

## Functional Requirements

### Implementation Response Available Definitions (Column E)

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Req #	Process	Sub-Process	Requirement					
1	Business Tax / Business License	Application Process	Accepts permit applications online	Y	S	iMSLicensing	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
2	Business Tax / Business License	Fee Collection	Provide for calculation of standard fees with effective dates using user provided formulas or tables.	Y	S	iMSLicensing	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
3	Business Tax / Business License	Fee Collection	Track fee collections and receivables, provide for late penalties as appropriate, and generate payment receipts.	Y	S	iMSLicensing	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
4	Business Tax / Business License	Fee Collection	Provide for the calculation of a fee estimate for printing in a City-defined format.	Y	S	iMSLicensing	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
5	Business Tax / Business License	Fee Collection	Provide report for certain delinquent account types and convert the information into preset documents for mass mailing.	Y	S	iMSLicensing	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal. This item may/may not be a custom report (we have included an up to number in our proposal for you). We also support Nightly Rules that could send out an email and appropriate document/invoice
6	Business Tax / Business License	Fee Collection	Provide capability to track an estimate of required fees.	Y	S	iMSLicensing	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
7	Business Tax / Business License	Fee Collection	Schedule and collect fees for consults in instances where a site visit is needed, but no work requiring a permit has been done.	Y	S	iMSLicensing	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.

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8	Business Tax / Business License	Fee Collection	Set variable rates by business type or category.	Y	S	iMSLicensing	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
9	Business Tax / Business License	Fee Collection	Ability to set flat rates based on specific charge codes.	Y	S	iMSLicensing	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
10	Business Tax / Business License	Fee Collection	Set rates by occupancy type, construction type, square footage and project categories. Allow tiered rates within those parameters.	Y	S	iMSLicensing	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
11	Business Tax / Business License	Fee Collection	Set rates by custom capacity fee based on square footage and usage type.	Y	S	iMSLicensing	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
12	Business Tax / Business License	Fee Collection	Ability to develop custom fee calculations.	Y	S	iMSLicensing	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
13	Business Tax / Business License	Fee Collection	Define project categories that allow for different payment plans (full fees upfront, partial fees at defined stages of the project based on category business rules)	Y	S	iMSLicensing	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
14	Business Tax / Business License	Fee Collection	Ability to assess multiple fees including plan check fee and all permit types	Y	S	iMSLicensing	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
15	Business Tax / Business License	Fee Collection	Allows application/permit fees to be entered in a "temporary" or "pending" manner to allow for the issuance of the application/permit and the collection of the fees to take place on a later day.	Y	S	iMSLicensing	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
16	Business Tax / Business License	Fee Collection	Allows for funds to be posted for a contractor/realtor and "drawn down" as applications/permits are issued.	Y	S	iMSLicensing	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.

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17	Business Tax / Business License	Fee Collection	Allows for pre-payments on deposit for contractor/realtors.	Y	S	iMSLicensing	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
18	Business Tax / Business License	Fee Collection	Fees are table-based with effective dates, such that fee changes are easily modified by authorized personnel.	Y	S	iMSLicensing	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
19	Business Tax / Business License	Fee Collection	Ability to modify fees.	Y	S	iMSLicensing	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
20	Business Tax / Business License	Fee Collection	Edit and calculate fees by different variables for different permit types (fixed rate, square footage, etc.)	Y	S	iMSLicensing	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
21	Business Tax / Business License	Fee Collection	Integrates with a cashiering system that allows for fee collection and receipt printing.	Y	S	iMSLicensing	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
22	Business Tax / Business License	Fee Collection	Apply fees electronically to the accounts specified.	Y	S	iMSLicensing	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
23	Business Tax / Business License	Fee Collection	Assess fees for applications, permits, licenses, inspections, and penalties.	Y	S	iMSLicensing	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
24	Business Tax / Business License	Fee Collection	Accept fees from the City's central cashiering system.	Y	S	iMSLicensing	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
25	Business Tax / Business License	Fee Collection	Allow for additional fees on a permit including re-inspection fees, administrative fees, and plan review fees.	Y	S	iMSLicensing	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.

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26	Business Tax / Business License	Fee Collection	Ability to open permits and add and re-issue fees.	Y	S	iMSLicensing	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
27	Business Tax / Business License	Fee Collection	Allow for the collection and tracking of fees for other agencies (state, county)	Y	S	iMSLicensing	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
28	Business Tax / Business License	Fee Collection	Allow for waiver of fees in special condition.	Y	S	iMSLicensing	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
29	Business Tax / Business License	Fee Collection	Allows for the establishment of various fee structures.	Y	S	iMSLicensing	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
30	Business Tax / Business License	Fee Collection	Calculate permit fees based on a fee schedule. System must provide the capability to change the fee schedules and calculation routines.	Y	S	iMSLicensing	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
31	Business Tax / Business License	Fee Collection	Capability to export transactions to finance (revenue) module - General Ledger.	Y	S	iMSLicensing	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
32	Business Tax / Business License	Fee Collection	Capable of calculating estimated fees for permits without creating the permit.	Y	S	iMSLicensing	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
33	Business Tax / Business License	Fee Collection	Record company account information.	Y	S	iMSLicensing	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
34	Business Tax / Business License	Fee Collection	Support future date effective fee structures.	Y	S	iMSLicensing	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.

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35	Business Tax / Business License	Fee Collection	All fees/permit charge codes are assigned a related GL revenue code	Y	S	iMSLicensing	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
36	Business Tax / Business License	Fee Collection	Ability to run mass Business License renewal letters to collect renewal fees	Y	S	iMSLicensing	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
37	Business Tax / Business License	Fees / Charges	System can calculate standard fees using effective dates and user-provided formulas or tables	Y	S	iMSLicensing	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
38	Business Tax / Business License	Fees / Charges	System allows City to set variable rates by business type or category	Y	S	iMSLicensing	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
39	Business Tax / Business License	Fees / Charges	System allows City to set rates by occupancy type, construction type, square footage and project categories and allows tiered rates within those parameters	Y	S	iMSLicensing	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
40	Business Tax / Business License	Fees / Charges	System has the ability to assess multiple fees including plan review fees and all permit types	Y	S	iMSLicensing	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
41	Business Tax / Business License	Fees / Charges	System allows for pre-payments on deposit for contractor/developers	Y	S	iMSLicensing	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
42	Business Tax / Business License	Fees / Charges	System allows for waiver of fees in special conditions	Y	S	iMSLicensing	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
43	Business Tax / Business License	Fees / Charges	Integrates with a cashiering system that allows for fee collection and receipt printing	Y	S	iMSLicensing	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.

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44	Business Tax / Business License	Fees / Charges	Allow for the collection and tracking of fees for other agencies (state, county)	Y	S	iMSLicensing	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
45	Business Tax / Business License	General	System supports issuance of various types of licenses, including (Insert license type) (indicate any limitations in the comments column)	Y	S	iMSLicensing	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
46	Business Tax / Business License	General	System can classify businesses and assess/collect licenses due to the City in accordance with the City's Licensing Ordinances and Measure U	Y	S	iMSLicensing	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
47	Business Tax / Business License	General	System utilizes workflow to accommodate the City business rules for each type of license	Y	S	iMSLicensing	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
48	Business Tax / Business License	General	System allows for multiple classification codes on the same business license	Y	S	iMSLicensing	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
49	Business Tax / Business License	General	System can track businesses that may be exempt from a certain license type	Y	S	iMSLicensing	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
50	Business Tax / Business License	General	System allows businesses to apply for and renew licenses online	Y	S	iMSLicensing	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
51	Business Tax / Business License	General	System can create user-defined renewal letters for each type of license	Y	S	iMSLicensing	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
52	Business Tax / Business License	General	System can generate business license certificate and user/customer can print certificate from system	Y	S	iMSLicensing	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.

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53	Business Tax / Business License	General	System tracks delinquent payments for licenses	Y	S	iMSLicensing	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
54	Business Tax / Business License	General	System defines an expiration date for each business license issued	Y	S	iMSLicensing	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
55	Business Tax / Business License	General	System workflow to notify appropriate staff that a license is approaching the expiration	Y	S	iMSLicensing	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
56	Business Tax / Business License	General	System can calculate business license fee based on license type	Y	S	iMSLicensing	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
57	Business Tax / Business License	General	System allows user to view business license history at a given property	Y	S	iMSLicensing	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
58	Business Tax / Business License	General	System workflow will generate communication with business license applicant to provide necessary information related to the application	Y	S	iMSLicensing	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
59	Business Tax / Business License	General	System notifies appropriate staff that a license is approaching expiration at user-defined interval	Y	S	iMSLicensing	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
60	Business Tax / Business License	General	System generates license renewal letter with user-defined text	Y	S	iMSLicensing	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
61	Business Tax / Business License	General	Staff can send license renewal letter from the system	Y	S	iMSLicensing	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.

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62	Business Tax / Business License	General	System generates renewal reminders	Y	S	iMSLicensing	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
63	Business Tax / Business License	General	System accommodates multiple licenses at the same business location	Y	S	iMSLicensing	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
64	Business Tax / Business License	General	System allows user to view outstanding fees for any business	Y	S	iMSLicensing	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
65	Business Tax / Business License	General	Create linkage going forward for old business tax accounts that are transferred to new owners. Businesses cannot be transferred, but it is important to know who the previous account/owner was	Y	S	iMSLicensing	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
66	Business Tax / Business License	Self-Service	System allows customer to view their own existing applications, permits, and comments online	Y	S	iMSLicensing	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
67	Business Tax / Business License	Self-Service	System allows customer to view plan review status online	Y	S	iMSLicensing	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
68	Business Tax / Business License	Self-Service	System allows customer to request inspections and view inspection results online	Y	S	iMSLicensing	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
69	Business Tax / Business License	Self-Service	System allows customer to attach/upload supporting documents when submitting applications via self-service portal	Y	S	iMSLicensing	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
70	Business Tax / Business License	Self-Service	System is ADA compliant	Y	S	iMSLicensing	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.



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71	Business Tax / Business License	Self-Service	System supports credit card payments	Y	S	iMSLicensing	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal. Please note iMS currently has five integrations (Paymentus, PayTrace, BridgePay, USBank, and CardKnox). If one of these will not be utilized more information and/or scope and cost(s) may be associated with overall final proposal.
72	Code Enforcement	Complaint	Citizens can file anonymous complaints via web portal	Y	S	IMSEnforce	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
73	Code Enforcement	Complaint	Citizens can upload supporting documentation (e.g., photos) in complaint portal	Y	S	IMSEnforce	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
74	Code Enforcement	Complaint	Location and other land use information about property are called up from GIS	Y	S	IMSEnforce	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
75	Code Enforcement	Complaint	Inspectors can update and view historical changes to case records	Y	S	IMSEnforce	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
76	Code Enforcement	Complaint	A Plaintiff can receive status of complaint via preferred communication method (e.g., email, phone call, etc.)	Y	S	IMSEnforce	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
77	Code Enforcement	Complaint	Open and Closed cases can be queried by Inspectors to determine if repeated complaints have occurred	Y	S	IMSEnforce	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.

