



Request for Proposals

Building Permit and Inspection Software

**City of Apalachicola
192 Coach Wagoner Boulevard
Apalachicola, FL 32320**

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Notice to Bidders

RFP - Building Permit and Inspections Software

Notice is hereby given that the City of Apalachicola is soliciting proposals for Building Permit and Inspections Software. Proposals will be accepted in the City Clerk's Office, Apalachicola City Hall, 192 Coach Wagoner Boulevard, Apalachicola, FL 32320 until 3:00 p.m. on February 1, 2019 which may be amended by addendum issued by City. All untimely proposals will not be considered and will be returned to the Vendor unopened. All proposals will be evaluated to ensure they contain all required forms in order to deem the Vendor responsive or non-responsive. Proposals will be opened and read aloud at 3:00 p.m. in the Media Center located at the Apalachicola City Hall.

DESCRIPTION: *The City of Apalachicola, Florida is seeking proposals from qualified Building Permit and inspections Software vendors to provide new software to satisfy its permitting, inspections, and code enforcement needs.*

All Requests for Proposals are solicited and will be evaluated on the criteria outlined in the RFP. Copies of the Bid documents, requirements, scope of service and all other pertinent information necessary to submit a complete package may be obtained electronically from the City of Apalachicola website at www.cityofapalachicola.com. All questions shall be directed in writing to the City Manager, Ron Nalley, at rnalley@cityofapalachicola.com. Last day for questions will be January 28, 2019 at 5:00 p.m.

All vendors are required to complete and submit the requested documents as required by the solicitation. No proposals received after the time and date specified for the opening will be considered. The City of Apalachicola, Florida reserves the right to reject any and all proposals, to waive any and all non-substantial irregularity in Proposals received, whenever such waiver or rejection is in the best interest of the City.

Proposals shall be submitted in the City Clerk's office with one (1) original and one (1) identical digital version in pdf format, addressed to the City Manager, Apalachicola City Hall, 192 Coach Wagoner Boulevard, Apalachicola, FL 32320 in a SEALED ENVELOPE/PACKAGE plainly marked on the outside: **"RFP - Building Permit and Inspections Software."**

Ron Nalley, City Manager
Legal Ad – One Time – January 17, 2019

Request for Proposals

Building Permit and Inspection Software

The City of Apalachicola (The City) is evaluating new software to satisfy its permitting, inspections, and code enforcement needs.

- This RFP is being issued pursuant to purchase of Information Technology Goods and Services.
- Proposal response instructions are included on the next page.
- The proposal should include all costs associated with training, implementation, hardware specifications, interface estimates, file conversion assistance, custom modification estimates, annual maintenance, and support.
- Direct Questions related to this RFP to Ron Nalley, City Manager, by e-mail at rnalley@cityofapalachicola.com no later than **January 28, 2019 at 5:00 p.m.**
- Proposals shall be submitted in the City Clerk's office with one (1) original and one (1) identical digital version in pdf format, addressed to the City Manager, Apalachicola City Hall, 192 Coach Wagoner Boulevard, Apalachicola, FL 32320 in a SEALED ENVELOPE/PACKAGE plainly marked on the outside: **"RFP - Building Permit and Inspections Software."**
- Proposals will be accepted in the City Clerk's Office, Apalachicola City Hall, 192 Coach Wagoner Boulevard, Apalachicola, FL 32320 until **3:00 p.m. on February 1, 2019.**

Thank you for your participation and interest in the City of Apalachicola. We look forward to reviewing your proposal.

Sincerely,

Ron Nalley
City Manager

Proposal Instructions

Proposals should be made in accordance with the RFP format provided herein, with all blank spaces in the Appendices properly filled in. Numbers shall be stated in whole dollars.

Please include the following, as a minimum:

- Executive Summary
- Understanding of Project Objectives
- Specific Proposal Requirements (see page 8)
- Exceptions taken to any RFP requirement
- Remaining Appendices not included in another section

Proposals shall be addressed as indicated. All proposals must be signed by a duly authorized official representing the Vendor using the Proposal Execution Form. Proposals that contain omissions, erasures, alterations, or additions not called for, conditional or alternate proposals unless called for, or irregularities of any kind, may be rejected or disqualified.

No negotiations, decisions, or actions shall be executed by the Vendor as a result of any discussions with any of the City officials, employees, and/or consultant. Only those transactions provided in written form from the City may be considered binding. Also, The City of Apalachicola will only honor transactions from vendors which are written and signed using the Proposal Execution Form.

