

Request for Proposals (RFP)
for an
Land Management Community Development System and
Implementation Services
for



The City of Richmond, California

RFP #	2023-03
Release Date	March 16, 2023
Due Date	April 14, 2023

Table of Contents

SECTION A: RFP INTRODUCTION..... 3

- A.1 Purpose of the RFP3
- A.2 About the City3
- A.3 Project Background4
- A.4 Notice to Proposers5
- A.5 Conditions5
- A.6 City’s Rights Reserved.....6
- A.7 Communication Regarding this RFP6
- A.8 Inquiries and Requests for Clarification.....6
- A.9 Procurement Schedule7
- A.10 Evaluation Criteria8
- A.11 Proposal Submission Instructions.....9
- A.12 Organization of Proposal.....9
- A.13 Format of Electronic Submission.....9

SECTION B: SCOPE OF PROJECT 10

- B.1 Project Scope – Overview10
- B.2 Project Goals.....10
- B.3 Project Timeline12
- B.4 Implementation Approach.....12
- B.5 Interfaces.....14
- B.6 Anticipated Conversion.....15
- B.7 Project Staffing15
- B.8 Statement of Work16
- B.9 Number of Users By Department.....16

SECTION C: DETAILED SUBMITTAL REQUIREMENTS..... 18

- C.1 Summary and Overall Scope.....18
- C.2 Software Proposal19
- C.3 Professional Service Proposal.....20
- C.4 Price Proposal.....23

SECTION D: ATTACHMENTS 25

- D.1 Attachment 1 (RFP Submittal Checklist).....25
- D.2 Attachment 2 (Signature Page)26
- D.3 Attachment 3 (Proposer Statement)27
- D.4 Attachment 4 (Software Background)28
- D.5 Attachment 5 (Professional Services Background)29
- D.6 Attachment 6 (Reference Form)30
- D.7 Attachment 7 (SaaS)31
- D.8 Attachment 8 (Proposed Service Level Agreement).....32
- D.9 Attachment 9 (Software Products) Include all software licenses proposed on the form below
providing the following information:33
- D.10 Attachment 10 (Level of Effort)34
- D.11 Attachment 11 (Functional Requirements).....34
- D.12 Attachment 12 (Cost)34
- D.13 Attachment 13 (Interface)34
- D.14 Attachment 14 (Anticipated Conversion).....34

Section A: RFP Introduction

A.1 Purpose of the RFP

With this Request for Proposals (RFP) the City of Richmond, California (the City) desires to purchase or otherwise acquire rights for a land management and community development solution that meets the requirements identified in this RFP. The City requires that any proposal for a software solution also include professional services necessary to implement the system. The City will consider all technology platforms for this procurement. Proposers offering hosted services or software as service (SaaS) systems are encouraged to propose.

A.2 About the City

The City of Richmond has been a city in progress for nearly a century. It currently has a population of 116,448, and Richmond is one of two cities that sits on the shores of San Francisco Bay and San Pablo Bay.

From a struggling settlement to an industrial center, Richmond has a rich history of industries such as Winehaven, Pullman Palace Car Shops, American Radiator, Standard Sanitary Company, and Stauffer Chemical Company. However, Richmond's economy is significantly transitioning from its former heavy industrial character to more high technology ("high tech") and light industrial companies.

Richmond has grown into a friendly community of landscaped parks, recreational facilities, a marina, shopping centers, affordable housing, and planned business and commercial development.

The City provides various municipal services, including public safety (police, fire), community planning and economic development, public works, culture, administrative services, finance, information technology, procurement, and human resources.

The City of Richmond includes the following departments (partial list):

- Mayor's Office
- City of Attorney
- City Clerk
- City Council
- Community Development
- Community Services
- Economic Development
- Office of Neighbor Safety
- Transportation
- Information Technology
- Finance
- Public Safety
- Richmond Rent Program
- Port Operations
- Human Resources
- Library
- Parks & Recreation
- Public Works

Background Statistics	
Background Summary	
Population (2020)	116,448
General Fund Budget	\$206 million

Approximate Number of Employees (FTE)	570
Fiscal Year	July 1-June 30

Description	Value
Number of New Business Tax Receipts Issued	973
Number of Business Tax Receipt Renewals	5234
Number of Commercial Permits Issued	618
Number of Residential Permits Issued	2752
Number of Other Permits Issued	3269
Number of Plan Reviews	284
Number of Other Reviews	1352
Number of Inspections	18654
Number of Violations Issued	1467
Number of Cases	1239
Number of Projects	320
Number of Actions	116027
Number of Conditions	1016

A.3 Project Background

The City uses TRAKIT as the primary system for land management and many community development functions. TRAKiT was implemented April 6, 2004 and is the backbone of the city operations. It is used by all departments in the city to report issues and create work orders for other departments. Planning, building, code enforcement, water, waste water, business license, fire, public works, and rental program use TRAKiT to interact with the community.

Moreover, The City faced many challenges using the TRAKIT system, in which document management, self-service functions, integrations, implementation of Measure U tax, and workflow are less optimal for business operations. The lack of standardized processes and system integration requires manual exports and imports for data manipulation and duplicative processes.

The City would like to leverage new technologies and features and, more importantly, improve overall business processes and underlying system integration. Therefore, the City is releasing this RFP to procure a new Land Management Community Development System to replace TRAKIT. Ultimately, the City expects that the software procured through this RFP will interface with multiple systems including its ERP system to allow City staff to work more effectively and efficiently.

Project success will require implementing a modern system, optimizing business processes, and handling the City's Measure U ordinance, where customers can report gross tax receipts. Additionally, challenges are reporting and accounting for exemptions, deductions, and credits within the current system. The City will also treat project success to allow users with abilities to provide real-time data analytics in the system or connect to the BI software the city currently uses.

The City contracted with the Government Finance Officers Association to provide an initial assessment and recommendations for business process change and project readiness. The RFP requirements in this

document represent those efforts, and the City expects to use the Land Management Community Development project to implement those requirements.

Within process review and readiness activities, the City created process improvement teams, commonly referred to as PIT crews. These crews have thoroughly examined, documented, and begun designing improved and future business processes. In addition, the PIT crews have been tasked to review existing policies and procedures and recommend changes before implementation.

Furthermore, the selected vendor will review, define, and redesign business processes based on best practices relating to the City's requirements and the system functionality.

This Land Management Community Development project goes beyond technology. The City of Richmond considers it a transformative project –involving a change in business processes and project team dynamics. Therefore, communication and collaboration will be essential for the successful implementation of next-generation technology.

