	Ability to define contact method for contacts in system.			
10	Ability to accept some applications via web portal.			
11	Ability to receive payments via web portal.			
12	Ability to communicate project status to clients via web portal.			
13	Ability to handle electronic plan review.			
14	Ability to handle electronic technical plan check.			
15	Ability to track and manage routing of plans to appropriate parties.			
16	Ability to automate the scheduling and notification of inspections.			
17	Ability to track and report on hours spent against inspections.			
18	Ability to create deposit thresholds with automatic system notifications.			
19	Ability to track cash bonds.			
20	Ability to issue stop work notices and correction notices.			
21	Need the ability to convert Access Data Base (NPDES) to new system. The NPDES data base contains Urban Runoff information.			
22	NPDES information needs to be available in the new system.			
23	Provides menu option security controlling function access based on individual users access rights.			
24	Notification of upcoming inspections.			
25	Ability to interface with mobile devices.			
26	Inspectors need the ability to enter and have access of inspection information in the field.			
27	Inspectors need the ability to capture locally and remotely longitude and latitude, and have access to GIS information.			
28	Ability to remotely close a case if inspection is performed and there is no violation.			
29	Ability to electronically capture photos and attach to inspections.			
30	Inspections are also performed for City facilities and special events.			

Item	Public Works Features (Continued)	Version	Vendor Response	Vendor Comments
31	Ability to produce an inspection schedule report in consideration of geographical proximately and available inspectors.			
32	Summary of inspections both scheduled and completed for a range of dates and/or inspectors.			
33	Ability to produce an inspection follow-up reporting and alerts.			
34	Ability to process, track, produce follow-up alerts and report.			
35	Need to report to the State those Inspections taken on behalf of the State within 3 days.			
36	Need the ability to have local and remote field access to permitting information.			
37	Need the ability to have local and remote field access to Business Licenses information.			
38	Need the ability to have local and remote field access to Plan Check information.			
39	Need the ability to have local and remote field access to Plan Check information.			
40	Ability to incorporate Community Services inspections in addition to Urban Runoff inspections.			
41	Need access to SIC codes when entering inspections.			
42	Ability to capture, track and report Citation and Violation information by District.			
43	Ability to capture, track and report Enforcement information by District.			
44	Capture and report Enforcement Case information.			
45	Ability to report employee and contractors Certifications and training.			
46	Need access to Certificate of Occupancy information.			
47	Complaints need to be captured and processed by the new system and followed-up. Complaints can be called in, emailed or written.			
48	Allows access to parcel and permits and ability to search by address, tenant or owner.			
49	Interacts with finance system, in real time, in order to eliminate redundancy in reporting. Also must facilitate an electronic accounting of inspections prior to, and during, the actual inspection process.			
50	Urban Runoff charge's fees for inspections. Need the ability to process payment of fees with cashiering and finance.			
51	Need the ability to process payment of fees with cashiering and finance.			
52	Need inquiry access to status of fee payments and collections.			
53	Ability to enter, track and report FOG (fat, oil & grease) fee payments.			
54	Ability to accept and process fee payments.			
55	Specific Event storm water Inspection Form			
56	Storm water Civil Citation Form B			
57	Storm water Citation Letter example			
58	Storm water Construction Site Inspection Form			
59	Food Service Establishment Inspection Form			
60	Commercial Industrial Storm water Inspection Report			

Item	Public Works Features (Continued)	Version	Vendor Response	Vendor Comments
61	Storm water Violation Information letter example			
62	Storm water Notice of Non-Compliance Form			
63	WQ BMP Inspection Report			
64	Storm water Annual Program Effectiveness Assessment report.			
65	Effluent Flow Meter Calibration Report.			