The City reserves the right to terminate the selection process at any time and to reject any or all proposals. The contract will be awarded to the Vendor whose overall qualifications best meet the requirements of the City.

Overview

The City of Apalachicola ("the City") is seeking proposals from qualified firms for building permit and inspections software and implementation service including processes and data, to a robust software platform that takes advantage of newer technologies to support citizen service, mobile applications, and simplified back office management. The new system is referred to in this document as the New Permitting System (NPS).

The NPS will enable the City to centrally receive, process, manage and report on building permits and inspections. It will also allow the public to apply for, check the status of, and purchase building permits online.

The system will provide a central portal through which all stakeholders (internal and external to the City) will access status information of past and present permit and inspection actions. This Request for Proposals includes the purchase, installation, integration, training, project management and implementation of the system. The City expects a permitting solution that will be completed by March 10, 2019.

Project Objectives

The City currently provides services for building permits, inspections, and code enforcement manually.

The objectives for this project are to:

- Improve customer relations.
- Reduce manual processes and increase productivity.
- Reduce paper and paper-oriented processes.
- Improve integration between applications and other systems.
- Improve ability of citizens and customers to interact and do business with and in the City.
- Take advantage of newer technology.

System Functionality Requirements

- Permits Online – Applications, Payments and Public Permit Information
- Inspections Online – Scheduling and Status Information
- Mobile Inspections
- Code Enforcement Online – Citizen Complaint Tracking
- Parcel/Address Management
- Electronic Plan Submittal and Review Markups
- Cashiering

Key Financial Integration Requirements

- NPS must have the ability to assign different revenues to an appropriate General Ledger string that can be recognized and accepted via import.
- Must have the ability to attach different revenues to their appropriate charge code that can be recognized and accepted via data import.

Current System and Processes Background

The current permitting system depends on manually created documents which are then scanned and stored offline.

Project Stakeholders

The primary Town users of the system include:

- The Planning and Code Enforcement Department which is responsible for building permitting and inspections.
- Secondary stakeholders that require information exchange with the NPS include the State Offices, and Finance Department.

Current Staff Responsibilities

The Planning Department administers the City of Apalachicola Codes which includes Commercial Building, Residential Building, Plumbing, Mechanical, Electrical, Rehab Code, Accessibility and Administration Codes. Planning Department has the lead responsibility for all permitting, plan review and inspections within the City limits. There are currently three staff members that include: one permit technician, one development review coordinator, a subcontracted building inspection team and one supervisor/inspector. The group reports to the City Manager.

Process and Schedule

The following is the current targeted timeline:

- Release and issuance of the Request for Proposal (RFP) - 1/15/19
- Proposal due - 2/1/19
- Proposal evaluations completed - 2/4/19
- Demonstrations (if required) - 2/4/19
- Contract negotiation process - 2/4/19
- Award contract - 2/5/19
- Go live - March 15, 2019

Evaluation Criteria

The City reserves the right to select the Vendor which best meets the overall needs of the City of Apalachicola, based primarily on the following criteria (not listed in any order of importance):

- The overall capability to provide the required software features and capabilities.
- The flexibility of the application software, including the availability of tools to allow the novice user to “drill down and across” and perform Ad Hoc analysis and reporting.
- The amount of Vendor support that will be available for installation, conversion, training, ongoing modifications, and software support.
- The total costs of the solution over a ten-year period, including direct and indirect costs.
- The Vendor's performance record to date in meeting the requirements of their existing customers, including the availability of users similar to the City to allow reference investigation.
- The expandability of the proposed solution, including the ease of upgrading the proposed solution by adding components to accommodate future needs.
- Adherence to the requested Information specifications, thoroughness of the Proposal, as well as the overall format of the presentation.
- The financial stability, longevity, and strength of the Vendor.
- Corporate direction (potential organizational/industry restructurings, mergers, acquisitions, etc.).
- Future technology direction (major changes in architecture, database, platforms, languages, etc.).
- The internal controls provided within the solution which prevent unauthorized access to data and provide adequate audit trails.
- The capability to perform required conversions of existing data files.
- The seamless integration of the various system modules and ability to meet the interface/integration requirements noted in this RFP.
- Ease and intuitive use of software interface (for both internal staff and Web customers).
- Availability and ease of use of mobile and online applications.