The project scope, project goals, and more information about the City is listed in Section B of this RFP.

A.4 Notice to Proposers

Failure to carefully read and understand this RFP may cause the proposal to be out of compliance, rejected by the City, or legally obligate the proposer to more than it may realize. Information obtained by the proposer from any officer, agent or employee of the City shall not affect the risks or obligations assumed by the proposer or relieve the proposer from fulfilling any of the RFP conditions or any subsequent contract conditions.

Attempts by or on behalf of a proposer to contact or to influence any member of the selection committee, any member of the City Council, or any employee of the City with regard to the acceptance of a proposal may lead to elimination of that vendor from further consideration. Only the format described in the RFP and the attachments included with this RFP will be accepted as compliant for the submitted proposal.

A.5 Conditions

- A.5.1** In the event that all RFP requirements are not met with products and services provided by one firm, *proposers are encouraged to partner with another firm to submit a joint proposal.* Failure to meet all requirements will not disqualify a firm. However, the City will evaluate each proposal to determine if its overall fit is in the best interests of the City. *In the event, a joint proposal is not submitted to meet the requirements, proposers should provide recommended vendors where they have an existing relationship* (e.g., where there is experience integrating the systems).
- A.5.2** In the event that multiple firms partner to submit a joint proposal, the proposal must identify one firm as the primary contact. This primary contact will be the primary point of contact throughout the procurement process and will be held responsible for the overall implementation of all partners included in the joint proposal.
- A.5.3** Pricing must be submitted on a fixed fee basis upon completion of pre-identified “**milestones.**” For implementation services under a milestone arrangement, the vendor shall invoice the City when the City has accepted the Services included as requirements for each milestone. The scope of the project, including the milestones, will be defined by the statement of work that describes both functional requirements of the software and business process expectations.
- A.5.4** All proposals and any subsequent clarification or response to the City's questions shall be valid

for a minimum of 120 days.

A.6 City's Rights Reserved

- A.6.1** The City reserves the right to select the proposal(s) which in its sole judgment best meets the needs of the City. The City has established an evaluation committee that will make a recommendation to its Land Management Community Development System Steering Committee. The lowest proposed cost will not be the sole criterion for recommending the contract award.
- A.6.2** The City reserves the right to award multiple contracts from this RFP.
- A.6.3** The City reserves the right to reject any or all proposals and to waive technicalities and informalities when such waiver is determined by the City to be in the City's best interest.
- A.6.4** The City may modify this RFP by issuance of one or more written addenda. Addenda will be posted on the City's website www.ci.richmond.ca.us/bids
- A.6.5** The City reserves the right to meet with select proposers at any time to gather additional information. Furthermore, the City reserves the right to remove or add functionality (i.e., modules, components, and/or services) until the final contract signing.
- A.6.6** This RFP does not commit the City to award a contract. All proposals submitted in response to this RFP become the property of the City and public records, and as such, may be subject to public review. Proposers concerned with release of proprietary or confidential information are encouraged to not submit that information in the proposal.
- A.6.7** The City shall not be liable for any pre-contractual expenses incurred by prospective vendors, including but not limited to costs incurred in the preparation or submission of proposals. The City shall be held harmless and free from any and all liability, claims, or expenses whatsoever incurred by, or on behalf of, any person or organization responding to this RFP.

A.7 Communication Regarding this RFP

All communication from prospective proposers regarding this RFP must be in writing via the City's BidsOnline System see section A.8.1 of this RFP. Communication by telephone or in person will not be accepted.

Attempts by or on behalf of a prospective or existing vendor to contact or to influence any member of the selection committee, any member of the City Council or any employee of the City with regard to the acceptance of a proposal may lead to elimination of that vendor from further consideration.

A.8 Inquiries and Requests for Clarification

- A.8.1** In an effort to maintain fairness in the process, inquiries concerning this procurement, including questions related to technical issues are to be directed electronically through the BidsOnline System on the Q&A tab. Questions over the phone will not be accepted
- A.8.2** All questions concerning the RFP must reference the RFP section heading. Questions will be answered and posted to the City's website in the form of addenda to the RFP. When addenda are issued, all firms that have registered as a proposer will be notified through email.
- A.8.3** Inquiries or requests for clarification will be accepted until March 29, 2023.
- A.8.4** Proposals may be changed or withdrawn prior to the deadline for proposals. All such changes and withdrawals must be submitted in writing and received by the City prior to the deadline for

proposals. After the deadline for proposals, no change in prices or other provisions prejudicial to the interest of the City or fair competition shall be permitted.

A.9 Procurement Schedule

The expected procurement schedule is listed below. The City reserves the right to change the procurement schedule. If significant changes are made, proposers will be notified by the City in the form of an addendum to this RFP, emailed directly to all registered proposers and posted on the City’s website at: www.ci.richmond.ca.us/bids.

Procurement Schedule	
March 16, 2023	RFP released
March 23, 2023	Last day to accept questions and requests for clarification on the RFP - 11:30a.m. PDT (Pacific)
March 30, 2023	Answers to submitted questions provided
April 14, 2023	Proposals due – 2:00 p.m. PDT (Pacific)
April 2023	Initial vendor presentations/introductions
May 10, 2023	Proposers elevated and notified for vendor interviews and software demonstrations
End of May 2023	Vendor interviews and software demonstrations (May 23-25)
May 26, 2023	Elevate and notify semifinalist (s)
Mid-June 2023	Discovery sessions completed (1-2 days per elevated proposer, if necessary)
End of July 2023	Complete contract negotiations and Statement of Work (SOW)
August 2023	Implementation Begins

A.9.1 Prior to the first elevation, vendors will have an opportunity for a short introductory presentation before the City’s evaluation team. Presentations are expected to be 60 minutes in length, conducted remotely, and allow vendors the opportunity to highlight key features of their proposal. The City’s evaluation team will also reserve time to ask questions. Performance from this presentation will be included as part of the first evaluation.

A.9.2 Vendor demonstrations interviews will be conducted preferably in-person and can cover all functional areas listed in this RFP including software or implementation services. The City expects to elevate up to three (3) proposers for interviews. It is recommended that key members of the proposer’s implementation staff proposed for this project be available for these interviews. The City expects that a portion of the evaluation criteria will focus on the proposed project team and failure to make project team members available could negatively impact proposal evaluations. The agenda and software demonstration scripts will be distributed to proposers that have been short-listed for software demonstrations approximately two to three weeks in advance

of the demonstrations.