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78	Code Enforcement	Complaint	Customer can select inspection times based on availability or published schedule and criteria	Y	S	IMSEnforce	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
79	Code Enforcement	Complaint	Ability to prioritize cases by case type and geographic location.	Y	S	IMSEnforce	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
80	Code Enforcement	Complaint	Ability to view and track planning, building and licensing with a code case.	Y	S	IMSEnforce	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
81	Code Enforcement	Complaint	Send violations that need to be corrected along with code site and narrative.	Y	S	IMSEnforce	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
82	Code Enforcement	Complaint	Supporting documents for an complaint can be attached to an on-line submitted complaint	Y	S	IMSEnforce	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
83	Code Enforcement	Complaint	Define business rules and workflows required to guide system procedural flow.	Y	S	IMSEnforce	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
84	Code Enforcement	Complaint	System can assign City staff by type of complaint and geographic area.	Y	S	IMSEnforce	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
85	Code Enforcement	Complaint	Attach various document types, pictures and video to an application/permit/inspection	Y	S	IMSEnforce	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
86	Code Enforcement	General	System can track mandatory, inspection-generated and complaint-based code enforcement actions	Y	S	IMSEnforce	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.

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87	Code Enforcement	General	System can track evidence of code enforcement violations	Y	S	IMSEnforce	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
88	Code Enforcement	General	System can generate code enforcement actions	Y	S	IMSEnforce	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
89	Code Enforcement	General	System can produce code enforcement violation listings with related fines and fees	Y	S	IMSEnforce	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
90	Code Enforcement	General	System can generate notifications to enforcement staff	Y	S	IMSEnforce	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
91	Code Enforcement	General	System can generate multiple types of fines based on City Ordinances	Y	S	IMSEnforce	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
92	Code Enforcement	General	System tracks escalation of enforcement actions	Y	S	IMSEnforce	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
93	Code Enforcement	General	System can generate invoices for non-compliance	Y	S	IMSEnforce	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
94	Code Enforcement	General	System can flag outstanding/delinquent invoices for special assessment	Y	S	IMSEnforce	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
95	Code Enforcement	General	System can generate case and violation number	Y	S	IMSEnforce	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.

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96	Code Enforcement	General	User is able to identify and note a case within the system for safety concerns	Y	S	IMSEnforce	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
97	Code Enforcement	General	System provides notifications and updates when a case is noted for safety concerns	Y	S	IMSEnforce	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
98	Code Enforcement	General	The system has the ability to allow staff to add internal notes to a property (e.g., dangerous dog).	Y	S	IMSEnforce	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
99	Code Enforcement	Inspection	Inspectors can schedule inspections based on case criteria (e.g., location, type of property) and payroll schedule (e.g., work availability)	Y	S	IMSEnforce	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
100	Code Enforcement	Inspection	Attach supporting inspection data into case record (upload photos, recordings, Office docs, other)	Y	S	IMSEnforce	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
101	Code Enforcement	Inspection	Inspectors can print violation notices by type (e.g., door hangars, letter, etc.) based upon user selection	Y	S	IMSEnforce	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
102	Code Enforcement	Inspection	Re-inspections are scheduled based on same rules as initial inspections	Y	S	IMSEnforce	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
103	Code Enforcement	Inspection	System maintains history of record changes in inspection record so that Inspector can view notices, proposed remedies, and court decisions associated with inspection record	Y	S	IMSEnforce	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
104	Code Enforcement	Inspection	Fines associated with violations are tracked like receivables so that outstanding fines can be tracked	Y	S	IMSEnforce	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.

## Functional Requirements

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### Column F: Available Responses (Column F)

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### IF Y-ND Selected (Column J)

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Req #	Process	Sub-Process	Requirement					
105	Code Enforcement	Inspection	System includes checklist of inspection steps/process for inspector to follow and track	Y	S	IMSEnforce	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal. Checklists are configured by iMS Project Team members for you.
106	Code Enforcement	Inspection	System includes templates for presentations to Hearing Officer or other required stakeholder	Y	S	IMSEnforce	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal. Merge Templates (MS Word) are created and part of our proposal.
107	Fire	CRM	Citizens may file a complaint online	Y	S	IMSEnforce	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
108	Fire	CRM	System ability to assign personnel to investigate	Y	S	IMSEnforce	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
109	Fire	CRM	System ability to (a) refer complaint to another department (b) close case	Y	S	IMSEnforce	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
110	Fire	Fees	System capability to automatically add 2% fee if clients pay via credit card online. Currently department adds 2% fee manually and if clients pay via check department has to remove the fee, send check back to client due to overpayment, then generate a new invoice	Y	S	IMSEnforce	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal. Accomplished through Payment Processor Integration.
111	Fire	Fees	System ability to generate fees based on # of devices, sprinklers, risers - Currently under Custom Screens	Y	S	IMSEnforce	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.

## Functional Requirements

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Req #	Process	Sub-Process	Requirement					
112	Fire	GIS	Inspectors and/or engine/truck companies ability to access GIS when conducting inspections	Y	S	IMSEnforce	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
113	Fire	GIS	Ability to cluster inspection and schedule by district (e.g., VHFHSZ, Apartment, Mercantile, Aerial Pre-Plan) currently on Custom Reports	Y	S	IMSEnforce	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
114	Fire	GIS	System ability to map out/add pins on the map based on permits or cases	Y	S	IMSEnforce	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
115	Fire	Inspections	While on the field, Fire Inspectors should have the capacity to search for permit history (e.g., permit #, last inspection, previous violation, balance due, chronology, and/or any links attached to it)	Y	S	IMSEnforce	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
116	Fire	Inspections	While on the field, Fire Inspectors should have the capacity to complete Fire Safety Reports, add violations, add comments, capture and upload photos	Y	S	IMSEnforce	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
117	Fire	Inspections	While on the field, Fire Inspectors should have the to search for forms, site plans, supporting documents	Y	S	IMSEnforce	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
118	Fire	Inspections	System capability to batch schedule inspections based on subtypes to inspectors and/or engine/truck companies	Y	S	IMSEnforce	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
119	Fire	Inspections/Investigations	System capability to integrate third-party software such as: RMS (listing run number, dispatched investigator, incident narrative)	I	S	IMSEnforce	Phase I	See iMS Zoll Fire Interface item in that spreadsheet. More information may still be necessary to ensure scope and integration methodology.

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Req #	Process	Sub-Process	Requirement					
120	Fire	Inspections/Investigations	Generate Fire Safety Report: print reports listing violations and referenced fire codes, pictures, last inspection date, follow-up date, fees - Currently under Trakit: CodeTRAK	Y	S	IMSEnforce	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal. Met with either a Demand Report, Ad-Hoc Report, or one of the Custom Reports we are proposing.
121	Fire	Inspections/Investigations	System ability to generate and print reports based on incidents (HAZMAT, VHFHSZ, Fire Hazard, Fire Safety).	Y	S	IMSEnforce	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
122	Fire	Permits	System ability to generate and print invoices, PTO, permit card, inspection report/results	Y	S	IMSEnforce	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
123	Fire	Permits	System ability to categorize permits based on subtypes	Y	S	IMSEnforce	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
124	Fire	Plan Review	Applicant can complete an application online and submit plans	Y	S	IMSEnforce	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
125	Fire	Plan Review	Applicant can pay online	Y	S	IMSEnforce	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
126	Fire	Plan Review	Applicants are notified about plan check comments and/or approval	Y	S	IMSEnforce	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
127	Fire	Plan Review	Applicants can retrieve plan check comments/and or approval online	Y	S	IMSEnforce	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.

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Req #	Process	Sub-Process	Requirement					
128	Fire	Plan Review	Applicants can upload revisions and/or resubmittals online	Y	S	IMSEnforce	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
129	Fire	Plan Review	System ability to share plans to third-party reviewers	Y	S	IMSEnforce	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
130	Fire	Reports	Ability to easily print reports. Trakit tends to crash when generating and/or printing larger files	Y	S	IMSEnforce	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
131	Fire	System	Sytem ability to link permits based on address/APN	Y	S	IMSEnforce	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
132	Fire	System	System ability to send reports, invoice, permits via email on file	Y	S	IMSEnforce	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
133	Fire	Permits	System ability to log inspections and add attachments	Y	S	IMSEnforce	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
134	Fire	Permits	System ability to add payment, generate invoice	Y	S	IMSEnforce	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
135	Fire	System	System capability to integrate third-party software such as: RMS (see # 17), Brycer Compliance Engine	I	S	IMSEnforce	Phase I	Should not be an issues. See our Interface responses spreadsheet. However, more information for true scope and deliverables may be necessary. We are open to providing this pre-contract.



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Req #	Process	Sub-Process	Requirement					
136	PLAN/BUILD/ENVIRON.	Application	As an Applicant, I can apply for land use permits online.	Y	S	iMSApprovals	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
137	PLAN/BUILD/ENVIRON.	Application	As an Applicant, I can pay for any application fees online.	Y	S	iMSApprovals	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
138	PLAN/BUILD/ENVIRON.	Application	As an Applicant, I can view the status of my application online.	Y	S	iMSApprovals	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
139	PLAN/BUILD/ENVIRON.	Application	As an Applicant, I can receive email updates of my application status.	Y	S	iMSApprovals	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
140	PLAN/BUILD/ENVIRON.	Application	As an Applicant, I can view guides or additional information to assist me to complete the application.	Y	S	iMSApprovals	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
141	PLAN/BUILD/ENVIRON.	Application	As an Applicant, I have a checklist of tasks to complete based upon the type of application.	Y	S	iMSApprovals	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
142	PLAN/BUILD/ENVIRON.	Application	As an Applicant, I can view online help tools to guide me through the application process.	Y	S	iMSApprovals	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal. This may need to be configured by staff and iMS based on requirement(s).
143	PLAN/BUILD/ENVIRON.	Application	As an Applicant, I can enter an electronic signature indicating my certification of a submittal.	Y	S	iMSApprovals	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.

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Req #	Process	Sub-Process	Requirement					
144	PLAN/BUILD/ENVIRON.	Application	As a Reviewer, I can pull land use information - including GIS data - for land use applications	Y	S	iMSApprovals	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
145	PLAN/BUILD/ENVIRON.	Application	Multiple Reviewers (from different Reviewing Organizations) can review an application at the same time.	Y	S	iMSApprovals	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
146	PLAN/BUILD/ENVIRON.	Application	Solution calculates fees based on fee and rate structure	Y	S	iMSApprovals	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
147	PLAN/BUILD/ENVIRON.	Application	As a Reviewer, I can add a reference to an external document that cannot be stored digitally	Y	S	iMSApprovals	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
148	PLAN/BUILD/ENVIRON.	Data Requirements	Maintain the following information on each permit:	Y	S	iMSApprovals	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
149	PLAN/BUILD/ENVIRON.	Data Requirements	Prerequisite documents	Y	S	iMSApprovals	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
150	PLAN/BUILD/ENVIRON.	Data Requirements	Departments from which approval is required	Y	S	iMSApprovals	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
151	PLAN/BUILD/ENVIRON.	Data Requirements	Department which must be notified that permits will be issued	Y	S	iMSApprovals	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
152	PLAN/BUILD/ENVIRON.	Data Requirements	Original application date	Y	S	iMSApprovals	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.