Specific Response Requirements

Include the following items in the order listed below in your response to this Request for Proposal (RFP). Please respond to each issue in detail regarding how the proposed solution will satisfy each concern.

- Reporting - please provide information on overall system reporting capabilities (e.g., canned reports, Ad hoc reporting, executive dashboard, etc.).
- Workflow capabilities - please provide information on your solution's workflow capabilities.
- Application security - please describe application and user security features/capabilities. Indicate any special security features provided by the software.
- Application software - please complete the Feature/Function Specifications Listing provided as Appendix A.
 - The proposed software should demonstrate an online, integrated method of processing the noted application modules and allow for immediate update of all information. Access to information in either summary or detail should be obtained easily and intuitively with minimal manual entry.
 - In addition to the required and optional software information requested in Appendix A, provide general information on other application modules not requested in this RFP that may be of interest or benefit to the City.
- Software customization and enhancements - please provide information regarding the capability to provide the City with software customizations, including applicable rates. In addition, include information on periodic system enhancements and updates.
- Licensing model - please describe your licensing models (e.g., concurrent user, named user, revenue, transaction volumes, etc.) and provide examples.
- Hardware requirements - please provide all hardware specifications including servers, workstations, field tablets, and other equipment. Include estimated costs (if applicable) in Appendix G.
- Integration/Interface Capabilities - please describe any current integration and inspection capabilities, partnerships, or future considerations for the following types of applications/systems that have been described in this RFP, including:
 - GIS
 - Credit Card Payment Processing
 - Electronic Plan Submittals and Mark-Up Solutions
- Cost considerations - Initial one-time costs for hardware (if applicable), implementation, training, software, travel and related costs, etc., must be included with the price proposal. See electronic price proposal form in Appendices G and J.

Recurring annual costs should be described in the proposal, clearly stating what is included (e.g., application upgrades, state and/or federal reporting requirements, hours of support, etc.), See Appendices G and J. The City prefers unlimited telephone support. If 24/7 telephone support is available; price proposals should clearly indicate total recurring costs for that support option. If after-hours support is only available at an hourly rate, this should clearly be indicated.

The objective is to have no hidden/unexpected costs.

- Mobile field computing - please describe your solution's mobile field computing options including full application access through wireless VPN connectivity (i.e., no vendor software required), mobile field application for use with laptops, or mobile field applications with use of tablets (e.g., iPads). Additionally, please provide information on your systems "store-and-go" type functionality, so if a user is out of cellular range, they can still work off-line and the system will auto-sync when a cellular connection is restored.
- Parcel and address genealogy - please provide an explanation how your system tracks both parcel and address genealogy for all historical and future parcel splits and combinations without losing the connection/record information as a parcel becomes a parent or child.
- Import/export functionality - please explain and provide information if your system has user-friendly tools and/or wizards that will allow the City import mass data to populate data fields, as well as export data in a file format for another system without having write a custom coded interface.
- Telephone and other support - please describe all support services available from your company in the Appendix B. Specifically address the following issues:
 - Normal hours of availability
 - Website support information
 - Online chat
 - Remote system access capabilities
 - Access via toll-free 800 number
 - costs
 - Quality Assurance Program(s)
 - Other support services
 - Service-Level Agreements (SLA) – response time, escalation processes, and other metrics.
- Implementation methodology - please describe your implementation methodology, with milestones and timeframe. Include a preliminary implementation schedule for all applications, including the required time for system and application training, program testing, and conversion. Please include how you expect to sequence the installation of the various applications.
 - The Town anticipates electronic data conversions, depending on cost. Please include estimated range of costs for data conversions for each application, if available, and a description of data that would be typically converted and description of data that would be typically converted.
- Training and Education - please provide your consulting and training options, including classroom (on-site and off-site), online (group and self-paced), training videos, and manuals. Include training for all required staff and users.
- Project management - The Town will provide a designated project manager and expects the Vendor to do the same. Please include recommended Vendor project management costs (Appendix G) in the proposal and describe, in detail, services to be provided. The Town reserves the right to accept or reject changes in Vendor project management personnel.
- Customer implementation responsibilities - please describe and/or provide a list of the typical customers' implementation responsibilities.