- A.9.3** Discovery sessions will consist of an additional in-person (or remote) meeting with elevated proposers to focus on implementation issues and development of a statement of work (SOW). After vendor interviews, it is expected the City will elevate either one (1) or two (2) proposers to the Discovery phase. Each elevated proposal team will receive a Request for Clarification (RFC) letter that will ask proposers to clarify any necessary parts of the initial proposal. In addition, the RFC letter will identify a schedule for the on-site Discovery session that will include a detailed discussion of implementation issues. It is the expectation of the City that all key project team members will be available for the on-site Discovery sessions.

A.10 Evaluation Criteria

The City will review all proposals received as part of a documented evaluation process. For each decision point in the process, the City will evaluate proposers according to specific criteria and will then elevate a certain number of proposers to compete in the next level. Proposers not previously elevated may be elevated at a later date.

The sole purpose of the proposal evaluation process is to determine which solution best meets the City's needs. The evaluation process is not meant to imply that one proposer is superior to any other, but rather that the selected proposer can provide and has proposed the best software and implementation approach for the City's current and future needs based on the information available and the City's best efforts of determination.

The proposal evaluation criteria, which will be developed by the City prior to opening of proposals, should be viewed as standards that measure how well a proposer's approach meets the desired requirements and needs of the City. The City expects that evaluation criteria will focus on major risk areas for Land Management Community Development System implementations and include, but not be limited to the following:

- Ability to meet City's project goals
- Software functionality
- Implementation approach
- Project management
- Understanding of the City's needs
- Business process expertise
- Past experience with similar organizations and references
- Past experience/qualifications of consulting team
- Training
- Deliverables and project documentation
- Compliance with contract terms and conditions
- Responsiveness of proposal
- Performance in vendor interviews and discovery sessions

The City reserves the right to determine the suitability of proposals on the basis of any or all of these criteria or other criteria not included in the above list. The City's evaluation team will then make a recommendation to be approved by the City's steering committee to elevate proposals for software demonstrations, discovery, and final contract negotiations.

A.11 Proposal Submission Instructions

- A.11.1** Proposers must submit proposals electronically via the City’s secure online bidding system. Proposers will receive an e-bid confirmation number with a time stamp from the Bid Management System indicating that their bid was submitted successfully. Proposals should be uploaded. Proposers can upload documents via the City’s website: www.ci.richmond.ca.us/bids.
- A.11.2** Failure to comply with the requirements of this RFP may result in disqualification. Proposals received subsequent to the time and date specified above will not be considered.
- A.11.3** Signature of the proposal by the proposer constitutes acceptance by the proposer of terms, conditions, and requirements set forth herein.
- A.11.4** Use Attachment 1 (RFP Submittal Checklist) to ensure that all required documents, forms, and attachments have been completed and submitted as instructed.

In accordance with the California Government Data Practices, data submitted by a business to the City in response to an RFP is not public until the time and date specified in the solicitation that proposals are due. At that time, the name of the responder becomes public. All other data in a response to an RFP is private or nonpublic data until the City has completed negotiating the contract with the selected vendor. After the City has completed the evaluation process, all remaining data submitted by all responders is public, with the exception of trade secret data.

“‘Trade secret information’ means government data, including a formula, pattern, compilation, program, device, method, technique or process (1) that was supplied by the affected individual or organization, (2) that is the subject of efforts by the individual or organization that are reasonable under the circumstances to maintain its secrecy, and (3) that derives independent economic value, actual or potential, from not being generally known to, and not being readily ascertainable by proper means by, other persons who can obtain economic value from its disclosure or use.”

A blanket statement that data submitted as part of a proposal is copyrighted, proprietary, or otherwise protected in insufficient to prevent public access to the data.

A.12 Organization of Proposal

The proposal must be organized into major sections defined in Section C. Any required attachments must be included in the proper section as indicated by the instructions.

A.13 Format of Electronic Submission

Proposers must upload electronic copies of all files to the city website: www.ci.richmond.ca.us/bids. Attachments not listed in the table below do not have a required file format and may be supplied in either the original file format or PDF.

RFP Section	Attachment/Document	Required File Format
D.10	Attachment 10 (Level of Effort)	Microsoft Excel (.xls or .xlsx)
D.11	Attachment 11 (Functional Requirements)	Microsoft Excel (.xls or .xlsx)
D.12	Attachment 12 (Cost)	Microsoft Excel (.xls or .xlsx)
D.13	Attachment 13 (Interface List)	Microsoft Excel (.xls or .xlsx)
D.14	Attachment 14 (Anticipated Conversions)	Microsoft Excel (.xls or .xlsx)

Section B: Scope of Project

B.1 Project Scope – Overview

The overall project scope for the project is defined in Sections B2. – B4 below. Scope includes software, implementation, project management, and other ongoing services.

Functional Scope

- Permitting
- Licensing
- Plan reviews, including zoning reviews
- Inspections
- Building/property code enforcement / complaint tracking
- Land management
- Measure U Business Tax
- Customer Relationship Management
- GIS integration
- Mobility
- Workflow
- Work Orders
- Document Management (Folders and tags for attachments)
- Applicant Online Portal
- Conversion of all data from TRAKiT
- Rent Program
- Automated workflows
- User friendly internal reports and queries generation Accepting online and mobile payments
- Tamper-proof database with multifactor authentication for editing.

B.2 Project Goals

Within each individual scope category, the City expects to use this project to not only implement software, but also implement significant changes to City policy or business process. The City expects that the chosen vendor understand the City's goals and provide assistance in guiding the City towards achievement of the following goals.

B.2.1 Permitting: This scope is the ability to execute the critical functions of all the permitting processes necessary for the City of Richmond.

Project Goals:

- Utilize an enterprise-wide Land Management Community Development System for issuing and tracking permits so that data can be accessed easily by staff throughout the organization
- Streamlined (no duplicate) data entry with GIS integration for form generation and signature collections.
- Automatic file tagging for the attachments during upload through pre-defined cascading tag lists and system-generated tags.
- Accept payments for permits online

B.2.2 Licensing: The City issues several different types of licenses and several different categories.

Project Goals

- Use the system to generate license invoices and renewal notices
- Allow and encourage customers to apply for and renew licenses online
- Accept payments for licenses online

B.2.3 Plan Reviews: The City would like to utilize functionality within a new Land Management Community Development System to transition away improve plan review processes and electronic workflows. Electronic reviews and automated workflows will allow staff to review things in parallel, rather than in a linear fashion, passing plans from one reviewer to another. In addition, it allows managers to see where a review is in the process and follow-up as needed with applicable staff.