Item	Code Enforcement Features	Version	Vendor Response	Vendor Comments
1	System dynamically spellchecks text entries.			
2	Spellcheck has customizable dictionary.			
3	Ability to select multiple violations via checkbox from one screen.			
4	Ability to create canned responses that can be applied to a case.			
5	Ability to edit canned responses, once applied to a record.			
6	System must import municipal code electronically.			
7	Inspector's schedules must be tracked and reportable down to 15 minute levels.			
8	System must be able to track inspector's hours against different account codes.			
9	System must be able to accommodate unlimited number of zones by GIS data.			
10	System compatible with location services of remote devices for photos.			
11	System to automatically associate photos with GIS info to appropriate cases.			
12	Ability to reassign inspections between inspectors at will.			
13	Ability to auto-assign inspections based on geographic location.			
14	Ability to receive complaints from citizens directly from website.			
15	Ability to provide status of existing cases for the person who reported the issue.			
16	Ability to create dynamic link to external database to return specified data from screen.			
17	Ability to associate emails and attachments to records automatically.			
18	Ability to assign an alert or message to a parcel.			

Item	Cashiering Features	Version	Vendor Response	Vendor Comments
1	Ability to post a payment of any amount, regardless of what balance is due.			
2	Ability to receipt payment via more than one payment type (i.e., check & cash)			
3	Ability to receipt partial payment.			
4	Ability to issue refunds for overpayments.			
5	Ability to transfer a client's funds between different accounts they may have.			
6	Ability to apply a payment to more than one outstanding balance.			
7	Rules that define how to apply payment across various balances.			
8	Ability to place accounts on hold.			
9	Ability to export payment detail information.			
10	Ability to reverse a payment.			
11	Ability to apply fees (NSF).			
12	Ability to capture electronic signature.			
13	Ability to audit transactions.			
14	Must be PCI compliant.			
15	Ability to accept credit card transactions.			
16	Ability to reprint a receipt via a receipt printer.			
17	Ability to import payments from text/flat files (e.g. Remittance Processing System).			
18	Ability to designate an account as cash only status.			

Item	Technology Features	Version	Vendor Response	Vendor Comments
1	Support field-use of tablets, smartphones or laptops for inspections.			
2	Mobile app that supports lost communication for later data updates. (cached data)			
3	System must support Citrix environment.			
4	Web-based user interface.			
5	Tools to manage and refresh environments (Production, Test, Training)			
6	SOA (Service Oriented Architecture)			
7	SSRS (SQL Server Reporting Services)			
8	PCI compliant cashiering module			
9	BI (Business Intelligence) tools, OLAP cubes			

Item	Asset Management Features	Version	Vendor Response	Vendor Comments
1	Able to receive work requests from multiple sources.			
2	Provide external customers with a web portal to allow the creation of secured accounts, work request placement, and ability to view customer placed work requests as a means for initiating, reporting issues with City owned public assets.			
3	Ability to associate duplicate work requests.			
4	Ability to electronically initiate, assign, and track both pre-defined and user-defined work requests against an asset and track from inception through completion with a flexible, easily managed workflow process.			
5	Associate work to an asset and determine the total cost of maintaining the asset.			
6	Add comments to a work request.			
7	Track the status of a work request, the work performed, and estimates of completion for an issued work request.			
8	Attach multiple electronic documents and photographs to a work request for accessing necessary information as related to the asset.			
9	Provide field staff with access to the technology for tracking City contractors and providing a means for assigning categories to facilitate work requests.			
10	Provide full visibility of work requests in the queue and provide status on all requests to inspectors, supervisors, and managers.			
11	Create repeating work requests on a scheduled basis where the task can be both asset specific or non-asset related, or a mixture of each.			
12	Ability to have a single work order have multiple task or work requests associated with it.			
13	Ability to create, view and generate daily logs for individual employees, callout logs by employee, and maintenance logs by asset.			
14	Ability to assign tasks and work requests to an individual and/or a group of employees; to assign priority to a work request; to reassign work requests from one employee to another.			
15	Ability to group multiple assets into a single work order for efficiency.			
16	Accept electronic signatures as a means of work request approval.			
17	Determine the parts used on a repair, nature of work performed, the person assigned the ticket, and number of calls issued.			
18	Laborers can have multiple rate types (regular, overtime, holiday, etc.).			
19	Track stop and start times of laborer activities.			
20	Can track materials and deduct from inventory.			
21	Equipment can be expensed in either time or miles.			
22	Track various type of assets such as roadways, storm water facilities, traffic signs, park improvements, landscape features, park signage, buildings and systems associated with them, etc.			
23	Assign a coordinate location to an asset and track the history of that asset.			