- Subcontractor and third-party relationships - please describe any subcontractor relationships and/or third-party providers that will be used for this implementation.
 - Note: If a Vendor chooses to bring in and team with a third-party vendor/partner to address some requirements, this must be clearly stated in the response. Be specific when describing applications and the third-party vendor/partner solution provider. Third-party vendor/partners will be required to demonstrate their portion of the application solution along with all other required information being provided by the prime Vendor.
- Example user and technical manuals - please provide the following:
 - Example Application User Manual
 - Example Application User Online Documentation
 - Example Technical User Manual
 - Example Technical User Online Documentation
 - Example Training Syllabus
 - Example Section of a Detailed Implementation Project Schedule
- Vendor/reseller information - please provide all information related to your company as requested in the RFP Appendices. In addition, specifically address the following issues:
 - Describe your research-and-development approach and process.
 - If you are a Software Reseller/Partner, please provide the same company, customer demographics, and reference information for your specific company in addition to the software Vendor's information (Appendices B, C, D, and E).
 - Technology direction
 - Please describe short-, medium-, and long-term direction regarding major changes in architecture, database, platforms, languages, etc.
- Corporate structure changes - please explain whether there are any known circumstances, such as major organizational restructuring, mergers, and/or acquisition plans/considerations that are under consideration.
- Example contract - please provide example/boilerplate contract(s) that will be used to negotiate the proposed solution.
- User groups - provide information regarding organized user groups, including frequency and location of user group meetings. Also, indicate who conducts the meetings and who is responsible for establishing user group meeting agendas.
- References and user base - please provide references for a minimum of ten (10) completed projects of similar scope and nature to the City of Apalachicola, preferably within the same region and within the last three (3) years.
 - A reference worksheet is provided in Appendix E.
 - Please provide total number of customers (Software Provider and Reseller, if applicable) for the applications according to demographic request worksheet provided in Appendix D.
 - Additionally, please provide an organization name list of all active customers within the state of Florida. Contact information is not necessary.
 - Lastly, please provide the number of new customers (original go-lives) implementing the proposed applications in each of the last three (3) years.

Volumes and Users

Volumes (annual or quantity, taken from Jan. 1-Dec. 31, 2018)

Building permits: 273

Building Inspections: 271

Users – 3 total (Planning Division – 2; and Finance – 1)

Appendix A- Permitting and Inspections Software Request for Proposal

Please check the appropriate box to the right of the feature description statement. Current= Available in current software release. Next= Guaranteed available in next release of software. Custom= Custom programming by vendor. Not Available= Not available in current or next release or through custom modification.

Category	Feature Number	Feature Description	Current	Next	Custom	Not Available	Comment
Citizen Service/ Web	C-1	User can select from multiple permit types					
	C-2	Application- ability to add 100+ input fields					
	C-3	Application- static text with code references and important reminders					
	C-4	Application- textbox input fields					
	C-5	Application- numeric input fields					
	C-6	Application- dropdown input fields					
	C-7	Application- date/calendar input fields					
	C-8	Application-ability to input email address					
	C-9	Application-Contractor license numbers validated against state list					
	C-10	Digital signature of applicant					
	C-11	Software allows for users to upload plans and other documents					
	C-12	User alerted to upload plans to the system					
	C-13	Payment-acceptance of online payment					
	C-14	Payment-does your company charge additional fees to users (explain in comments)?					
	C-15	Alert-user emailed receipt of payment					
	C-16	Alerts-staff alerted payment was successful					
	C-17	Alerts-staff alerted permit in que waiting for review					
	C-18	Assigning of permit review to appropriate staff					
	C-19	Sign off when review and payment complete					
	C-20	User emailed copy of permit when approved					
	C-21	Automatic email of all approved permits (i.e. tax office) to appropriate agencies					
	C-22	User can request inspections by permit number					
	C-23	Contractors can schedule inspections online					
	C-24	Contractors can check inspection results online					
Back Office	B-1	Ability to add numerous permit types for users to choose from					
	B-2	Ability to add user defined fields to track information associated with a permit					
	B-3	Ability to define picklist in dropdown input fields					
	B-4	Assign inspections to appropriate inspector input through citizen serve					
	B-5	Alerts-staff alerted to uploaded plans for review					
	B-6	Alerts-staff alerted to inspection request					
	B-7	Staff alerted to inspection results					
	B-8	Completed projects automatically emailed Certificate of Occupancy or Completion					
	B-9	System has self-administration capability					
	B-10	Address table import in-house					
	B-11	Software direct connect to tax office database for automatic address import					
	B-12	Ability to block out or remove extraneous features					
	B-13	Customizable workflows					