Project Goals:

- Implement electronic workflow for plan reviews
- Notes and comments made by reviewers are stored in the system, so reviewers are able to view them
- Bluebeam integration is a plus.
- Automatic customer updates and process transparency
- Accepts payments for plan review online

B.2.4 Inspections: The City conducts property inspections for building permits and rental licenses. Inspections are also conducted by the Fire department thus requiring access and interdepartmental work capabilities. The City would like to standardize its processes for conducting building inspections and track them in one enterprise-wide system.

Project Goals:

- Inspection data, including photographs, can easily be shared among inspectors in different departments.
- Mobile app inspection component so field inspection data, including pictures, notes, etc., are saved automatically to the permit record (without the need to scan, download, or upload).
- Light database viewer app optimized for mobile use.
- Inspectors are able to conduct inspections using a mobile device (tablet or smartphone)
- Robust reporting and document management capabilities are readily available
- Accepts payments for inspections online

B.2.5 Building/Code Enforcement: Several departments, including Fire, Police, Public Works, Building Inspections, and Community Development are responsible for responding to building or property-related complaints and inquiries. The follow-up on these complaints and inquiries is not maintained in a central system that all of the departments can access. The City would like to standardize its code enforcement processes and enable departments to share code enforcement information.

Project Goals:

- Enable better coordination among all departments that play a role in property and building code enforcement
- Enable staff to identify habitual property and building code offenders and collaborate to develop strategies to address such habitual offenders

- Accepts payments for building/ code enforcement online

B.2.6 Richmond Rent Program: The Rent Program promotes neighborhood and community stability, healthy housing, and affordability for Richmond tenants by regulating Landlord and Tenant matters related to rents and evictions while maintaining a Landlord's right to a fair return.

Project Goals:

- The Rent Program provides an array of services to the community relating to the Rent Ordinance. These services include counseling, mediation, outreach to Tenants and Landlords, administration of the Rent Adjustment Petition Process, community education workshops, and facilitating Richmond Rent Board meetings.
- The system will allow for property enrollment that will comply with the Tenancy Registration Form for each tenancy in a Fully Covered Unit.
- The system can calculate standard fees using effective dates and user-provided formulas or tables of rental housing fees.
- Accepts payments for rent program

B.2.7 Measure U Tax: The new system must be able to calculate business taxes based on the Measure U Tax table. In this context, fees and tax calculations are based on gross receipts, which requires the new system to apply accurately to the applicant and businesses.

Project Goals:

- System can classify businesses and assess/collect licenses due to the City in accordance with the City's Licensing Ordinances and Measure U
- System is able to set variable rates by business type or category
- System can calculate standard fees using effective dates and user-provided formulas or tables
- Measure U Gross Receipts Business Tax | Richmond, CA - Official Website
 - <https://www.ci.richmond.ca.us/66/Business-Licenses>
 - <https://www.ci.richmond.ca.us/DocumentCenter/View/54680/City-of-Richmond-Gross-Receipts-Tax-Ordinance---UPDATED-8-13-2022-PDF?bidId=>
- Accept payments online

B.2.8 Customer Relationship Management: The system allows community members and residents to quickly request services, access information, and monitor their status.

- Within the system, tasks can quickly be assigned based on request type and geographic boundaries
- The system also ensures service requests are completed and provided with real-time status updates
- Real-time data analytics dashboards & reporting or integration to BI software

B.3 Project Timeline

The City expects to be ready for implementation in the third quarter of 2023. Assuming an August 2023 start, proposers should communicate realistic timelines to both successfully implement the new Land Management Community Development System and to guide the City in achieving its stated goals.

B.4 Implementation Approach

The City understands that each proposer may take a different approach to implementation. However, to better compare different approaches and to ensure that essential components of the implementation are

proposed, the City requires that all vendors use the definitions below when describing implementation activities. Similarly, the City will require that vendors provide tasks in their response to meet both the stage requirements and deliverables contained below. When completing responses required in Section C of this RFP, use definitions listed within the section. In the event that proposed activities overlap multiple stages, select the stage that best applies.

B.4.1 Project Management – Vendor will be responsible for providing overall coordination and management to the project including governance support, schedule management, risk mitigation, project communications, contract management, and quality assurance. Specific deliverables expected during this stage include:

- Project charter / guidelines
- Project plan
- Status reports
- Requirements traceability
- WBS with summary, milestones, Gantt Chart

B.4.2 Knowledge Transfer – Vendor will be responsible for ensuring that the City’s core team has sufficient knowledge and understanding of the software to properly participate in the project and subsequent system and business process design discussions. Knowledge transfer stage will include all core team training. Specific deliverables expected during this stage include:

- Project team training plan
- Generic system documentation
- System Administration materials

B.4.3 System Design – Vendor will be responsible for facilitating process to define how the system will be used to meet the City’s business process requirements and project goals. As part of the design, the City expects to engage in discussions around how to use the system most effectively, what changes in business process are required and to document configurations, interfaces, reports, workflows, and security roles. Specific deliverables expected during this stage include:

- System design document
- Entity Relationship Diagram (ERD)

B.4.4 Build – After completing design and after the City has made decisions on both business process and system configurations, the City expects that the vendor and City staff will work collaboratively on building the system. All activities related to system configuration, interface development, report creation, or other build tasks should be included in this stage. Specific deliverables expected during this stage include:

- As-built documentation
- Test scripts

B.4.5 Testing – Throughout the process, the City expects to engage in execution of a formal test plan. The test plan will be developed during the project and include testing approach, roles and responsibilities for testing, and clear deadlines and expectations around testing effort. The City expects to engage in detailed conference room pilot testing, unit testing, regression testing, integration testing, and user acceptance testing. Specific deliverables expected during this stage include:

- Testing plan

- Testing results

B.4.6 Go Live / Support – At time for go-live, the City expects that the vendor will assist with end-user training, work to prepare a cutover plan, and assist with the transition to the new software. Included with go-live could also be assistance for after go-live with management of help-desk type functions. Specific deliverables expected during this stage include:

- Training plan
- Knowledgebase
- End-user training materials
 - Include creating reports
- List of pre-built reports with descriptions
- Cutover plan
- Final acceptance documentation
- Type of Support provided (hours of support, business processes, administration, etc)

B.5 Interfaces

Interface requirements have been included in with the functional requirements. Proposers should respond to each functional requirement, including the interface requirements, to identify the proposed scope. Any positive response – “Y” or “Y-ND” is considered to be in-scope and all pricing for the proposed scope included in the submitted milestone pricing. Interfaces to the City’s existing systems are critical to the project success.