Item	Asset Management (Continued)	Version	Vendor Response	Vendor Comments
24	Ability to track work completed on assets including manpower requirements, materials needed and used, contractor identification for work completed by non-staff resources, after hours work performed, and if the call is covered under warranty.			
25	Able to track and edit each asset's unique attributes and attach files to the record including photos and as-builts.			
26	Provide asset parent-child relationships as well as the ability to attach components to an asset (example: traffic sign on a traffic signal pole).			
27	Able to easily view the history of work performed on an asset, the resources used and the cost as well as a summary of the total cost of maintaining an asset.			
28	Track the life of an asset and provide visibility into the replacement of an asset and accessibility to all history related to an asset.			
29	Provide alert tolerances once a percentage of the asset's useful life is extinguished and track the work history against each asset for measuring performance and replacement.			
30	Produce, track and maintain warranty information, maintenance renewals, and generate inspections on all assets, along with the ability to issue preventive maintenance work requests.			
31	Customizable inspection condition categories including inspection conditions that can be a weighted average of the categories.			
32	Ability to extract asset information based on accounting codes for billing and inquiry purposes and to integrate cost and value of an asset with financial management software.			
33	Ability to establish performance curves and estimated useful life by asset.			
34	Ability to calculate depreciation of an asset based on purchase date, original cost, schedule of useful life by asset and current date.			
35	Ability to track and report on hazardous material and chemicals and have access to supporting documentation attached to the material/chemical.			
36	Track the temporary issuing (checking-in and checking-out) of equipment and determine who, what, and where the asset is at any point in time.			
37	Ability to operate Software with full functionality from a mobile app supported on iOS and Android platforms.			
38	Functionality includes access to GIS generated maps, completing work requests, entering resources, creation of assets, editing of assets including location and attributes, and creation of a work request.			
39	Allow creation of a new asset from a smartphone and/or tablet.			
40	Provide full bi-directional integration with ESRI GIS (geographic information system) software, including mapping capability of asset data and related data from GIS software.			
41	System provides drop down menus that can be configured by user.			
42	Provide configurable screens by masking unused fields and screens for increase in efficiency.			
43	Ability to scan assets from barcodes for asset identification and ease of recording.			

Item	Asset Management (Continued)	Version	Vendor Response	Vendor Comments
44	Provide secure system access for internal users and external customers; able to establish security to restrict/allow access to information based on various criteria.			
45	Provide cross-browser compliant software (compatible with Internet Explorer, Chrome, Firefox, and Safari).			
46	User-centric design (ability for each user to customize their own screens and layouts with ability to save user custom configured settings).			
47	Persistence technology that remembers each user's settings.			
48	Ability to systematically import/export fixed assets from the current GIS system to pre-populate the asset management database.			
49	Integration tools to create system interface links with other software business systems such as finance, email, project management, and document imaging.			
50	Integrate with project management software to provide association with assets assigned to projects.			
51	Robust, out-of-the-box reports available to users.			
52	Ability to create, save, and share custom and ad-hoc reports and queries from user friendly tools.			
53	Ability to generate reports for contract management purposes as well as for annual depreciation schedules.			
54	Ability to export data to MS Excel, as a CSV (comma separated value) file and in other common formats.			
55	Automation of email notifications and/or alerts as: reminders for tracking expiring agreements, warranties, and maintenance renewals; when a task/work request is assigned to an employee; at material reorder points.			
56	Software must have a proven track record of use in the public sector environment.			
57	Vendor to provide Software installation, data import services, configuration and module training for all users.			
58	Vendor to provide ongoing support and be available to assist City staff in troubleshooting and resolving problems associated with the Software. Vendor shall provide normal support hours. Aliso Viejo City Hall business hours are Mondays through Thursdays from 8 a.m. to 6 p.m. and on alternating Fridays from 8 a.m. to 5 p.m. PST.			
59	Vendor shall install Software patches, updates, and minor version upgrades, when they become available for general release, as part of ongoing support and maintenance services.			
60	Vendor must provide sufficient training to make City staff proficient in the use of all aspects of the Software use and administration.			
61	Provide effective management reporting with dashboard capability for real-time tracking and include print capability for reports, form letters, and charts/graphs from any location.			