	B-14	Customizable reports					
	B-15	Ability to save routine reports					
	B-16	Ability to export reports into .pdf					
	B-17	Ability to export reports into .xlxs (for occupancy management)					
	B-18	Software direct connect to NC Dept. of Insurance database for licensed contractors					
	B-19	Ability for administrator to assign roles and privileges in-house					
	B-20	Ability to track costs, fees, and other key performance indicators as needed					
	B-21	Determine permits issued without payment					
	B-22	Determine permits not called in for inspection					
	B-23	Workflow that will not allow certain inspections until others completed first					
	B-24	Assignment of confirmation numbers for all requested inspections					
	B-25	Ability of staff to edit contractor generated permits if information incorrect					
	B-26	Ability to link a secondary "child" permit to the larger primary "parent" permit					
	B-27	How are parent/child records handled in your system (explain in comments)?					
	B-28	Ability to determine if an address is in our jurisdiction					
	B-29	Ability to link/store documents to a permit record					
	B-30	Permit emailed to all sub-contractors listed on application					
	B-31	Ability for staff only fields on the online permit application					
	B-32	Ability to put flags/conditions on individual lots that have special cases					
Mobile Inspections	M-1	Inspectors see list of assigned inspections in their cue					
	M-2	Inspector pass/fail job from the field on mobile device					
	M-3	Inspector input notes from the field on mobile device					
	M-4	Inspector print results from field on mobile device and printer					
	M-5	Inspection results automatically emailed to the contractor					
	M-6	Ability to put results email on delay					
	M-7	Inspectors can speak notes into mobile device					
	M-8	Ability to copy/paste text into inspection results (such as code sections)					
	M-9	Ability to automatically release utilities (such as power and gas) after final inspections					
	M-10	Ability to edit permit information in the field based on observation					
	M-11	Ability to add reinspection fee in the field					
	M-12	Ability to create additional inspections in the field					
	M-13	Ability to create additional permits in the field					
	M-14	Inspectors able to see complete permit history in the field					
Plan Review	P-1	All plans in for review can be seen on a list					
	P-2	Ability to customize workflows for plan reviews					
	p-3	Appropriate staff members assigned to review plans that pertain to their discipline					
	P-4	Appropriate staff members notified to review plans that pertain to their discipline					
	P-5	User is alerted to staff comments					
	P-6	Digital signatures for staff on plan review					
	P-7	Does your system offer integrated plan review with other software (explain/list in comments)?					

Appendix B - Vendor Profile/Support

Vendor Name: _____

Software Vendor Information

- Company Name _____
- Street Address _____
- City, State, Zip Code _____
- Telephone Number _____
- Primary Contact _____
- Secondary Contact (if applicable) _____

Reseller Information (if applicable)

- Company Name _____
- Street Address _____
- City, State, Zip Code _____
- Telephone Number _____
- Primary Contact _____
- Secondary Contact (if applicable) _____

Software Support

- Location of Application Software Support Personnel _____
- Number of Application Software Support Personnel _____
- Support Hours (designate time zone) _____
- Guaranteed Response Time _____
- Average Response Time _____
- Average Resolution Time _____
- 800 Number Access _____
- Additional Costs _____
- Website Support _____
- Online Chat Options _____
- Quality Assurance Programs _____
- Other Support Services _____
- Service-Level Agreements _____

Appendix C - Vendor Profile/Financial Information

Vendor Name: _____

Vendor Information

- Vendor Name _____
- Number of Years in Business _____
- Total Numbers of Employees _____
- Organization Classification (Private, Public, Other) _____

Reseller Information (if applicable)

- Reseller Name _____
- Number of Years in Business _____
- Total Numbers of Employees _____
- Organization Classification (Private, Public, Other) _____

Vendor Financial Information

- Annual Revenue _____
- Percent of Annual Revenue Allocated to R&D _____
- Percent of Annual Revenue Generated from New Sales _____
- Percent of Annual Revenue from Annual Recurring Income _____

Reseller Financial Information (if applicable)

- Annual Revenue _____
- Percent of Annual Revenue Allocated to R&D _____
- Percent of Annual Revenue Generated from New Sales _____
- Percent of Annual Revenue from Annual Recurring Income _____

Appendix D - Vendor Customer Base

Vendor Name: _____

Note: If you are a VAR, please provide the same information for your specific company in addition to the software vendor's information.