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Req #	Process	Sub-Process	Requirement					
153	PLAN/BUILD/ENVIRON.	Data Requirements	How many permits may be issued in total	Y	S	iMSApprovals	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
154	PLAN/BUILD/ENVIRON.	Data Requirements	Staff Comments	Y	S	iMSApprovals	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
155	PLAN/BUILD/ENVIRON.	Data Requirements	Additional User Defined Fields	Y	S	iMSApprovals	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
156	PLAN/BUILD/ENVIRON.	Data Requirements	List of documents to be provided applicant along with permits	Y	S	iMSApprovals	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
157	PLAN/BUILD/ENVIRON.	Data Requirements	Includes the following Permit data:	Y	S	iMSApprovals	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
158	PLAN/BUILD/ENVIRON.	Data Requirements	Permit Type	Y	S	iMSApprovals	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
159	PLAN/BUILD/ENVIRON.	Data Requirements	Work Type (e.g. Task or Activity)	Y	S	iMSApprovals	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
160	PLAN/BUILD/ENVIRON.	Data Requirements	Tenant Name	Y	S	iMSApprovals	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
161	PLAN/BUILD/ENVIRON.	Data Requirements	Tenant Type	Y	S	iMSApprovals	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.

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Req #	Process	Sub-Process	Requirement					
162	PLAN/BUILD/ENVIRON.	Data Requirements	Square Footage	Y	S	iMSApprovals	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
163	PLAN/BUILD/ENVIRON.	Data Requirements	Job Number	Y	S	iMSApprovals	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
164	PLAN/BUILD/ENVIRON.	Data Requirements	Other User-defined data	Y	S	iMSApprovals	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
165	PLAN/BUILD/ENVIRON.	General Requirements	Ability to track bonds	Y	S	iMSApprovals	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
166	PLAN/BUILD/ENVIRON.	General Requirements	Ability to make cash receipt corrections	Y	S	iMSApprovals	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal. With proper security authority.
167	PLAN/BUILD/ENVIRON.	General Requirements	Ability to communicate with state licensing board to confirm active license	Y	S	iMSApprovals	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal. iMS much like TRAKiT has integration with CSLB.
168	PLAN/BUILD/ENVIRON.	General Requirements	Ability to check for current fictitious business names, contractors licenses, and sellers permits for Business Licensing.	Y	S	iMSApprovals	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal. Based on requirement more information may be necessary or a custom report on criteria used to search for this detail.

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Req #	Process	Sub-Process	Requirement					
169	PLAN/BUILD/ENVIRON.	Inspection	As a local builder, I can request inspections online or by phone	Y	S	iMSApprovals	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal. By the phone would be with a staff member assisting in iMS. We also can integrate with an IVR (Interactive Voice Response) vendor such as our business partner, Selectron, or other(s).
170	PLAN/BUILD/ENVIRON.	Inspection	Inspectors enter comments during inspections and upload supporting documents	Y	S	iMSApprovals	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
171	PLAN/BUILD/ENVIRON.	Inspection	As an Inspector I can add additional for re-inspections	Y	S	iMSApprovals	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
172	PLAN/BUILD/ENVIRON.	Inspection	Inspections are scheduled based on scheduling criteria	Y	S	iMSApprovals	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
173	PLAN/BUILD/ENVIRON.	Inspection	System maintains status of inspections	Y	S	iMSApprovals	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
174	PLAN/BUILD/ENVIRON.	Inspections	Provide notification of inspection results as soon as possible upon completion of the inspection.	Y	S	iMSApprovals	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
175	PLAN/BUILD/ENVIRON.	Inspections	Alert user when there are code violations, outstanding permit or license fees by applicant, multiple permits as an owner/builder.	Y	S	iMSApprovals	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.

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176	PLAN/BUILD/ENVIRON.	Inspections	Allows for the list of close-out documents to be required once the Final Inspection is held prior to recommending a close-out to be edited by City staff.	Y	S	iMSApprovals	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
177	PLAN/BUILD/ENVIRON.	Inspections	Allows users to enter, display, and modify inspection data either through an "inspections" selection on the basic permit/application, or through another menu option.	Y	S	iMSApprovals	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
178	PLAN/BUILD/ENVIRON.	Inspections	Application/module contains an enhanced inspection checklist, which would enable the user to use predefined inspection result comments as well as to tie those same comments to specific building code text.	Y	S	iMSApprovals	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
179	PLAN/BUILD/ENVIRON.	Inspections	Assign an inspector to a project when the permit is issued.	Y	S	iMSApprovals	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
180	PLAN/BUILD/ENVIRON.	Inspections	Automatically calculate permit expiration date based on user parameters. Extend expiration date automatically based on inspection activity and manually based on written request.	Y	S	iMSApprovals	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
181	PLAN/BUILD/ENVIRON.	Inspections	Functionality provided to help users identify and display information concerning inspection activities in the system.	Y	S	iMSApprovals	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
182	PLAN/BUILD/ENVIRON.	Inspections	Generate a daily inspection schedule for each inspector or inspector group.	Y	S	iMSApprovals	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
183	PLAN/BUILD/ENVIRON.	Inspections	Generates form letters, certificates and permits. Typical examples include: violation notices, public notices, expiration notices, approval letters, flood zone letters, etc.	Y	S	iMSApprovals	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
184	PLAN/BUILD/ENVIRON.	Inspections	Inspection results must be recorded into a permit history file. Permit history files must include:	Y	S	iMSApprovals	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.

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185	PLAN/BUILD/ENVIRON.	Inspections	Partial inspections	Y	S	iMSApprovals	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
186	PLAN/BUILD/ENVIRON.	Inspections	Stop work orders	Y	S	iMSApprovals	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
187	PLAN/BUILD/ENVIRON.	Inspections	Re-inspections	Y	S	iMSApprovals	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
188	PLAN/BUILD/ENVIRON.	Inspections	Final Inspections	Y	S	iMSApprovals	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
189	PLAN/BUILD/ENVIRON.	Inspections	Certificates of Occupancies	Y	S	iMSApprovals	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
190	PLAN/BUILD/ENVIRON.	Inspections	Other special conditions	Y	S	iMSApprovals	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
191	PLAN/BUILD/ENVIRON.	Inspections	Application for modifications	Y	S	iMSApprovals	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
192	PLAN/BUILD/ENVIRON.	Inspections	Modifications granted	Y	S	iMSApprovals	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
193	PLAN/BUILD/ENVIRON.	Inspections	Inspector calendar coordination – View each inspector's schedule.	Y	S	iMSApprovals	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.

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194	PLAN/BUILD/ENVIRON.	Inspections	Issue a permit with a list of appropriate inspections for the job..	Y	S	iMSApprovals	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
195	PLAN/BUILD/ENVIRON.	Inspections	Provides field inspectors the ability to check the status of existing violations and update information.	Y	S	iMSApprovals	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
196	PLAN/BUILD/ENVIRON.	Inspections	Easily store and retrieve real-time inspection information, as well as have the capability to coordinate and distribute inspection data to other City departments with a need for this data.	Y	S	iMSApprovals	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
197	PLAN/BUILD/ENVIRON.	Inspections	Schedules multiple inspections for a particular location at the same time.	Y	S	iMSApprovals	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
198	PLAN/BUILD/ENVIRON.	Inspections	Schedules inspections based on predefined time amounts assigned to each inspection type.	Y	S	iMSApprovals	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
199	PLAN/BUILD/ENVIRON.	Inspections	Generates a daily schedule for each inspector.	Y	S	iMSApprovals	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal. Can be accomplished through Task List and/or Dashboard in addition to report or schedule.
200	PLAN/BUILD/ENVIRON.	Inspections	The system has the ability to generate inspection schedules that accommodates entering the following scheduling constraints:	Y	S	iMSApprovals	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
201	PLAN/BUILD/ENVIRON.	Inspections	Normal operating hours;	Y	S	iMSApprovals	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.



## Functional Requirements

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TPS	Requirement and Feature Supported by Third Party
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F	Feature Schedule for Future Release in Generally Available Software
E	Feature Developed as Enhancement for this Project

Req #	Process	Sub-Process	Requirement					
202	PLAN/BUILD/ENVIRON.	Inspections	Observed holidays;	Y	S	iMSApprovals	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
203	PLAN/BUILD/ENVIRON.	Inspections	Single occurrence vacations by inspector with the ability to designate an alternate;	Y	S	iMSApprovals	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
204	PLAN/BUILD/ENVIRON.	Inspections	Single occurrence shut-down days;	Y	S	iMSApprovals	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
205	PLAN/BUILD/ENVIRON.	Inspections	Other user defined dates; and	Y	S	iMSApprovals	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
206	PLAN/BUILD/ENVIRON.	Inspections	Outside normal business hours with or without associated additional fees.	Y	S	iMSApprovals	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
207	PLAN/BUILD/ENVIRON.	Inspections	The system has the ability to allow inspection requests to be submitted through a portal on the City's website with the ability to add notes or comments.	Y	S	iMSApprovals	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
208	PLAN/BUILD/ENVIRON.	Inspections	The system has the ability to allow applicants to view the status of requested inspections via a portal on the City's website.	Y	S	iMSApprovals	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
209	PLAN/BUILD/ENVIRON.	Inspections	The system has the ability to allow City staff to schedule inspections by appointment in AM or PM.	Y	S	iMSApprovals	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
210	PLAN/BUILD/ENVIRON.	Inspections	The system has the ability to allow City staff to schedule inspections by appointment to the day.	Y	S	iMSApprovals	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.

## Functional Requirements

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Req #	Process	Sub-Process	Requirement					
211	PLAN/BUILD/ENVIRON.	Inspections	The system has the ability to automate inspection assignments by inspection type.	Y	S	iMSApprovals	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
212	PLAN/BUILD/ENVIRON.	Inspections	The system has the ability to allow supervisors to reassign selected inspections with appropriate security permissions.	Y	S	iMSApprovals	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
213	PLAN/BUILD/ENVIRON.	Inspections	The system has the ability to allow supervisors to reassign selected inspections or all inspections for a selected date(current or future) from one inspector to more than one inspectors by load balancing in the same inspection group.	Y	S	iMSApprovals	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
214	PLAN/BUILD/ENVIRON.	Inspections	The system has the ability to mass reassign all incomplete future inspections assigned to a single inspector to another inspector.	Y	S	iMSApprovals	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
215	PLAN/BUILD/ENVIRON.	Inspections	The system has the ability to reassign all future incomplete inspections of a selected permit from one inspector to another inspector.	Y	S	iMSApprovals	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
216	PLAN/BUILD/ENVIRON.	Inspections	The system has the ability to reassign inspections to another inspector (i.e. due to absence).	Y	S	iMSApprovals	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
217	PLAN/BUILD/ENVIRON.	Inspections	Schedules multiple inspections for a particular location at the same time.	Y	S	iMSApprovals	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
218	PLAN/BUILD/ENVIRON.	Inspections	Schedules inspections based on predefined time amounts assigned to each inspection type.	Y	S	iMSApprovals	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
219	PLAN/BUILD/ENVIRON.	Inspections	Provide for inspection request via:	Y	S	iMSApprovals	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.

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220	PLAN/BUILD/ENVIRON.	Inspections	IVR	N	TPS	iMSApprovals	Phase I	This would be through an IVR provider; i.e., Selectron, etc.
221	PLAN/BUILD/ENVIRON.	Inspections	Internet.	Y	S	iMSApprovals	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
222	PLAN/BUILD/ENVIRON.	Inspections	The system has the ability to provide a native and/or fully integrated IVR functionality for inspection requests and permit status look-up.	Y	TPS	iMSApprovals	Phase I	Yes. We have several clients using an IVR solution (Selectron) with iMS and the integrations have already been built.
223	PLAN/BUILD/ENVIRON.	Inspections	The system has the ability to provide IVR functionality that allows City staff to record audio instructions and messages for contractor and applicants to hear when they dial into the IVR number.	Y-ND	TPS	iMSApprovals	Phase I	Through your selected IVR Provider and integration to iMS.
224	PLAN/BUILD/ENVIRON.	Inspections	The system has the ability to provide IVR functionality that allows for contractors and applicants to obtain status information on a submitted permit.	Y-ND	TPS	iMSApprovals	Phase I	Through your selected IVR Provider and integration to iMS.
225	PLAN/BUILD/ENVIRON.	Inspections	The system has the ability to provide IVR functionality that allows for contractors and applicants to request inspections.	Y-ND	TPS	iMSApprovals	Phase I	Through your selected IVR Provider and integration to iMS.
226	PLAN/BUILD/ENVIRON.	Inspections	The system has the ability to provide IVR functionality that allows for contractors and applicants to obtain status information on a scheduled inspection (e.g., request received, inspection scheduled).	Y-ND	TPS	iMSApprovals	Phase I	Through your selected IVR Provider and integration to iMS.
227	PLAN/BUILD/ENVIRON.	Inspections	The system has the ability to provide IVR functionality that allows for contractor and applicants to cancel a scheduled inspection.	Y-ND	TPS	iMSApprovals	Phase I	Through your selected IVR Provider and integration to iMS.
228	PLAN/BUILD/ENVIRON.	Inspections	The system has the ability to provide IVR functionality that allows for contractors and applicants to obtain status information on a completed inspection (e.g., pass, re-inspection required, etc.).	Y-ND	TPS	iMSApprovals	Phase I	Through your selected IVR Provider and integration to iMS.

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Req #	Process	Sub-Process	Requirement					
229	PLAN/BUILD/ENVIRON.	Inspections	The system has the ability to provide text message (SMS) functionality that allows for contractors and applicants to request inspections.	Y-ND	TPS	iMSApprovals	Phase I	Through your selected IVR Provider and integration to iMS.
230	PLAN/BUILD/ENVIRON.	Inspections	The system has the ability to provide text message (SMS) functionality that allows for contractors and applicants to obtain status information on a scheduled inspection (e.g., request received, inspection scheduled).	Y-ND	TPS	iMSApprovals	Phase I	Through your selected IVR Provider and integration to iMS.
231	PLAN/BUILD/ENVIRON.	Inspections	Allow inspection scheduling and logging of inspection results.	Y	S	iMSApprovals	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
232	PLAN/BUILD/ENVIRON.	Inspections	Provide for logging of inspection results from field.	Y	S	iMSApprovals	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
233	PLAN/BUILD/ENVIRON.	Inspections	Records travel time and actual inspection time summarized by permit and Inspector.	Y	S	iMSApprovals	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
234	PLAN/BUILD/ENVIRON.	Inspections	Print out a permit visitation which displays any of the data that has been collected and any pertinent comments as well as a place for an inspector to document his work	Y	S	iMSApprovals	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
235	PLAN/BUILD/ENVIRON.	Inspections	Allows for holds to be placed on applications, permits, and/or parcels to stop development	Y	S	iMSApprovals	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
236	PLAN/BUILD/ENVIRON.	Inspections	Allows for recalculation of application/permit fees based upon updated information.	Y	S	iMSApprovals	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
237	PLAN/BUILD/ENVIRON.	Inspections	Allows for the capture and storage of scanned images.	Y	S	iMSApprovals	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.

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238	PLAN/BUILD/ENVIRON.	Inspections	Allows for the issuance of permits based upon one application/permit number for the entire project, regardless of the permits attached to the project	Y	S	iMSApprovals	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
239	PLAN/BUILD/ENVIRON.	Inspections	Allows for the use of mobile devices in the field	Y	S	iMSApprovals	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
240	PLAN/BUILD/ENVIRON.	Inspections	Allows multi-tasking enabling users to access multiple applications or functions without leaving the initial application, function or system.	Y	S	iMSApprovals	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
241	PLAN/BUILD/ENVIRON.	Inspections	Allows the capture of multiple telephone numbers and e-mail addresses for all applicants, owners, and contractors.	Y	S	iMSApprovals	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
242	PLAN/BUILD/ENVIRON.	Inspections	Allows the City to create workflow procedures to duplicate or replace existing procedures.	Y	S	iMSApprovals	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
243	PLAN/BUILD/ENVIRON.	Inspections	Allows the City to determine/identify items that would prevent certain permits from being issued. For example, outstanding fees, code enforcement cases or utility system holds, etc.	Y	S	iMSApprovals	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
244	PLAN/BUILD/ENVIRON.	Inspections	Allows the user to change or divide property addresses for newly created properties - full integration with GIS and master streets and address systems	Y	S	iMSApprovals	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
245	PLAN/BUILD/ENVIRON.	Inspections	Allows users to maintain contractor/licensee information in a central location	Y	S	iMSApprovals	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
246	PLAN/BUILD/ENVIRON.	Inspections	Automatically calculate user-defined "key dates" for a permit as part of the approval process.	Y	S	iMSApprovals	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.

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247	PLAN/BUILD/ENVIRON.	Inspections	Automatically enters "today's date" as the date of creation on a permit at the time of application; also identifying the creator and time of data entry activity	Y	S	iMSApprovals	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
248	PLAN/BUILD/ENVIRON.	Inspections	Calendar for scheduling daily building inspections that can be queried and included in reports	Y	S	iMSApprovals	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
249	PLAN/BUILD/ENVIRON.	Inspections	Scheduling of inspections by geographic area, project/permit types and inspection types. Allow rescheduling by authorized users.	Y	S	iMSApprovals	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
250	PLAN/BUILD/ENVIRON.	Inspections	Captures/pulls comments from one type of permit to another type of permit on the same property when requested by user.	Y	S	iMSApprovals	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
251	PLAN/BUILD/ENVIRON.	Inspections	Create custom permit templates for common permit types	Y	S	iMSApprovals	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
252	PLAN/BUILD/ENVIRON.	Inspections	Issue permit refunds	Y	S	iMSApprovals	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
253	PLAN/BUILD/ENVIRON.	Inspections	Electronically route permit application for approval and inspection management	Y	S	iMSApprovals	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
254	PLAN/BUILD/ENVIRON.	Inspections	Generates a tickler file of deadline dates.	Y	S	iMSApprovals	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
255	PLAN/BUILD/ENVIRON.	Inspections	Generates list of permits nearing expiration.	Y	S	iMSApprovals	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.

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256	PLAN/BUILD/ENVIRON.	Inspections	Generates corresponding notices on delinquency of permits	Y	S	iMSApprovals	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
257	PLAN/BUILD/ENVIRON.	Inspections	Provides a method of archiving or creating a history file for closed applications/permits.	Y	S	iMSApprovals	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
258	PLAN/BUILD/ENVIRON.	Inspections	Provides a method to allow the homeowner to act as his own contractor for all permit types.	Y	S	iMSApprovals	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
259	PLAN/BUILD/ENVIRON.	Inspections	Shows the current status of applications/permits under one specific development project.	Y	S	iMSApprovals	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
260	PLAN/BUILD/ENVIRON.	Inspections	Interfaces with Microsoft Office in order to produce written notifications regarding finding of inspections.	Y	S	iMSApprovals	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
261	PLAN/BUILD/ENVIRON.	Inspections	Track code violations and related documentation	Y	S	iMSApprovals	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
262	PLAN/BUILD/ENVIRON.	Inspections	Issues and track multiple permits associated with one address.	Y	S	iMSApprovals	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
263	PLAN/BUILD/ENVIRON.	Inspections	Links all permits and inspections activity to property records, owners and contractors.	Y	S	iMSApprovals	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
264	PLAN/BUILD/ENVIRON.	Inspections	Provide narrative description of business, notations, etc.	Y	S	iMSApprovals	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.

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265	PLAN/BUILD/ENVIRON.	Inspections	Provides a user-defined table of standard or recurring conditions that can be accessed and applied to a permit during permit processing, thereby eliminating the need to key standard' conditions	Y	S	iMSApprovals	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
266	PLAN/BUILD/ENVIRON.	Inspections	The system has the ability to accommodate recurring inspections.	Y	S	iMSApprovals	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
267	PLAN/BUILD/ENVIRON.	Inspections	The system has the ability to automate the scheduling and notification of recurring inspections.	Y	S	iMSApprovals	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
268	PLAN/BUILD/ENVIRON.	Inspections	The system has the ability to allow for an unlimited number of inspections on each application/case.	Y	S	iMSApprovals	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
269	PLAN/BUILD/ENVIRON.	Inspections	The system has the ability to support follow-up inspections for tracking warranty periods (e.g., inspection prior to expiration of warranty).	Y	S	iMSApprovals	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
270	PLAN/BUILD/ENVIRON.	Inspections	The system has the ability to require steps in the inspection process to be followed and not skipped with the ability to override, with appropriate security permissions.	Y	S	iMSApprovals	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
271	PLAN/BUILD/ENVIRON.	Inspections	The system has the ability to identify an inspection as conducted by a third-party or special inspector.	Y	S	iMSApprovals	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
272	PLAN/BUILD/ENVIRON.	Inspections	The system has the ability to display flags, holds, and other conditions from the permitting application process to be viewable in the inspections module.	Y	S	iMSApprovals	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
273	PLAN/BUILD/ENVIRON.	Inspections	The system has the ability to support multiple types of application flags, visible to inspectors from the inspection module.	Y	S	iMSApprovals	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.



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274	PLAN/BUILD/ENVIRON.	Inspections	The system has the ability to set a default user by permit type to allow automatic assign first inspection of a new permit to that default user (e.g., default inspector) and allow users change the default inspector as needed.	Y	S	iMSApprovals	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
275	PLAN/BUILD/ENVIRON.	Inspections	Provides integration with word processing for entry of comments and conditions and produce permit summary documentation.	Y	S	iMSApprovals	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
276	PLAN/BUILD/ENVIRON.	Inspections	Provides on-demand listings of permits in various sort orders (by address, date, type of permit, permit number, assigned inspector, etc.) and with various selections criteria (i.e., permit status, application data ranges, inspector assigned or involved in	Y	S	iMSApprovals	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
277	PLAN/BUILD/ENVIRON.	Inspections	Browse and access any permit by permit number, PIN number, property address, permit description, any of the names associated with the permit (owners, applicants, developers, etc.), type of permit, and user-defined lookup fields.	Y	S	iMSApprovals	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
278	PLAN/BUILD/ENVIRON.	Other	Businesses can be identified by geocode for business analysis purposes (e.g., groupings, etc.)	Y	S	iMSApprovals	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
279	PLAN/BUILD/ENVIRON.	Owner Transfer	As a Reviewer, I can view the history of business ownership	Y	S	iMSApprovals	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
280	PLAN/BUILD/ENVIRON.	Permit	As a Reviewer/Approver, I can select properties to receive notice about an application request	Y	S	iMSApprovals	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
281	PLAN/BUILD/ENVIRON.	Permit	As a Reviewer/Approver, I can print notices (letters or signs) to send to impacted property owners	Y	S	iMSApprovals	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
282	PLAN/BUILD/ENVIRON.	Permit	As a Reviewer/Approver, I can send notifications via email, text, or print	Y	S	iMSApprovals	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.

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283	PLAN/BUILD/ENVIRON.	Permit	As a Reviewer/Approver, I can issue a service order with Inspectors to post a notice on property based on the Inspector's schedule and notification requirements	Y	S	iMSApprovals	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
284	PLAN/BUILD/ENVIRON.	Permit	As an Applicant, I receive updates of my permit application status during each for each application review change	Y	S	iMSApprovals	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
285	PLAN/BUILD/ENVIRON.	Permit	As an Applicant, I can select the way that I am notified about my permit application status (e.g., email, text, etc.)	Y	S	iMSApprovals	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
286	PLAN/BUILD/ENVIRON.	Permit	Planners update land use in GIS from the approved application record	Y	S	iMSApprovals	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
287	PLAN/BUILD/ENVIRON.	Permit	Departments responsible for enforcing code and other standards can review and comment in the application record	Y	S	iMSApprovals	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
288	PLAN/BUILD/ENVIRON.	Permit	Development orders are printed from system after proper approvals are recorded	Y	S	iMSApprovals	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
289	PLAN/BUILD/ENVIRON.	Permit	Solution calculates fees based on type of permit (e.g., residential and non-residential)	Y	S	iMSApprovals	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
290	PLAN/BUILD/ENVIRON.	Permit	Applicant can pay fee or establish escrow for fees	Y	S	iMSApprovals	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
291	PLAN/BUILD/ENVIRON.	Permit	Escrow balance is tracked in solution	Y	S	iMSApprovals	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.

## Functional Requirements

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TPS	Requirement and Feature Supported by Third Party
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### IF Y-ND Selected (Column J)

F	Feature Schedule for Future Release in Generally Available Software
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Req #	Process	Sub-Process	Requirement					
292	PLAN/BUILD/ENVIRON.	Permit	Planners can establish drawdown schedule so that fees are drawn from escrow balance first before establishing receivable	Y	S	iMSApprovals	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
293	PLAN/BUILD/ENVIRON.	Permit	Reviewers can provide comments during permit review	Y	S	iMSApprovals	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
294	PLAN/BUILD/ENVIRON.	Permit	Permits are issued from system with punch list of items to be completed before occupancy permit is issued	Y	S	iMSApprovals	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
295	PLAN/BUILD/ENVIRON.	Planning	Support online pre-planning process with workflow capabilities	Y	S	iMSApprovals	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
296	PLAN/BUILD/ENVIRON.	Planning	Collect revenue fee for pre-planning process and distribute to applicable departments	Y	S	iMSApprovals	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
297	PLAN/BUILD/ENVIRON.	Planning	Ability to track actual costs of pre-application process	Y	S	iMSApprovals	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
298	PLAN/BUILD/ENVIRON.	Planning	Provide for the tracking of the following Planning applications:	Y	S	iMSApprovals	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
299	PLAN/BUILD/ENVIRON.	Planning	Planning Site Plan Reviews	Y	S	iMSApprovals	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
300	PLAN/BUILD/ENVIRON.	Planning	General Plan Amendments	Y	S	iMSApprovals	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.

## Functional Requirements

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Req #	Process	Sub-Process	Requirement					
301	PLAN/BUILD/ENVIRON.	Planning	Design Review and revisions	Y	S	iMSApprovals	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
302	PLAN/BUILD/ENVIRON.	Planning	Modifications	Y	S	iMSApprovals	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
303	PLAN/BUILD/ENVIRON.	Planning	Zone Changes	Y	S	iMSApprovals	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
304	PLAN/BUILD/ENVIRON.	Planning	Conditional Use Permits and revisions	Y	S	iMSApprovals	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
305	PLAN/BUILD/ENVIRON.	Planning	Administrative Site Plan and revisions	Y	S	iMSApprovals	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
306	PLAN/BUILD/ENVIRON.	Planning	Design Review	Y	S	iMSApprovals	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
307	PLAN/BUILD/ENVIRON.	Planning	Tentative Tract, Tentative Parcel Map and revisions	Y	S	iMSApprovals	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
308	PLAN/BUILD/ENVIRON.	Planning	Provide the ability to establish review and expiration dates for all events.	Y	S	iMSApprovals	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
309	PLAN/BUILD/ENVIRON.	Renewal	As a Permit Owner, I can renew my permit online	Y	S	iMSApprovals	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.

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Req #	Process	Sub-Process	Requirement					
310	PLAN/BUILD/ENVIRON.	Renewal	Renewals are issued as a type of receivable so that organization can track all receivables the same way	Y	S	iMSApprovals	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
311	PLAN/BUILD/ENVIRON.	Renewal	As a Permit Owner, I can receive renewal invoices are received based on my preferred communications method	Y	S	iMSApprovals	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
312	PLAN/BUILD/ENVIRON.	Renewal	As a Reviewer, I can view the payment history on an invoice before approving a permit renewal	Y	S	iMSApprovals	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
313	PLAN/BUILD/ENVIRON.	Renewal	Renewals are issued after receivable payment is complete	Y	S	iMSApprovals	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
314	Service Request	Service Request	Allow users to directly input a service request into the system	Y	S	iMSEnforce	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
315	Service Request	Service Requests	Identifies duplicate service requests for user review	Y	S	iMSEnforce	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
316	Service Request	Service Requests	Routes the service request to the appropriate reviewer based on pre-defined roles	Y	S	iMSEnforce	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
317	Service Request	Service Requests	Allows requester to review the status of the service request and make additional comments.	Y	S	iMSEnforce	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
318	Service Request	Service Requests	Notifies requester whether the service request has been rejected or approved and converted into a work order	Y	S	iMSEnforce	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.

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Req #	Process	Sub-Process	Requirement					
319	Service Request	Service Requests	System can track the total cost of a service request from origination to completion	Y	S	iMSEnforce	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
320	Service Request	Service Requests	System can show multi-channel inbound request capabilities (e.g. citizen requests can be received through the following channels). Please indicate all that apply: smartphone app	Y	S	iMSEnforce	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
321	Service Request	Service Requests	System can show multi-channel inbound request capabilities (e.g. citizen requests can be received through the following channels). Please indicate all that apply: voicemails	Y	S	iMSEnforce	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal. Selectron? Or if manually entered by staff
322	Service Request	Service Requests	System can show multi-channel inbound request capabilities (e.g. citizen requests can be received through the following channels). Please indicate all that apply: phone calls	Y	S	iMSEnforce	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal. Selectron? Or if manually entered by staff
323	Service Request	Service Requests	System can show multi-channel inbound request capabilities (e.g. citizen requests can be received through the following channels). Please indicate all that apply: SMS/text messages	Y	S	iMSEnforce	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal. Selectron?
324	Service Request	Service Requests	System can show multi-channel inbound request capabilities (e.g. citizen requests can be received through the following channels). Please indicate all that apply: web forms	Y	S	iMSEnforce	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
325	Service Request	Service Requests	System can show multi-channel inbound request capabilities (e.g. citizen requests can be received through the following channels). Please indicate all that apply: Facebook	Y	S	iMSEnforce	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
326	Service Request	Service Requests	System can show multi-channel inbound request capabilities (e.g. citizen requests can be received through the following channels). Please indicate all that apply: Twitter	Y	S	iMSEnforce	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.

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Req #	Process	Sub-Process	Requirement					
327	Service Request	Service Requests	System can show multi-channel inbound request capabilities (e.g. citizen requests can be received through the following channels). Please indicate all that apply: Walk-ins	Y	S	iMSEnforce	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
328	Service Request	Service Requests	System can show multi-channel inbound request capabilities (e.g. citizen requests can be received through the following channels). Please indicate all that apply: Citizen communication portal	Y	S	iMSEnforce	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
329	Service Request	Service Requests	System supports social media integration	I	TPS	iMSEnforce	Phase I	Integration requirements need to be determined and more discussion may be necessary.
330	Service Request	Service Requests	System supports multi-channel outbound response capabilities (e.g. responses to service request can be sent through the original communication channel used to submit the request) (indicate any limitations in the comments column)	Y	S	iMSEnforce	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal. Email and/or Text Messaging can be sent via iMS currently. Phone numbers are listed but staff would need to physically make the call.
331	Service Request	Service Requests	System can leverages a single inbox for all citizen requests, regardless of type or communication channel used to submit request	Y	S	iMSEnforce	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
332	Service Request	Service Requests	System can convert citizen requests into service inquiries and/or work orders for public works and other departments	Y	S	iMSEnforce	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
333	Service Request	Service Requests	System allows staff and/or the public to track the progress of a service request	Y	S	iMSEnforce	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
334	Service Request	Service Requests	System can facilitate follow-up notifications internally (with staff) and externally (with the resident)	Y	S	iMSEnforce	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.

## Functional Requirements

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Req #	Process	Sub-Process	Requirement					
335	Service Request	Service Requests	System manages automated internal follow-ups for work-in-progress	Y	S	iMSEnforce	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
336	Service Request	Service Requests	System can provides reports, dashboards, and quires and other general visibility on the status of each request	Y	S	iMSEnforce	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal. May be a custom report configured by iMS and already part of our overall proposal.
337	Service Request	Service Requests	System can generate reminders	Y	S	iMSEnforce	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
338	Service Request	Service Requests	System can generate automated external follow-ups to residents to let them know that work is complete	Y	S	iMSEnforce	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
339	Service Request	Service Requests	System can produce service request analytics and quantifiable service-level data to track community-level trends	Y	S	iMSEnforce	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal. Accomplised through reports, searches (Ad-Hoc queries), dashboard items, or customized reports.
340	Service Request	Service Requests	System can produce reports on resident requests	Y	S	iMSEnforce	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
341	Service Request	Service Requests	System documents and tracks individual citizen correspondence	Y	S	iMSEnforce	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.



## Functional Requirements

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Req #	Process	Sub-Process	Requirement					
342	Service Request	Service Requests	System allows resident to review the status of their request	Y	S	iMSEnforce	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
343	Service Request	Service Requests	Systems allows residents to include photos and/or videos with a request	Y	S	iMSEnforce	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
344	Service Request	Service Requests	System allows users to geotag the incident or service request on a map	Y	S	iMSEnforce	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
345	Service Request	Service Requests	System assigns each request/incident a unique tracking number	Y	S	iMSEnforce	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
346	System	Audit	As a System Administrator, I can select types of transaction activity to record for audit purposes.	Y	S	iMS Suite	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal. Auditing is accomplished on all areas within iMS that can be altered. Viewing audited information is based on security rights for Administrators or others.
347	System	Audit	For audit purposes, the system can track user application or business transaction activity.	Y	S	iMS Suite	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
348	System	Audit	To conserve storage, audit data can be purged after a defined period of time	Y	S	iMS Suite	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.

## Functional Requirements

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Req #	Process	Sub-Process	Requirement					
349	System	Documents	Supporting documents are attached to business transactions	Y	S	iMS Suite	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
350	System	Field / Mobility	System allows staff to access the system using wireless technology	Y	S	iMS Suite	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal. As long as wireless
351	System	Field / Mobility	System allows staff to generate citations/inspection reports/tickets and record information on the job site using a mobile device	Y	S	iMS Suite	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal. As long as wireless
352	System	Field / Mobility	System has a mobile solution so staff can record information in the field and then synchronize with the system upon reconnection to a wifi network/cellular network	Y	S	iMS Suite	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal. As long as wireless
353	System	General Requirements	Ability to upload MS Excel spreadsheets into software to look for matches and provide a report (preferably another Excel report for mail merge). Ex: Reference multiple Excel spreadsheets against the system, to check for current business licenses.	Y	S	iMS Suite	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal. As long as wireless
354	System	General Requirements	Ability to upload an MS Excel spreadsheet and have the software create its own type of mail merge on preset letters.	Y	S	iMS Suite	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal. As long as wireless
355	System	General Requirements	Business Tax Accounts - Create linkage going forward for old accounts that transferred to new owners.	Y	S	iMS Suite	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal. As long as wireless

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Req #	Process	Sub-Process	Requirement					
356	System	Land Management	System allows the GIS to act as a querying tool for BL/permit/inspection data	Y	S	iMS Suite	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal. As long as wireless
357	System	Land Management	System allows permit/inspection information to be retrieved by selecting a parcel or address in GIS and allows a user to select a GIS area or attribute (i.e. zoning/neighborhoods) and print a report of permit/inspection activities pertaining to that area	Y	S	iMS Suite	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal. As long as wireless
358	System	Land Management	System can visually represent data and property information on map	Y	S	iMS Suite	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal. As long as wireless
359	System	Land Management	System can report on all activity related to an address/parcel record (permits, history of payments, code enforcement history, land use changes, outstanding balance, etc.)	Y	S	iMS Suite	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal. As long as wireless
360	System	Land Management	System can track special property tax assessments placed on a property	Y	S	iMS Suite	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal. As long as wireless
361	System	Land Management	System can generate notification to staff when a special assessment is placed on a property	Y	S	iMS Suite	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal. As long as wireless
362	System	Land Management	User can enter a special assessment on a property record by uploading a spreadsheet (.xls or .csv file) into the system	Y	S	iMS Suite	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal. As long as wireless

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Req #	Process	Sub-Process	Requirement					
363	System	Land Management	System can interface with the property County tax system to update property ownership information	Y	S	iMS Suite	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal. As long as wireless
364	System	Reports	The system has the ability to generate reports in the following in multiple formats: (e.g. PDF, Microsoft Word and Excel)	Y	S	iMS Suite	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal. As long as wireless
365	System	Reports	The system has the ability to provide a library of standard reports (i.e., "canned" reports).	Y	S	iMS Suite	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal. As long as wireless
366	System	Reports	The system has the ability to allow a user to modify existing reports and create new reports, with appropriate security permissions.	Y	S	iMS Suite	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal. As long as wireless
367	System	Security	As a user, I can access the entire proposed solution after logging onto the network	Y	S	iMS Suite	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal. As long as wireless
368	System	Security	As a Security Administrator, I can assign security by role instead of user so that security definitions are easier to manage	Y	S	iMS Suite	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal. As long as wireless
369	System	Security	As an end-user, I cannot access and view data without having the correct role.	Y	S	iMS Suite	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal. As long as wireless

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Req #	Process	Sub-Process	Requirement					
370	System	Self-Service	System includes a Contractor Master File file to store:	Y	S	iMS Suite	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal. As long as wireless
371	System	Self-Service	Maintain information on applicant including:	Y	S	iMS Suite	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal. As long as wireless
372	System	Self-Service	Applicant Name	Y	S	iMS Suite	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal. As long as wireless
373	System	Self-Service	Applicant Address	Y	S	iMS Suite	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal. As long as wireless
374	System	Self-Service	Business Name	Y	S	iMS Suite	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal. As long as wireless
375	System	Self-Service	Business Address	Y	S	iMS Suite	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal. As long as wireless
376	System	Self-Service	Type of Business, meaning what kind of business are they conducting	Y	S	iMS Suite	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal. As long as wireless

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Req #	Process	Sub-Process	Requirement					
377	System	Self-Service	Officers of the business (ex: president, secretary etc.)	Y	S	iMS Suite	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal. As long as wireless
378	System	Self-Service	Social Security, Drivers License, or Federal ID number	Y	S	iMS Suite	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal. As long as wireless
379	System	Self-Service	Ability to code businesses using the citys preset classification numbers	Y	S	iMS Suite	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal. As long as wireless
380	System	Self-Service	Start date for business	Y	S	iMS Suite	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal. As long as wireless
381	System	Self-Service	Sections to enter sellers permit number, contractors license number, and permit numbers with the expiration date	Y	S	iMS Suite	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal. As long as wireless
382	System	Self-Service	Gross receipts	Y	S	iMS Suite	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal. As long as wireless
383	System	Self-Service	Contractor name or permit expeditor	Y	S	iMS Suite	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal. As long as wireless

## Functional Requirements

### Implementation Response Available Definitions (Column E)

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Y-ND	Requirement Met and Proposed (Features that are not offered as a generally available product or require custom development)
N	Requirement Not Met with Proposal
I	Need More Information/Discussion

### Column F: Available Responses (Column F)

S	Requirement and Feature Supported by Software Developer
TPS	Requirement and Feature Supported by Third Party
NS	Requirement and Feature Not Supported

### IF Y-ND Selected (Column J)

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Req #	Process	Sub-Process	Requirement					
384	System	Self-Service	Doing Business As name (DBA)	Y	S	iMS Suite	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal. As long as wireless
385	System	Self-Service	Business Type	Y	S	iMS Suite	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal. As long as wireless
386	System	Self-Service	Telephone (multiple)	Y	S	iMS Suite	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal. As long as wireless
387	System	Self-Service	Email	Y	S	iMS Suite	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal. As long as wireless
388	System	Self-Service	Date of issuance	Y	S	iMS Suite	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal. As long as wireless
389	System	Self-Service	Date of final approval	Y	S	iMS Suite	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal. As long as wireless
390	System	Self-Service	Date of expiration (if applicable)	Y	S	iMS Suite	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal. As long as wireless

## Functional Requirements

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N	Requirement Not Met with Proposal
I	Need More Information/Discussion

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Req #	Process	Sub-Process	Requirement					
391	System	Self-Service	Multiple locations (per license)	Y	S	iMS Suite	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal. As long as wireless
392	System	Self-Service	online applications for community members for permits, etc	Y	S	iMS Suite	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal. As long as wireless
393	System	Transaction	Plan	Y	S	iMS Suite	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal. As long as wireless
394	System	Transaction	Users can use transaction templates to reduce data entry	Y	S	iMS Suite	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal. As long as wireless
395	System	Transaction	Users can default data in data entry forms to reduce data entry and errors	Y	S	iMS Suite	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal. As long as wireless
396	System	Transaction	The system allows for capturing business data based on the Standard Industrial Classification (SIC) Codes.	Y	S	iMS Suite	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal. As long as wireless
397	System	Transaction	The system allows for capturing business data based on the National Industry-Specific Occupational Employment and Wage Estimates(NAICS )Code	Y	S	iMS Suite	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal. As long as wireless



## Functional Requirements

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Req #	Process	Sub-Process	Requirement					
398	System	Workflow	As an approver, I am quickly notified when an approval is required because I am notified by:	Y	S	iMS Suite	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal. As long as wireless
399	System	Workflow	Notification after I log into solution	Y	S	iMS Suite	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal. As long as wireless
400	System	Workflow	Notification by email	Y	S	iMS Suite	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal. As long as wireless
401	System	Workflow	As a Workflow Designer, I can save versions of workflow design	Y	S	iMS Suite	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal. As long as wireless
402	System	Workflow	As an approver, I can approve transactions from all proposed functions.	Y	S	iMS Suite	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal. As long as wireless
403	System	Workflow	As an approver, I can approve transactions from all proposed third-party solutions	Y	S	iMS Suite	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal. As long as wireless
404	System	Workflow	As an approver, I can request more information or explain my decision during workflow approval	Y	S	iMS Suite	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal. As long as wireless

## Functional Requirements

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Req #	Process	Sub-Process	Requirement					
405	System	Workflow	The system reports the status of a workflow transaction so that the originator does not need to manually track the transaction	Y	S	iMS Suite	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal. As long as wireless
406	System	Workflow	The originator can add comments when responding to approver request for information	Y	S	iMS Suite	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal. As long as wireless
407	System	Workflow	I can assign approval to a designated user when I am on leave	Y	S	iMS Suite	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal. As long as wireless
408	System	Workflow	The system has the ability to accommodate a City-defined checklist for initial application acceptance.	Y	S	iMS Suite	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal. As long as wireless
409	Work Orders	Mobile Work Orders	System supports viewing, updating, and adding information to work orders through mobile devices	Y	S	iMS Assets	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
410	Work Orders	Mobile Work Orders	Mobile units receive new work orders or updates to existing work orders in real time	Y	S	iMS Assets	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
411	Work Orders	Mobile Work Orders	Mobile unit logs start and stop time for completing work order	Y	S	iMS Assets	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
412	Work Orders	Work Order Billing	Costs for work order can be billed by: Actual costs (salary, benefits, supplies, etc.)	Y	S	iMS Assets	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.

## Functional Requirements

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Req #	Process	Sub-Process	Requirement					
413	Work Orders	Work Order Billing	System can apply pre-determined overhead rate to work order billing	Y	S	iMS Assets	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
414	Work Orders	Work Order Billing	System to bill outside entities based on work order, including the billing of city over head costs	Y	S	iMS Assets	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
415	Work Orders	Work Order Closing	Upon completion, system closes work order and tracks necessary result, labor, material, equipment and other cost information	Y	S	iMS Assets	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
416	Work Orders	Work Order Closing	Workflow for approval of closed work orders, based on type of work order	Y	S	iMS Assets	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
417	Work Orders	Work Order Closing	System allows soft close of a work order pending inspection for user selected or user defined work orders	Y	S	iMS Assets	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
418	Work Orders	Work Order Closing	System tracks follow up work that is required	Y	S	iMS Assets	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
419	Work Orders	Work Order Management	System interfaces with City's GIS database (ESRI)	Y	S	iMS Assets	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
420	Work Orders	Work Order Management	Generates work orders for land	Y	S	iMS Assets	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
421	Work Orders	Work Order Management	Service requests can be initiated by internal and external customers	Y	S	iMS Assets	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.

## Functional Requirements

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Req #	Process	Sub-Process	Requirement					
422	Work Orders	Work Order Management	Ability for requester (citizens, employees) to enter or create a service request from an online portal/self-service, or City website	Y	S	iMS Assets	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
423	Work Orders	Work Order Management	System tracks requester's name	Y	S	iMS Assets	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
424	Work Orders	Work Order Management	System tracks requester's phone number	Y	S	iMS Assets	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
425	Work Orders	Work Order Management	System tracks requester's email address	Y	S	iMS Assets	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
426	Work Orders	Work Order Management	System tracks requester's physical address	Y	S	iMS Assets	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
427	Work Orders	Work Order Management	Work orders to tie to property file/parcel (track workers orders by property)	Y	S	iMS Assets	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
428	Work Orders	Work Order Management	Ability to notify customer (internal or external) on the completion or status of a task	Y	S	iMS Assets	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
429	Work Orders	Work Order Management	Work order applies to multiple assets with same task	Y	S	iMS Assets	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
430	Work Orders	Work Order Management	Service requests can be routed to appropriate user for review and approval	Y	S	iMS Assets	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.

## Functional Requirements

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Req #	Process	Sub-Process	Requirement					
431	Work Orders	Work Order Management	Track the status and cost of the work order from generation to completion	Y	S	iMS Assets	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
432	Work Orders	Work Order Management	Generate a work order from a service request	Y	S	iMS Assets	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
433	Work Orders	Work Order Management	Generate a work order without a service request (e.g. respond to an emergency)	Y	S	iMS Assets	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
434	Work Orders	Work Order Management	Template to generate common work orders	Y	S	iMS Assets	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
435	Work Orders	Work Order Management	Group templates of work order	Y	S	iMS Assets	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
436	Work Orders	Work Order Management	Copy old work order to create new work order	Y	S	iMS Assets	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
437	Work Orders	Work Order Management	Create template from old work order	Y	S	iMS Assets	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
438	Work Orders	Work Order Management	System can generate multiple work orders from one service request	Y	S	iMS Assets	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
439	Work Orders	Work Order Management	System can divide the work order into multiple activities, tasks, and phases	Y	S	iMS Assets	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.

## Functional Requirements

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Req #	Process	Sub-Process	Requirement					
440	Work Orders	Work Order Management	Work orders can contain unlimited number of phases (tasks) (please indicate limit)	Y	S	iMS Assets	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal. Tasks can be grouped based on a Phase. Generally recommend a report to review a multi-phase work order
441	Work Orders	Work Order Management	Ability to prioritize work orders (determined and set manually)	Y	S	iMS Assets	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
442	Work Orders	Work Order Management	User can identify (override) priority for work order	Y	S	iMS Assets	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
443	Work Orders	Work Order Management	Work orders can be grouped to accommodate full multiple work order process	Y	S	iMS Assets	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal. Tasks can be grouped based on a Phase. Generally recommend a report to review grouped a multiple work order process and sibling linking of records
444	Work Orders	Work Order Scheduling	Planner can easily view prioritized work and schedule jobs either daily or weekly	Y	S	iMS Assets	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
445	Work Orders	Work Order Scheduling	Provides ability to carry scheduled jobs not completed to next schedule day or week.	Y	S	iMS Assets	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
446	Work Orders	Work Order Scheduling	Requester or Employees can view the reason that the work order is in a current status (e.g., started, delayed, % completion, complete)	Y	S	iMS Assets	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.

## Functional Requirements

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Req #	Process	Sub-Process	Requirement					
447	Work Orders	Work Order Scheduling	Notification to the requester when a work order has been completed	Y	S	iMS Assets	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
448	Work Orders	Work Order Scheduling	Scheduling of work orders on calendar by time	Y	S	iMS Assets	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
449	Work Orders	Work Order Scheduling	Track employee time charged to work orders	Y	S	iMS Assets	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
450	Work Orders	Work Order Scheduling	Ability to view work orders that are assigned to each employee	Y	S	iMS Assets	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
451	Work Orders	Work Order Scheduling	Ability to sort work orders by type and sub-type	Y	S	iMS Assets	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
452	Work Orders	Work Order Tracking	Generates bill s (auto create necessary items needed on a standard routine job from actual work orders completed)	Y	S	iMS Assets	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
453	Work Orders	Work Order Tracking	Prioritize the work order based on user-defined thresholds and available resources.	Y	S	iMS Assets	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
454	Work Orders	Work Order Tracking	Assign the work order to one employee, multiple employees, or groups of employees	Y	S	iMS Assets	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal. iMS supports Roles which can contain one or more grouped employees

## Functional Requirements

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Req #	Process	Sub-Process	Requirement					
455	Work Orders	Work Order Tracking	Assign work order to non-employees, or groups of non employees	Y	S	iMS Assets	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal. iMS supports Roles which can contain one or more grouped non-employees
456	Work Orders	Work Orders	Ability to send automated notifications to the requesting department (or citizen) via electronic methods of changes in the work order status.	Y	S	iMS Assets	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
457	Work Orders	Work Orders	Ability for work orders to display and print special instructions.	Y	S	iMS Assets	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
458	Work Orders	Work Orders	Ability to track all dates throughout the work order life cycle (e.g., date received, date scheduled, date started, etc.).	Y	S	iMS Assets	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
459	Work Orders	Work Orders	Ability to record date and time, changes made, and the user who made changes to any work order.	Y	S	iMS Assets	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
460	Work Orders	Work Orders	Ability to create approval process for the following:	Y	S	iMS Assets	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
461	Work Orders	Work Orders	Open Work Order	Y	S	iMS Assets	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
462	Work Orders	Work Orders	Place Work Order on Hold	Y	S	iMS Assets	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.



## Functional Requirements

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Req #	Process	Sub-Process	Requirement					
463	Work Orders	Work Orders	Close Work Order	Y	S	iMS Assets	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
464	Work Orders	Work Orders	Voided Work Order	Y	S	iMS Assets	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
465	Work Orders	Work Orders	User-defined status	Y	S	iMS Assets	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
466	Work Orders	Work Orders	Ability to identify and prevent duplicate work orders.	Y	S	iMS Assets	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
467	Work Orders	Work Orders	Ability to prioritize work orders based on user-defined parameters or assignments.	Y	S	iMS Assets	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
468	Work Orders	Work Orders	Ability to create master work orders with associated sub-work orders (e.g., renovation project work order is made up of destruction, construction, electrical, plumbing, etc.) and provide an obvious cross-reference.	Y	S	iMS Assets	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
469	Work Orders	Work Orders	Ability to generate automatic form letters (notification documents) to notify specified users when preventative maintenance is due.	Y	S	iMS Assets	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
470	Work Orders	Work Orders	Ability to override/modify recurring or PM work orders before they are actually generated.	Y	S	iMS Assets	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
471	Work Orders	Work Orders	Ability to place a work order on "hold" pending parts arrival, etc.	Y	S	iMS Assets	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.

## Functional Requirements

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Req #	Process	Sub-Process	Requirement					
472	Work Orders	Work Orders	Ability to notify users when a work order is on hold with reason.	Y	S	iMS Assets	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
473	Work Orders	Work Orders	Ability to notify user when a work order on hold will be completed	Y	S	iMS Assets	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
474	Work Orders	Work Orders	Ability to notify work order manager or requestor when items that have caused a work order to be placed on "hold" has been addressed or solved.	Y	S	iMS Assets	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
475	Work Orders	Work Orders	Ability to print out work orders for technician or field use.	Y	S	iMS Assets	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
476	Rent Program	Counseling	The system allows Housing Counselors to create cases related to issues reported by property owners, tenants, and other clients	Y	S	IMSEnforce	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
477	Rent Program	Counseling	System includes a Master Client file to store:	Y	S	IMSEnforce	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
478	Rent Program	Counseling	Case-Updates	Y	S	IMSEnforce	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
479	Rent Program	Counseling	Date and Time Case was Created	Y	S	IMSEnforce	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.

## Functional Requirements

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### IF Y-ND Selected (Column J)

F	Feature Schedule for Future Release in Generally Available Software
E	Feature Developed as Enhancement for this Project

Req #	Process	Sub-Process	Requirement					
480	Rent Program	Counseling	Case Status (open/closed)	Y	S	IMSEnforce	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
481	Rent Program	Counseling	Client Type (tenant, landlord, attorney, advocate, etc.)	Y	S	IMSEnforce	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
482	Rent Program	Counseling	Property Address	Y	S	IMSEnforce	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
483	Rent Program	Counseling	Client Phone Number, primary and secondary	Y	S	IMSEnforce	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
484	Rent Program	Counseling	Client Email	Y	S	IMSEnforce	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
485	Rent Program	Counseling	Issue Type	Y	S	IMSEnforce	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
486	Rent Program	Counseling	Counselor notes	Y	S	IMSEnforce	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
487	Rent Program	Counseling	Follow-Up Actions (e.g. (Call, Email, Referral to City or Community Agency)	Y	S	IMSEnforce	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
488	Rent Program	Reports	The system has the ability to generate reports in the following in multiple formats: (e.g. PDF, Microsoft Word and Excel)	Y	S	IMSEnforce	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.

## Functional Requirements

### Implementation Response Available Definitions (Column E)

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### Column F: Available Responses (Column F)

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Req #	Process	Sub-Process	Requirement					
489	Rent Program	Reports	The system has the ability to provide a library of standard reports (i.e., "canned" reports).	Y	S	IMSEnforce	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
490	Rent Program	Reports	The system has the ability to allow a user to modify existing reports and create new reports, with appropriate security permissions from data in the master client file	Y	S	IMSEnforce	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
491	Rent Program	Reports	The system shall include an email function to allow for follow-up or response emails to clients.	Y	S	IMSEnforce	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
492	Rent Program	Reports	The system will maintain a record of emails that are associated with a particular case	Y	S	IMSEnforce	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
493	Rent Program	Reports	The system shall have an incident reporting feature that associates with clients (landlords, tenants, agents etc.) and allows for incident note entry	Y	S	IMSEnforce	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
494	Rent Program	Reports	The system shall provide a dashboard that will capture the current operational state of the Rent Program. This operational dashboard shall include:	Y	S	IMSEnforce	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
495	Rent Program	Reports	Total number of cases assigned to each member of the registration unit in a given period.	Y	S	IMSEnforce	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
496	Rent Program	Reports	Number of cases open and pending a first action by case type in a given period.	Y	S	IMSEnforce	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
497	Rent Program	Reports	Number of cases closed and verified in a given period.	Y	S	IMSEnforce	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.

## Functional Requirements

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Req #	Process	Sub-Process	Requirement					
498	Rent Program	Reports	Average resolution time by case type in a given period.	Y	S	IMSEnforce	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
499	Rent Program	Reports	Total number of units in compliance in a given period.	Y	S	IMSEnforce	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
500	Rent Program	Reports	Total number of units in various types of status in a given period.	Y	S	IMSEnforce	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
501	Rent Program	Reports	Total number of units in exemption verification process in a given period.	Y	S	IMSEnforce	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
502	Rent Program	Reports	Total number of units involved in evictions in a given period.	Y	S	IMSEnforce	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
503	Rent Program	Reports	Total number of registration and enrollment filed in a given period.	Y	S	IMSEnforce	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
504	Rent Program	Reports	Total number of unit status changes performed in a given period.	Y	S	IMSEnforce	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
505	Rent Program	Reports	Total Payments collected, by payment type in a given period.	Y	S	IMSEnforce	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
506	Rent Program	Reports	Total Payments (collected & outstanding) by fee type in a given period.	Y	S	IMSEnforce	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.

## Functional Requirements

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Req #	Process	Sub-Process	Requirement					
507	Rent Program	Reports	The system shall provide a Hearing Examiner/Mediator dashboard that shall include:	Y	S	IMSEnforce	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
508	Rent Program	Reports	Total Petitions filed, by petition type in a given period.	Y	S	IMSEnforce	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
509	Rent Program	Reports	Total Petitions filed by outcomes in a given period.	Y	S	IMSEnforce	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
510	Rent Program	Reports	Total Mediations requested, by mediation issue(s) in a given period.	Y	S	IMSEnforce	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
511	Rent Program	Reports	Average resolution time for mediation cases by reasons for closing.	Y	S	IMSEnforce	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
512	Rent Program	General	The system provides scheduling capabilities such as setting-up a counseling appointment.	Y	S	IMSEnforce	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
513	Rent Program	General	The System allows for supervisors to schedule and monitor cases assigned to a housing counselor	Y	S	IMSEnforce	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
514	Rent Program	Enrollment	The system shall allow Rent Program staff to add and update property and unit information:	Y	S	IMSEnforce	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
515	Rent Program	Enrollment	Tract	Y	S	IMSEnforce	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.

## Functional Requirements

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Req #	Process	Sub-Process	Requirement					
516	Rent Program	Enrollment	Subdivision	Y	S	IMSEnforce	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
517	Rent Program	Enrollment	Assessor's Parcel Number (APN)	Y	S	IMSEnforce	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
518	Rent Program	Enrollment	Number of units	Y	S	IMSEnforce	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
519	Rent Program	Enrollment	Details about compliance	Y	S	IMSEnforce	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
520	Rent Program	Enrollment	Type of building	Y	S	IMSEnforce	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
521	Rent Program	Enrollment	Owner information	Y	S	IMSEnforce	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
522	Rent Program	Enrollment	Owner representative information	Y	S	IMSEnforce	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
523	Rent Program	Enrollment	Additional owner information & their ownership percentages	Y	S	IMSEnforce	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
524	Rent Program	Enrollment	Agent information	Y	S	IMSEnforce	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.

## Functional Requirements

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Req #	Process	Sub-Process	Requirement					
525	Rent Program	Enrollment	The system shall allow Rent Program staff to track and manage Condo Conversion and Parcel Splits.	Y	S	IMSEnforce	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
526	Rent Program	Enrollment	The system shall generate a unique owner code identifier for every owner in the system.	Y	S	IMSEnforce	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
527	Rent Program	Enrollment	The system shall prevent registration staff from creating duplicate property or unit information and deliver warning message	Y	S	IMSEnforce	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
528	Rent Program	Enrollment	The system shall prevent registration staff from creating duplicate owner and agent information	Y	S	IMSEnforce	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
529	Rent Program	Enrollment	Based on the information entered by registration staff, the system shall calculate outstanding fees and penalties owed on the property.	Y	S	IMSEnforce	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
530	Rent Program	Enrollment	The system allows for the City to define criteria for an Exemption Verification Process for use relating to properties	Y	S	IMSEnforce	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
531	Rent Program	Enrollment	The system shall allow Rent Program staff to customize the template and content of the notice and denial letters generated by the system	Y	S	IMSEnforce	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
532	Rent Program	Enrollment	System can generate notifications to rental staff relating to the steps in the verification process	Y	S	IMSEnforce	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
533	Rent Program	Self-Service	The system shall allow landlord and agents to register for a username and password to login into the public portal	Y	S	IMSEnforce	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.



## Functional Requirements

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Req #	Process	Sub-Process	Requirement					
534	Rent Program	Self-Service	The system shall allow authorized users to login to the public portal to view all their properties, any outstanding balances on properties, unit status (rented or exempt) and all of the tenancy details for current tenancies	Y	S	IMSEnforce	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
535	Rent Program	Self-Service	The system shall allow authorized users to request the unit status from exempt to rented, rented to exempt, and change the exempt reason using the public portal.	Y	S	IMSEnforce	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
536	Rent Program	Self-Service	The system shall allow users to make payments using all major credit and debit cards and e-checks on the public portal.	Y	S	IMSEnforce	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
537	Rent Program	Self-Service	The system shall allow authorized users to view each property's balance (inclusive of fees, penalties, and waivers), and select the properties to make a payment using the public portal.	Y	S	IMSEnforce	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
538	Rent Program	Rent Increase tracking	The system shall track rent histories for all units in a RENTED status	Y	S	IMSEnforce	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
539	Rent Program	Rent Increase tracking	The system shall be able to maintain rent histories established and regulated for units with a tenancy start date on or before July 21, 2015.	Y	S	IMSEnforce	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
540	Rent Program	Rent Increase tracking	System can calculate standard fees using effective dates and user-provided formulas or tables for the following:	Y	S	IMSEnforce	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
541	Rent Program	Rent Increase tracking	Base Rent	Y	S	IMSEnforce	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.

## Functional Requirements

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Req #	Process	Sub-Process	Requirement					
542	Rent Program	Rent Increase tracking	Annual General Adjustment	Y	S	IMSEnforce	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
543	Rent Program	Rent Increase tracking	Compliance	Y	S	IMSEnforce	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
544	Rent Program	Rent Journal	The system is able to generate a rent journal with the following information:	Y	S	IMSEnforce	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
545	Rent Program	Rent Journal	Rent Effective Date	Y	S	IMSEnforce	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
546	Rent Program	Rent Journal	Description/Reason for Adjustment	Y	S	IMSEnforce	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
547	Rent Program	Rent Journal	Adjustment Amount	Y	S	IMSEnforce	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
548	Rent Program	Rent Journal	Adjustment Type	Y	S	IMSEnforce	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
549	Rent Program	Rent Journal	Temporary or Non-temporary Adjustment	Y	S	IMSEnforce	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
550	Rent Program	Rent Journal	Adjustment Granted Date	Y	S	IMSEnforce	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.

## Functional Requirements

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Req #	Process	Sub-Process	Requirement					
551	Rent Program	Rent Journal	Adjustment stop date	Y	S	IMSEnforce	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
552	Rent Program	Rent Journal	Total Rent	Y	S	IMSEnforce	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
553	Rent Program	Fees	The system shall be able to assess fees and penalties mid-year, on a per-unit basis when a unit status changes from EXEMPT to RENTED status.	Y	S	IMSEnforce	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
554	Rent Program	Fees	The system shall calculate penalties based on the landlord's payment history for the property in accordance from a user-provided formulas or tables	Y	S	IMSEnforce	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
555	Rent Program	Fees	The system shall allow Rent Program staff to create an Administrative waiver request for a property that can be reviewed and approved by the Rent Board.	Y	S	IMSEnforce	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
556	Rent Program	Billing, Payment, & Deposit	The system shall allow Rent Program staff to generate property bills for the Annual billing. Annual billing is generated for all owners of properties with at least one unit in RENTED status	Y	S	IMSEnforce	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
557	Rent Program	Billing, Payment, & Deposit	The system shall allow Rent Program staff to generate property bills for the Penalty billing.	Y	S	IMSEnforce	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
558	Rent Program	Eviction	The system shall allow Rent Program staff to track and manage eviction cases.	Y	S	IMSEnforce	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
559	Rent Program	Eviction	The system shall allow Rent Program staff to locate a unit within the database when creating a new eviction case in the system.	Y	S	IMSEnforce	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.

## Functional Requirements

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Req #	Process	Sub-Process	Requirement					
560	Rent Program	Eviction	The system shall allow Rent Program staff to add property and unit information to the system while creating an eviction case if the unit is not registered and covered under rent ordinance.	Y	S	IMSEnforce	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
561	Rent Program	Eviction	The system shall allow Rent Program staff to add tenant information to the system while creating an eviction case if the unit is not registered and covered under rent ordinance.	Y	S	IMSEnforce	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
562	Rent Program	Eviction	The system shall allow the Rent Program Board staff to create different types of evictions.	Y	S	IMSEnforce	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
563	Rent Program	Eviction	The system shall allow the Rent Program staff to record relocation payments that are collected and paid in relation to certain eviction types such as owner move-in (OMI) and Ellis Act.	Y	S	IMSEnforce	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
564	Rent Program	Eviction	The system shall allow the Rent Program staff to record administrative fee payments that are collected under Ellis Act-type eviction cases.	Y	S	IMSEnforce	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
565	Rent Program	Eviction	The system shall allow the Rent Program staff to generate letters in response to Eviction Notices for both owners and tenants.	Y	S	IMSEnforce	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
566	Rent Program	Eviction	The system shall allow the Rent Program staff to generate letters in response to Notices to Pay or Quit for both owners and tenants. The letter template shall be configurable.	Y	S	IMSEnforce	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
567	Rent Program	Eviction	The system shall have the ability to assign evictions cases to a staff attorney for review.	Y	S	IMSEnforce	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
568	Rent Program	Eviction	The system shall have the ability to upload all documents related to an eviction case to the document management system.	Y	S	IMSEnforce	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.

**Functional Requirements**

Implementation Response Available Definitions (Column E)	
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Req #	Process	Sub-Process	Requirement					
569	Rent Program	Eviction	The system shall allow Rent Board staff to set and change the status of an eviction case and enter various outcomes.	Y	S	IMSEnforce	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
570	Rent Program	Eviction	The system shall list all the eviction cases for a unit/property under the unit/property detail screen.	Y	S	IMSEnforce	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
571	Rent Program	Eviction	The system allows for the City to define criteria for an Petition Process for use relating to properties	Y	S	IMSEnforce	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
572	Rent Program	Eviction	The system shall allow Rent Program staff to create a petition case related to a unit in the system and move it to different stages of the process per the above chart.	Y	S	IMSEnforce	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
573	Rent Program	Eviction	The system shall notify staff and hearing examiner that a property has not yet been registered. After a petition case is created, Rent Program staff shall be able to upload the petition document and supporting document that was provided by the petitioner.	Y	S	IMSEnforce	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.
574	Rent Program	Eviction	System maintains history of record changes in the petition case record so that staff can view notices, proposed remedies, hearings, and court decisions associated with the case record	Y	S	IMSEnforce	Phase I	The proposed iMS Suite meets this requirement (standard) and is part of our proposal.