Proposers must provide responses to the interface requirements **Attachment 13 - Interface List**. Reference Table (Interfaces Requirements Key) below when completing the interface requirements form.

**Table
Interface Requirements Key**

Item	Response	Response Description
Interface Plan	Permanent	Permanent interface, even after the complete CD solution is installed.
	Temporary	Interface that is only required during implementation.
	Go-Away	Interface that is no longer required because of the new CD solution.
Type of Solution	C	Configurable solution
	P	Custom-developed program
Estimated Consultant Work Effort	Number of Hours	Include the number of estimated consulting work hours to complete the interface implementation based on the City plan.
Estimated Client Work Effort	Number of Hours	Include the number of estimated client work hours to complete the interface implementation based on the City plan.
In Scope	Y/N	Indicate with a Yes or No whether the interface is in scope based upon the City strategy.
Included in Price	Y/N	Indicate with a Yes or No whether the interface is included in the price based upon the City strategy.

Item	Response	Response Description
Type of Support	S TPS NS	Requirement and feature supported by software developer. Requirement and feature supported by third party. Requirement and feature not supported.
Comments	Text	Include any comments or assumptions relevant to the answers above.

B.6 Anticipated Conversion

The City understands the level of effort required to convert data and is interested in all the TRAKiT data into the new system.

Proposers must provide responses to the conversion requirements **Attachment 14 - Conversions**. Reference Table (Conversion Requirements Key) below when responding to the conversion requirements.

**Table
Conversion Requirements Key**

Item	Response	Response Description
Agree	Y/N	Proposers should identify whether or not your firm agrees that this item is convertible.
Included in Price	Y/N	If your firm agrees that this item is convertible, indicate with a Yes or No whether your firm's work effort to complete the conversion is included in the pricing schedule.
Estimated Consulting Hours	Number of Hours	Include the number of estimated consulting work hours to complete the conversion.
Estimated Client Hours	Number of Hours	Include the number of estimated client work hours to complete the conversion.
Comments	Text	Include any comments or assumptions relevant to the answers above.

B.7 Project Staffing

The City will make every effort to staff the project appropriately and understands that staffing a project is important to its success. The City has staffed the project with small teams of five (5) to seven (7) individuals that represent key stakeholder groups for each functional area. These process improvement teams have been working to establish project goals, discuss improvement opportunities, and ready the City for implementation. It is expected that all will be involved as the “core” team moving forward with the project. Each core team will have a lead individual identified, but all are expected to participate in the project. The City has identified the following teams for the project:

- Permits

- Inspections
- Code Enforcement
- Rental Program
- Plan Reviews
- Finance
- Public Safety
- Technical
- Business Licensing
- Public Works

City Staff Participation	
Assumed Role	Maximum Participation (FTE)
Project Manager	.5
Team Leads	.5 – 1.0
Team Members	.25 - .5
Technical Resources (Network/DB)	As necessary

B.8 Statement of Work

The City will require the development of a detailed statement of work, including a high-level project plan, prior to contract signing. The statement of work will include and describe at least the following and may include additional items the City deems necessary:

- Project scope
- Project milestones
- Project deliverables
- High level project schedule (listing of phases and go-live dates)
- Project resources
- Project roles and responsibilities
- Quality assurance and testing procedures
- Project change control procedures

B.9 Number of Users By Department

It is difficult for the City to envision exactly who will use the system as implementation of the system will result in a major change in the way that the City does business. Proposers should plan however on having all City departments with access to the system for at least a few users to enter transactions. The following user counts expected employees and primary system users within each City department. Proposers should plan to provide sufficient system access for the City to fully implement their desired business processes. Proposals should include services to complete implementation and any appropriate training services to prepare all City staff for using the system. (Note: Employees are counted in multiple columns).

City Users		
Type of User	Total Employees	Estimated Number of Primary System Users
Administration /IT	2	2

REQUEST FOR PROPOSALS
LAND MANAGEMENT COMMUNITY DEVELOPMENT SYSTEM

Building	13	13
Code Enforcement	13	13
Engineering	25	25
Finance/Measure U	8	8
Fire	50	50
Planning	18	18
Public Works	39	39
Rent Control	19	19
External Agencies / Consultants	20	20

Section C: Detailed Submittal Requirements

Proposals should be prepared as simply as possible and provide a straightforward, concise description of the proposed products and services to satisfy the requirements of the RFP. Attention should be given to accuracy, completeness, relevance, and clarity of content. Proposals must address the following questions and contain the following sections.

C.1 Summary and Overall Scope

C.1.1 (Proposal Section 1.0 – Introduction) The introductory material should include a title page with the RFP name, name of the proposer, address, contact information, the date, a Letter of Transmittal, and a Table of Contents. The executive summary should be limited to a brief narrative (less than 3 pages) summarizing the proposal.

- 1) Complete Attachment 1 (RFP Submittal Checklist)
- 2) Complete Attachment 2 (Signature Page)
- 3) Complete Attachment 3 (Proposer Statement)

C.1.2 (Proposal Section 2.0 – Proposer Team) This section of the proposal should identify all firms included in the proposal and any necessary third party products/firms required or recommended for the City.

- 4) Identify and provide a concise summary of all firms providing software or professional services as part of this proposal
- 5) Identify all contract documents that would be required if the proposal is identified as finalist

C.1.3 (Proposal Section 3.0 - Functional Requirements) This section describes the software and implementation scope of the overall project and the requirements for each functional area. Responses to the functional requirements should be completed to identify the capability of the software and the scope of the implementation.

Functional Requirements Responses	
Column E: Available Responses	
Y	Requirement Met and Proposed (Standard features in the generally available product)
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

6) Complete Attachment 11 (Functional Requirements)

- Failure to provide some requirements or excluding some requirements from scope will NOT eliminate the proposer from contention. The City will evaluate the proposal as a whole including price/value comparisons when evaluating proposals.
- The requirements responses submitted will become part of the agreement. Proposers are expected to warrant the delivery and configuration/implementation of all positive responses (every response except “N” and “I”).
- The City will clarify any requirements with the response of “I” during vendor interview. Immediately following software demonstrations, proposers would be expected to re-submit Attachment 11 (Functional Requirements).
- For requirement responses other than “N” or “I” proposers must indicate the module or product that is required to meet the requirement.
- For requirement responses other than “N” or “I” proposers must indicate the phase of the project that the functionality will be implemented.
- All responses which are marked Y, or Y-ND will be considered to be included in the scope, and the cost proposal and all other information submitted in this proposal should reflect this.
- For functionality that is not currently available and not available for viewing at a demo, but that will be in scope for the project either as generally available features in a future release or as a customization, modification, or enhancement specific for this project, Proposers should indicate a response code of Y-ND and answer column J.

C.2 Software Proposal

(Proposal Section 4.0 – Software Products) This section should provide information on the proposed software scope, and functional description of the software.

- 7) Complete Attachment 9 (Software Products)**
- 8) Complete Attachment 4 (Software Background) for each software product included in the proposal**
- 9) List and describe all proposed software products that will be delivered as part of the project, including third party products**
- 10) Identify any licenses, hardware, or other products not included in this proposal that would be required to operate any of the proposed solutions contained in this proposal.**
- 11) Describe the technical environment necessary for this software for any products that are to be hosted by the City**
- 12) Identify the security standards maintained in the data center and with the software. Please provide information on certification or audit process for each.**
- 13) Provide information on proposed disaster recovery services.**

(Proposal Section 5.0 – Technical Requirements) This section of the proposal should identify any technical requirements for operating the system and describe the key attributes of the vendor’s proposed delivery services.

- 14) Complete Attachment 7 (SaaS)**
- 15) Complete Attachment 8 (Proposed Service Level Agreement)**
- 16) Describe proposed services for hosting including:**

- Information on the specific hosting services provided
- Service desk support services
- User Setup, Authentication and Management processes
- Application support
- Operational support services
- Technology infrastructure services
- Disaster recovery
- Will all products (including third party products) be hosted through the same provider?
- Will the City need to host anything on its servers? If yes, what would be required?

17) Confirm your acceptance with the following contract terms related to any software contracts resulting from this RFP. If the following terms are not accepted, please provide an alternative proposal.

- **Additional Users and Modules** - The City will require “price protection” for a minimum of two (2) years from the effective date of the agreement for additional City users and modules that are listed in the proposal but are not initially purchased.
- **Audit/Growth Fees** – Pricing for the software’s initial term will be free from any expansion fees or reconciliations resulting from vendor audit of user counts.
- **Hold Harmless** – Vendor shall hold harmless, defend and indemnify City and its officers, employees, agents, and volunteers, from and against any and all liability, loss, damage, expense, costs (including without limitation costs and fees of litigation) of every nature arising out of or in connection with Contractor’s performance of work hereunder or its failure to comply with any of its obligations contained in this Agreement, except such loss or damage which was caused by the sole negligence or willful misconduct of City.

C.3 Professional Service Proposal

(Proposal Section 6.0 – Implementation Team) This section should describe the proposed project team including the consultants proposed to provide services for the City.

18) Identify the proposed project team including the firms responsible for implementation, and any key consulting team members that will be providing services to the City

- How many staff will the vendor have assigned to the project
- Approximate dedication to the project of each resource and approximate time work will be completed on-site vs. off-site.
- Major roles and responsibilities for each resource

19) Complete Attachment 5 (Professional Services Background) for each firm involved with the project

20) Complete Attachment 6 (Reference Form) for each firm involved in the project

21) Complete Attachment 10 (Level of Effort) - When completing Attachment 10 (Level of Effort), please refer to definitions found in section B.4 of this RFP.

(Proposal Section 7.0 – Implementation Approach) This section should describe the proposed implementation plan. Proposers should reference Section B for more information on the project scope, goals, and implementation effort.

22) Provide a detailed plan for implementing the proposed system. This information must include:

- Confirm completion of key tasks and deliverables as defined in section B.4 of this RFP.
- Description of implementation tasks and activities
- Description of key deliverables (and how they relate to the implementation approach and activities).

23) Explain proposed project management services including:

- Role of the vendor project manager
- Use of project collaboration site
- Expected role of the City project manager
- On-Site presence of vendor project manager
- Proposed quality assurance procedures

24) Explain the expected City staffing for the project including:

- Assumed participation in the project (average portion of FTE). This should include all time spent working on the project (including time spent with and without vendor consultants)
- Assumptions about prior skills / competencies of resources

25) Identify proposed data conversions

- Provide information on the scope of the data conversion and the approach for migrating data to the new system
- Identify City role in assisting to convert data

26) Identify interfaces

- Please confirm your understanding of the interfaces included in the scope and identify how you have proposed meeting each requirement

(Proposal Section 8.0 – Implementation Considerations) This section asks additional questions related to some of the unique goals and challenges with the City's project. The City expects that proposers provide specific responses that take into account the challenge, the proposer's past experience, and recommendations based on the information that has been presented in the RFP.

1. Onsite Work

- o The City has returned to work in the office for the vast majority of City staff and operations. The City will react on a case-by-case basis with regard to Covid-19 protocols (e.g. masks, remote only). The City does not want this implementation to be a remote project, and expects the vendor's resources to be onsite. The City will be flexible, but having onsite implementation activity is strongly desired.

2. Use of Dashboards / Management Reporting

1. One of the City's success factors for this project is the extent that City staff are able to utilize the land management and community development system for reporting purposes. The City is optimistic about modern reporting features and the ability to leverage management dashboards, real-time data, and role-specific views of data to provide decisions support for key processes. Please indicate how you will use this project to ensure the City is able to leverage system tools for dashboard reporting and deliver the City a system that can be used by users throughout all departments.

(Proposal Section 9.0 – Implementation Terms and Conditions) This section asks for proposers to accept key terms and conditions for the project.

27) Confirm your acceptance with the following contract terms related to any software contracts resulting from this RFP. If the following terms are not accepted, please provide an alternative proposal.

- **Key Personnel** - The City requires assurances as to the consistency and quality of vendor staffing for its project. Key points of the City's key personnel provision include: The City shall have the ability to interview and approve key personnel proposed by the vendor and the vendor key personnel may not be removed from the project without the City's approval.
- **Warranty** – The Proposer will expressly warrant that all work will be performed by an adequate number of qualified individuals with suitable training, education, and experience and that all work performed and all deliverables, including the system itself will conform to the scope and specifications as stated in the RFP including the functional requirements for a period extending no less than 12 months after final acceptance.
- **Ownership of Deliverables** – The proposer shall grant to the City ownership of any deliverable or provide an irrevocable license for the City to use the deliverable for its business purposes, including making copies, derivative works, or sharing with representatives from other peer governments.
- **Hold Harmless** – Vendor shall hold harmless, defend and indemnify City and its officers, employees, agents, and volunteers, from and against any and all liability, loss, damage, expense, costs (including without limitation costs and fees of litigation) of every nature arising out of or in connection with Contractor's performance of work hereunder or its failure to comply with any of its obligations contained in this Agreement, except such loss or damage which was caused by the sole negligence or willful misconduct of City.
- **Vendor's Insurance.** Vendor shall not commence work under the agreement until all insurance required has been provided and approved by City. Such insurance shall be maintained throughout the duration of the contract and evidenced by insurer's certificates filed with the City. Each such certificate shall name the City as an additional insured.
 - a. Workers' Compensation Insurance. The Vendor shall take out and maintain during the life of this agreement Workmen's Compensation Insurance for all of its employees employed at the site of the project, and in case of any work is sublet the Vendor shall require the subcontractor similarly to provide "Workmen's Compensation Insurance" for all of the latter's employees unless such employees are covered by the protection afforded by the Vendor. In case any class of employee engaged in hazardous work under this agreement at the site of the project is not protected under the Workmen's Compensation Insurance Statute, the Vendor shall provide, and shall cause each subcontractor to provide adequate insurance coverage for the protection of his employees not otherwise protected.
 - b. Commercial General Liability Insurance (CGL). The Vendor shall take out and maintain during the duration of this agreement Commercial General

Liability Insurance in an amount not less than \$2 Million combined single limit or equivalent. The limits of coverage may be provided by coverage of \$1 Million combined single limit together with excess or “umbrella” coverage of \$ 1 Million combined single limit.

- c. Automobile Insurance. Vendor shall take out and maintain during the duration of the agreement automobile public liability insurance including hired and non-owned auto in an amount not less than \$2 Million combined single limit or equivalent. The limits of coverage may be provided by coverage of \$1 Million combined single limit together with excess or “umbrella” coverage of \$ 1 Million combined single limit.
- d. Technology Errors and Omissions (Tech E&O) Insurance. The Vendor is required to maintain Technology Errors and Omissions (Tech E&O) Insurance which shall be sufficiently broad to respond to the duties and obligations undertaken by the Vendor in the agreement and shall include, but not be limited to, claims involving infringement of intellectual property, including but not limited to infringement of copyright, trademark, trade dress, invasion of privacy violations, information theft, damage to or destruction of electronic information, release of private information, alteration of electronic information, cloud computing, extortion and network security. The coverage shall provide for breach response costs as well as regulatory fines and penalties and credit monitoring expenses. Insurance minimum limits are as follows: \$2,000,000 – per occurrence and \$2,000,000 – per aggregate.

C.4 Price Proposal

(Proposal Section 10.0) - Proposers should submit price proposals using the format provided in Attachment 12 (Cost) to this RFP.

28) Complete and submit Attachment 12 (Cost)

- All pricing must be submitted as fixed by milestone. Costs listed as “to-be-determined” or “estimated” will not be scored.
- Identify major milestones as part of the project. It is required that costs will be invoiced upon completion of major milestones. Please provide a schedule of all payments necessary to complete the proposed scope.
- All service costs must be provided on a task or completion basis with costs assigned to each milestone, deliverable and/or task. Proposers are required to fill in deliverables and tasks under the provided headers (project initial knowledge transfer, process analysis/system design, system build, testing, training, and closure) Additional detail may be provided to further explain deliverable/task costs.
- Proposers should include all software modules and state any limitations on module use. If no limitations are listed, the City will consider that pricing is based on full enterprise wide access for the City.
- Proposers must submit implementation costs as fully loaded rates that include all necessary travel or other expenses. By submitting a proposal, all proposers acknowledge that all pricing (including travel) must be a fixed fee or included in the implementation milestones.

Section D: Attachments

D.1 Attachment 1 (RFP Submittal Checklist)

Submittal Checklist		
Section	Item	Submitted
B1	Scope of Project	
B.5	Complete Attachment 13 (Interface)	
B.6	Complete Attachment 14 (Anticipated Conversion)	
C.1	Summary and Overall Scope	
C.1.1	Introduction	
	Complete Attachment 1 (RFP Submittal Checklist)	
	Complete Attachment 2 (Signature Page)	
	Complete Attachment 3 (Proposer Statement)	
C.1.2	Proposer Team	
C.1.3	Functional Requirements	
	Complete Attachment 11 (Functional Requirements)	
C.2	Software Proposal	
	Complete Attachment 4 (Software Background) for each software product included in the proposal	
	Complete Attachment 7 (SaaS)	
	Complete Attachment 8 (Proposed Service Level Agreement)	
	Complete Attachment 9 (Software Products)	
C.3	Professional Service Proposal	
	Complete Attachment 5 (Professional Services Background) for each firm involved with the project	
	Complete Attachment 6 (Reference Form) for each firm involved in the project	
	Complete Attachment 10 (Level of Effort) - When completing Attachment 10 (Level of Effort), please refer to definitions found in section B.4 of this RFP.	
C.4	Price Proposal	
	Complete and submit Attachment 12 (Cost)	

D.2 Attachment 2 (Signature Page)

The undersigned proposer having examined this RFP and having full knowledge of the condition under which the work described herein must be performed, hereby proposes that the proposer will fulfill the obligations contained herein in accordance with all instructions, terms, conditions, and specifications set forth; and that the proposer will furnish all required products/services and pay all incidental costs in strict conformity with these documents, for the stated prices as proposed.

Submitting Firm: _____

Address: _____

City: _____ State: _____ Zip: _____

Authorized Representative (print): _____ Title: _____

Authorized Signature: _____ Date: _____

Contact Information:

Name: _____

Title: _____

Address: _____

City: _____ State: _____ Zip: _____

Email: _____

Phone: _____

Cell Phone: _____

Fax: _____

D.3 Attachment 3 (Proposer Statement)

By submitting a response, the respondent acknowledges that he/she has acquainted themselves with the terms, scope, and requirements of the project based on the information contained in this RFP and any addendums. Any failure by the proposer to acquaint themselves with available information will not relieve them from the responsibility for estimating properly the difficulty or cost of successfully performing the work available. The City is not responsible for any conclusions or interpretations made by the proposer on the basis of the information made available by the City.

The following addendums have been acknowledged and are included in our response. Proposals that do not acknowledge addendums may be rejected.

Addendum#	Initials

PRINTED NAME OF AUTHORIZED AGENT (TITLE)

SIGNATURE OF AUTHORIZED AGENT

DATE

D.4 Attachment 4 (Software Background)

Complete one form for each firm included in the proposal.

Software Background	
Software Product Name:	
Firm Providing Software:	
Software History:	
Current Version of the Software:	
Date of Release for Current Version:	
Date of First Release of Software:	
Identify any Precursor Software Products or Alternate Names for Software	
Current Version	
What Were Top Five Enhancements in Current Version of the Software	1 2 3 4 5
How as Software Changed Over Previous Three (3) Years	Attach additional pages if necessary
Biggest Limitation of Current Software	
Third Party Products:	
List any Third-Party Products embedded in the Software	
List any Third-Party Products Recommended for Use along with the Software	

D.5 Attachment 5 (Professional Services Background)

Complete one form for each firm included in the proposal.

Proposer Background						
Company Name:						
Location of corporate headquarters:						
Firm History						
Years of Experience Providing Land Management Community Development System Implementation						
Previous Names / Successor Firms						
Current/Recent Projects						
List up to five (5) current or recent projects that provided relevant experience						
In the past, what has been your firm’s target market						
What is primary lesson learned from recent projects you have adjusted for the City						
Size						
Number of current (new) implementation clients						
Number of current upgrade clients						
Number of ongoing support clients						
Number of other clients						
Consulting Team						
Size of consulting team						
Average tenure with firm						
Source of recent hires (Where do you recruit for consultants?)						
Consulting Team Experience Matrix						
For all key project team members proposed for the City’s project, prepare a matrix showing past experience with relevant clients. Matrix should be similar to the table below:						
Project	Role	Project Manager	Consultant	Consultant	Consultant	Consultant
	Resource	Name	Name	Name	Name	Name
City of A	X	X	X			
City of B				X		X
City of C				X		
City D			X			
City E		X			X	

D.6 Attachment 6 (Reference Form)

Please provide at least five (5) references for past projects that include products and services similar to those proposed for this RFP. Please use the following format in submitting references.

GENERAL BACKGROUND

Name of Client: _____

Project Manager/Contact: _____ Title: _____

Phone: _____ E-mail: _____

Software Program/Version: _____

Summary of Project: _____

Number of Employees: _____ Size of Operating Budget: _____

PROJECT SCOPE

Please indicate (by checking box) functionality installed:

- | | |
|--------------------------------------|--|
| <input type="checkbox"/> Permitting | <input type="checkbox"/> Licensing |
| <input type="checkbox"/> Inspections | <input type="checkbox"/> Other (Please indicate) _____ |
| <input type="checkbox"/> Plan Review | |

TECHNOLOGY INFORMATION

Hosted? Yes _____ No _____ If yes, hosting provider _____

IMPLEMENTATION INFORMATION

Project Duration: _____

Initial Go-Live: _____

Describe Role on Project: _____

Project Challenges: _____

Major Accomplishments: _____

D.7 Attachment 7 (SaaS)

*Attach additional pages if necessary

SaaS						
Data Center						
Where are data centers located?						
Are any third party providers used to deliver PaaS or IaaS services? If so, please list.						
How many environments are proposed?						
Availability						
Provide historical availability for data center for past six months.						
Month	Total Minutes/Hours in Month	Downtime	Scheduled Maintenance	Other Downtime	Total Downtime	% Availability
Updates						
How often is solution updated?						
How much advance notice are customers provided for new updates?						
How long do customers have to test new update?						
Authentication						
Does the system support SSO or LDAP?						
Information Security						
Protections provided for data breach? Please include information on notification process, remedy, and indemnification provided.						
Disentanglement						
Can customer data be exported in non-proprietary format?						

D.8 Attachment 8 (Proposed Service Level Agreement)

If hosting services are proposed, please complete the following table identifying proposed service level guarantees. For each service, please indicate the metric used to measure the service quality, the proposed requirement (target for service), and the proposed remedy/penalty if guarantee is not met.

Proposed Service Level Guarantees			
Service	Metric**	Requirement/ Guarantee***	Remedy if Not Met
System Availability* (Unscheduled Downtime)			
System Response (Performance)			
Issue Response Time			
Issue Resolution Time			
Recovery Point Objective (RPO)			
Recovery Time Objective (RTO)			
System Data Restore			
Implementation of System Patches			
Notification of Security Breach			
Please list other proposed service levels			

Proposed Service Level Guarantees	
* Formula used to calculate Availability	
** How is performance against service levels reported to the City	
***Describe process for City reporting issue to the vendor	

D.9 Attachment 9 (Software Products) Include all software licenses proposed on the form below providing the following information:

- **Software Product Name.** Provide the name of the software product as it is expected to appear on any license agreements or official product listings.
- **Function.** Describe the function of the software product. If multiple software products share a similar function, be specific on role of the software and what is and is not allowed with each license
- **License Metric.** Define how the software product is licensed. If license is based on quantify, or if the cost of an enterprise license is based on metric, proposers must provide definition for the metric as it appears in contract documentation.
- **Quantity /Access Limitations.** Define any licensed quantities or access limitations to the proposed software.
- **Dependencies.** Define any proposed or third-party products that are required to utilize the software product.

Software Product Name	Function	License Metric	Quantity/ Access Limitations	Dependencies

For each major software product, please answer the following questions:

Requirement	Response	Comment
System Features		
System accessible on mobile device		
System provides app for use on mobile device		
System requires download of any software on device		
Security Information		
System provides role based security		
System provides role based security connection to position file (assigning employee to position allows employee to inherit roles of the position)		
Data Entry		
System allows for user-defined fields		
System provides audit trail for entered and modified information		
System allows masking data upon entry (sensitive fields)		
System allows designating mandatory fields		
System allows data to be encrypted		

D.10 Attachment 10 (Level of Effort)

(See Separate Excel Spreadsheet)

D.11 Attachment 11 (Functional Requirements)

(See Separate Excel Spreadsheet)

D.12 Attachment 12 (Cost)

(See Separate Excel Spreadsheet)

D.13 Attachment 13 (Interface)

(See Separate Excel Spreadsheet)

D.14 Attachment 14 (Anticipated Conversion)

(See Separate Excel Spreadsheet)