By the Following Criteria	Number of Customers (not installs)	Number of Florida Customers (not installs)
Total – All Customers		
Total Cities		
Cities Below 5,000 Population		
Cities Between 5,000 and 25,000 Population		
Cities over 25,000 Population		
Permits		
Code Enforcement		
Electronic Plan Submittal		
Electronic Review		

Appendix F - Vendor General System Information

Vendor Name: _____

General Questions	Yes	No
Will you agree to incorporate RFP and your proposal into the contract?		
Will you hold prices firm for 120 days from proposal due date?		
Is the source code held in escrow at a third-party institution? If yes, please identify the third party. If not, will you agree to provide such a service?		
Will support fees include upgrades to meet all State and Federal mandated changes (e.g., payroll, reports, and calculations)?		
Will application software license be a license in perpetuity?		
Other Comments:		

System Support Information	Yes	No
Can one Vendor install all application software? If not, please explain.		
Can the Vendor connect remotely to system for diagnostics and/or support? Is there an associated cost?		
Is there a website for application software customer updates?		
Can the website be used to communicate support issues and downloads?		
Is there an application software Users' Group?		
Other Comments:		

Software Application Information

- On what platforms/operating systems will the application software run? Include any client operating system restrictions or additional connectivity requirements.
-

- What year was the current platform version of the proposed software released?
-

- Did you develop the original software or was it purchased? If developed by you, what is the current release and when was it originally developed? If purchased, identify the company from whom you acquired the software.
-

- What database configuration is being proposed? If you are proposing third-party software in addition to yours, what database configuration is being proposed for their system?
-

- What database options are available?
-

- Please describe the software upgrade policy and process.
-

- Please describe the software patch delivery policy and process.
-

Appendix G - Project Cost Estimates

Vendor Name: _____

One-Time Costs	Price
Software License Fees	
Training Fees	
Project Management	
Installation/Implementation Fees	
Modifications/Enhancements Estimates (see Appendix J)	
Report and Inquiry Development	
Interface Development Estimates (see Appendix H)	
Conversion Assistance (see Appendix I)	
Other (Please List as needed)	
System Hardware (estimates, if applicable)	
System Software (estimates, if applicable)	
Installation (if applicable)	
Travel and Related Expenses	
Taxes	

Annual Recurring Costs	Price
Application Annual Maintenance/Support	
Hardware/Systems Software Maintenance (if applicable)	
Other Recurring Costs (please list)	

Detailed Software Application Pricing and Information

Module	Application Name	Per Seat License Fee	License Fees	Total Training Days	Total Training Visits	Total Training Costs	Annual Support
Permitting							
Inspections							
Mobile Field Inspections							
Code Enforcement							
Cashiering/ Payment Processing							
Online Permits							
Online Inspections							
Online Code Enforcement							
GIS Integration							
Credit Card Payment Processing							
Electronic Plan Submittals							
Electronic Review Markups							
Ad hoc Report Writer							
Others (please list)							

Notes

- 1) Indicate how license fees are calculated (e.g., concurrent users, user ID's, processor size, etc.). Provide number of user licenses, if applicable and additional user license cost if required.
- 2) Please describe additional future license fees if applicable (e.g., change in users, processor size, etc.).
- 3) Optional pricing for above one-time costs should be clearly identified (e.g., different project management service levels).
- 4) Describe number of days/hours included with project management AND training costs above.
- 5) Describe in detail what is included with conversion estimates.
- 6) Describe how travel and related expense estimates were calculated.
- 7) Describe additional costs required for optional applications (e.g., hardware, training, project management, etc.)
- 8) Clearly indicate third party software.
- 9) Please attach server sizing/configuration documentation.

Appendix H - Integration/Interface Costs

Vendor Name: _____

Note: If you are a Reseller/VAR, clearly indicate which references are for your specific company.

Interfaces	Low Estimate	High Estimate	Vendor Comments/Suggestions Applications (please list)
Building Permits – FL State Contractors Licensing Board			
Cashiering – Credit Card Payment Processing			
GIS – ESRI ArcGIS SDE Server			
Accounting			
County Assessor’s Parcel Data			
Email and Calendar - Outlook			

Notes

For all current systems integration, the response to the RFP should note:

- The vendor’s background with integrating with the related system.
- Internal structures that affect how interfaces are developed and maintained.

- For current flat file exports, how the flat file and batch process would be maintained and automated to replicate the current process on the receiving end.
- How data exchange between systems can be accomplished in order to take advantage of SQL to SQL processing and real-time updates.
- Corresponding development and support/maintenance responsibilities for the interface junctions.

Appendix I - Conversion Costs

Vendor Name: _____

Interfaces	Low Estimate	High Estimate	Vendor Comments/Suggestions
Active Zoning Inspections			
Active Enforcement Actions			
Active Permit Applications and Projects			
Historical Permit Records			
Historical Inspections			
Historical Code Enforcement Cases			
Parcel Records			
Addresses			

Appendix K - Cloud Service Questionnaire

Vendor Name: _____

This questionnaire is to be used to assess security and legal issues surrounding cloud services under consideration for the City of Apalachicola. For this questionnaire, cloud services are any services requiring storage of City data outside the City network or provision of computing resources outside of the City network.

1. Who owns the data created by City personnel using this service?

2. Does the Cloud contractually allow the City to access and retrieve its data at the City's discretion?

If No, Explain:

3. Is the Cloud provider contractually obligated to dispose, return or retrieve data in the event of contract termination?

If No, Explain:

4. Upon such provision of data, is the Cloud provider obligated to specify data format and all information necessary for data extraction?

If No, Explain:

5. Is the Cloud provider obligated to destroy all copies of City data, at the City's request?

If No, Explain:

6. What is the Cloud provider's obligation to the City in the event of confirmed or suspected data breaches?

7. Is the Cloud provider obligated to inform the City of all locations in which the data is stored (including backups) and to continually keep the City informed of any changes to those locations?

If No, Explain:

8. What are the Cloud provider's contractual obligations with respect to litigation holds on City data?

9. What are the Cloud provider's contractual prohibitions on disclosing data to individuals, groups or organizations making record requests, unless so directed by an authorized City official?

10. Does the contract obligate the Cloud provider to allow third-party audits and/or certifications related to infrastructure and security, including penetration testing and vulnerability assessment, as requested by the City?

If No, Explain:

11. Does the contract obligate the Cloud provider to allow third party onsite inspections of the Cloud provider's infrastructure and security practices on a specified basis?

If No, Explain:

12. Does the contract obligate the Cloud provider to provide security documentation upon request by the City?

If No, Explain:

13. Does the contract obligate the Cloud provider to supply the City with the provider's performance records, including access to daily and weekly service quality statistics?

If No, Explain:

14. Explain the contractually obligated service level parameters, minimum levels, specific remedies and penalties for non-compliance for:

Uptime:

Performance and response time:

Error correction time:

Infrastructure and security:

15. Does the contractually defined Service Level Agreement define pertinent terms such as downtime, scheduled downtime, etc.?

If No, Explain:

16. Does the contract specify minimum disaster recovery and business continuity requirements, including penalties for non-compliance, as discovered through onsite inspections, audits or actual disasters?

If No, Explain:

17. Does the contract require the cloud vendor to notify the City of any outsourced functionality and its provider?

If No, Explain:

18. What is the contractually required notification period for the City or the cloud vendor for termination of the cloud services?

19. Describe how the data will be stored, managed and archived.

20. Will the City's data be stored and managed on a storage system with other data?

If Yes, Explain:

21. At what architectural point in the provider's cloud facility will the City data be physically connected to networking equipment with non-city data?

22. What are the cloud provider's information security policies?

23. What are the cloud provider's incident management and reporting policies?

24. What is the process by which the cloud provider updates policies and informs customers?

25. What is the basic architecture of the cloud provider's network security? (overall design, zones, filters, firewalls, VLANs, protocols, standards)

26. What security measures does the cloud provider use in data storage, transit and use?

27. What encryption technologies does the cloud provider use in data management?

28. How are access rights managed by the cloud provider for their employees, contractors and other persons?

29. What methods does the cloud provider use to destroy information, when so authorized?

30. What is the cloud provider's patch management policy/methods?

31. How does the cloud provider defend against malware, including but not limited to viruses, bots, spyware, spam, phishing and pharming?

32. What system hardening strategies are employed by the cloud provider?

33. How does the cloud provider perform security testing, including logging, correlation, intrusion detection, intrusion prevention, file integrity monitoring, time synchronization, security assessments, penetration testing?

34. What technologies and methods does the cloud vendor provide for strong authentication?

35. Provide any other comments and explanations:
