



RFP #834

PROFESSIONAL, TECHNICAL AND EXPERT SERVICES

Clark County Washington

RELEASE DATE: WEDNESDAY, AUGUST 3, 2022

DUE DATE: WEDNESDAY, SEPTEMBER 21, 2022 by 1:30 pm

Request for Proposal for:

SOFTWARE and IMPLEMENTATION SERVICES for a PERMITTING SOLUTION for ENVIRONMENTAL HEALTH FUNCTIONS

SUBMIT:

One (1) Original

One (1) Electronic Copy on Thumb Drive

of the Proposal to:

<u>Shipping Method of your Choice or Hand Delivery</u>	<u>United States Postal Service</u>
Clark County ATTN: Office of Purchasing 1300 Franklin Street, 6 th Floor, Suite 650 Vancouver WA 98660 564-397-2323	Clark County ATTN: Office of Purchasing PO Box 5000 Vancouver WA 98666-5000 564-397-2323

Office Hours: 8:00 am – 3:00 pm, Monday – Friday, except Legal Holidays.

No electronic submissions.

*****Proposals must be delivered to the Purchasing office – No Exceptions***

*****Proposals must be date and time stamped by Purchasing staff by 1:30 pm on due date.***

Refer Questions to Project Manager and cc the County's consulting partner, BerryDunn

Jazette Johnson
Program Manager / Public Health
Jazette.Johnson@clark.wa.gov
564-397-7367

BerryDunn, Ryan Doil, Senior Manager
rdoil@berrydunn.com

ADMINISTRATIVE REQUIREMENTS - Contractors shall comply with all management and administrative requirements established by Washington Administrative Code (WAC), the Revised Code of the State of Washington (RCW), and any subsequent amendments or modifications, as applicable to providers licensed in the State of Washington.

ALL proposals submitted become the property of Clark County. It is understood and agreed that the prospective Proposer claims no proprietary rights to the ideas and written materials contained in or attached to the proposal submitted. Clark County has the right to reject or accept proprietary information.

AUTHORSHIP - Applicants must identify any assistance provided by agencies or individuals outside the proposers own organization in preparing the proposal. No contingent fees for such assistance will be allowed to be paid under any contract resulting from this RFP.

CANCELLATION OF AWARD - Clark County reserves the right to immediately cancel an award if the contractual agreement has not been entered into by both parties or if new state regulations or policy make it necessary to change the program purpose or content, discontinue such programs, or impose funding reductions. In those cases where negotiation of contract activities are necessary, Clark County reserves the right to limit the period of negotiation to sixty (60) days after which time funds may be unencumbered.

CONFIDENTIALITY - Proposer shall comply with all applicable state and federal laws governing the confidentiality of information.

CONFLICT OF INTEREST - All proposals submitted must contain a statement disclosing or denying any interest, financial or otherwise, that any employee or official of Clark County or the appropriate Advisory Board may have in the proposing agency or proposed project.

CONSORTIUM OF AGENCIES - Any consortium of companies or agencies submitting a proposal must certify that each company or agency of the consortium can meet the requirements set forth in the RFP.

COST OF PROPOSAL & AWARD - The contract award will not be final until Clark County and the prospective contractor have executed a contractual agreement. The contractual agreement consists of the following parts: (a) the basic provisions and general terms and conditions, (b) the special terms and conditions, (c) the project description and goals (Statement of Work), and (d) the budget and payment terms. Clark County is not responsible for any costs incurred prior to the effective date of the contract. Clark County reserves the right to make an award without further negotiation of the proposal submitted. Therefore, the proposal should be submitted in final form from a budgetary, technical, and programmatic standpoint.

DISPUTES - Clark County encourages the use of informal resolution to address complaints or disputes arising over any actions in implementing the provisions of this RFP. Written complaints should be addressed to Clark County – Purchasing, P.O. Box 5000, Vancouver, Washington 98666-5000.

DIVERSITY IN EMPLOYMENT AND CONTRACTING REQUIREMENTS - It is the policy of Clark County to require equal opportunity in employment and services subject to eligibility standards that may be required for a specific program. Clark County is an equal opportunity employer and is committed to providing equal opportunity in employment and in access to the provision of all county services. Clark County's Equal Employment Opportunity Plan is available at <http://www.clark.wa.gov/hr/documents.html>. This commitment applies regardless of race, color, religion, creed, sex, marital status, national origin, disability, age, veteran status, on-the-job injury, or sexual orientation. Employment decisions are made without consideration of these or any other factors that are prohibited by law. In compliance with department of Labor Regulations implementing Section 504 of the rehabilitation Act of 1973, as amended, no qualified handicapped individual shall be discriminated against in admission or access to any program or activity. The prospective contractor must agree to provide equal opportunity in the administration of the contract, and its subcontracts or other agreements.

ENVIRONMENTALLY RESPONSIBLE PURCHASING PROGRAM - Clark County has implemented an Environmentally Responsible Purchasing Policy with a goal to reduce negative impacts on human health and the environment. Negative environmental impacts include, but are not limited to, greenhouse gases, air pollution emissions, water contamination, waste from the manufacturing process and waste in packaging. This policy also seeks to increase: 1) water and energy efficiency; 2) renewable energy sources; 3) use of products with recycled content; 4) product durability; 5) use of products that can be recycled, reused, or composted at the end of its life cycle. Product criteria have been established on the Green Purchasing List <https://clark.wa.gov/sites/default/files/dept/files/general-services/Purchasing/ERP%20Policy.pdf>

INDEPENDENT PRICE DETERMINATION - The prospective contractor guarantees that, in connection with this proposal, the prices and/or cost data have been arrived at independently, without consultation, communication, or agreement for the purpose of restricting competition. This does not preclude or impede the formation of a consortium of companies and/or agencies for purposes of engaging in jointly sponsored proposals.

INTERLOCAL AGREEMENT - Clark County has made this RFP subject to Washington State statute RCW 39.34. Therefore, the proposer may, at the proposers option, extend identical prices and services to other public agencies wishing to participate in this RFP. Each public agency wishing to utilize this RFP will issue a purchase order (or contract) binding only their agency. Each contract is between the proposer and the individual agency with no liability to Clark County.

LIMITATION - This RFP does not commit Clark County to award a contract, to pay any costs incurred in the preparation of a response to this RFP, or to procure or contract for services or supplies.

LATE PROPOSALS - A proposal received after the date and time indicated above will not be accepted. No exceptions will be made.

ORAL PRESENTATIONS - An oral presentation may be required of those prospective contractors whose proposals are under consideration. Prospective contractors may be informed that an oral presentation is desired and will be notified of the date, time and location the oral presentation is to be conducted.

OTHER AUDIT/MONITORING REQUIREMENTS - In addition, auditing or monitoring for the following purposes will be conducted at the discretion of Clark County: Fund accountability; Contract compliance; and Program performance.

PRICE WARRANT - The proposer shall warrant that the costs quoted for services in response to the RFP are not in excess of those which would be charged any other individual or entity for the same services performed by the prospective contractor, in a similar socioeconomic, geographical region.

PROTESTS - Must be submitted to the Purchasing Department.

PUBLIC SAFETY - May require limiting access to public work sites, public facilities, and public offices, sometimes without advance notice. The successful Proposer's employees and agents shall carry sufficient identification to show by whom they are employed and display it upon request to security personnel. County project managers have discretion to require the successful Proposer's employees and agents to be escorted to and from any public office, facility or work site if national or local security appears to require it.

ACCEPTANCE or REJECTION OF PROPOSALS - Clark County reserves the right to accept or reject any or all proposals received as a result of this RFP, to negotiate with any or all prospective contractors on modifications to proposals, to waive formalities, to postpone award, or to cancel in part or in its entirety this RFP if it is in the best interest of Clark County to do so.

SUBCONTRACTING - No activities or services included as a part of this proposal may be subcontracted to another organization, firm, or individual without the approval of Clark County. Such intent to subcontract shall be clearly identified in the proposal. It is understood that the contractor is held responsible for the satisfactory accomplishment of the service or activities included in a subcontract.

VERBAL PROPOSALS - Verbal proposals will not be considered in making the award of any contract as a result of this RFP.

WORKERS COMPENSATION INSURANCE - The contractor shall comply with R.C.W. Title 51- with minimum coverage limits of \$500,000 for each accident, or provide evidence that State law does not require such coverage.

FOR ALTERNATIVE FORMATS
Clark County ADA Office: V: 564-397-2322
ADA@clark.wa.gov

Request for Proposals

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Software and Implementation Svcs for a Permitting Solution for Environmental Health Functions

Part I

Proposal Requirements

Section IA	General Information
1. Introduction	<p>Clark County Public Health (CCPH) is soliciting Proposals from Proposers capable of satisfying the needs for providing software solutions and professional services to implement a new software systems environment to address the CCPH's needs related to an Environmental Health permitting software solution.</p> <p>The overall goal of this project is to take advantage of the newest technology and harness efficiencies by reviewing business processes or implementing technology to enhance existing business processes performed by the CCPH. CCPH is planning to replace its current software systems environment with a new system or combination of software systems, and to adopt systems functionality to support core processes. In doing so, CCPH seeks gain future efficiencies, including those addressed through this RFP and the Requirements in Attachment E.</p> <p>If your company contact details <u>are not</u> on the Plan Holder List at: https://clark.wa.gov/internal-services/request-proposal-1 Attachment B, Letter of Interest must be submitted to participate in this RFP.</p> <p>Proposers shall respond to all sections to be considered.</p> <p>Clark County has made this Request for Proposal subject to Washington State statute RCW 39.34. Therefore, the proposer may, at the proposers' option, extend identical prices and services to other public agencies wishing to participate in this RFP. Each public agency wishing to utilize this proposal will issue a purchase order (or contract) binding only their agency. Each contract is between the proposer and the individual agency with no liability to Clark County.</p>
2. Background	<p>Clark County is one of the fastest growing regions in Washington state and the Portland, Oregon, metropolitan region. Today, more than 500,000 people live in Clark County.</p> <p>CCPH's Environmental Public Health (EPH) unit includes the following programs:</p> <ul style="list-style-type: none">▪ Food Safety: CCPH helps protect the community from food borne illness by testing food workers on proper food handling methods, permitting and inspecting all Clark County food establishments.▪ Drinking Water Protection: CCPH helps keep drinking, bathing, and wash water safe by monitoring public water systems, reviewing plans for new systems and wells, and providing maintenance resources to property owners.▪ Onsite Septic Permitting, Onsite Septic Operations & Maintenance: CCPH protects public health and the environment by preventing human exposure to sewage and the contamination of our groundwater by ensuring the proper placement, design, installation, and maintenance of on-site septic systems.▪ Solid & Hazardous Waste: CCPH works with government agencies to investigate hazardous waste sites that pose a threat to public health and the environment and provides information to property owners to help with proper disposal or cleanup of hazardous waste. CCPH also works to protect its residents by permitting and inspecting landfills, garbage and recycling facilities, investigating illegal dump sites, coordinating the clean-up of illegal waste sites, and providing education and resources to local businesses to protect storm water.▪ Recreational Water Quality: CCPH routinely inspects water quality, safety equipment, and physical conditions of all public swimming pools, spas, float tank facilities, and recreational

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water features in Clark County. Further, CCPH routinely monitors local designated swim beaches at open water bodies for bacterial contaminants and all publicly accessible open water bodies for harmful algal blooms to determine if the water quality is safe for swimming and recreation.

- **School Health & Safety:** CCPH works in collaboration with local K-12 public, private, and parochial schools to ensure minimum environmental health standards are met. This work is done through routine food safety inspections, plan review of school construction projects, responding to notifications by concerned members of the public, and working with school representatives through educational based environmental health assessments.

CCPH currently utilizes an aging data system, Accela EnvisionConnect ("EC"). This system tracks complaints, manages the permitting process, stores facility inspection history, provides an online customer portal, and manages accounts and invoices for the EPH programs. This application is currently hosted in a Software-as-a-Service (SaaS) environment, off-site by the vendor. Accela provides ongoing remote support when appropriate.

Accela's EC is the main application in use by environmental health staff. EnvisionConnect Remote (ECR) synchronizes with EC and is used in the field for inspections. EnvisionConnect Online is used as an online portal for permitting and payments.

There are current integrations with ArcGIS and Point and Pay, an online payment processor. Data is transferred monthly to the county's Enterprise Resource Planning Workday, for financial information using GLEXP. GLEXP exports data from EC into an Excel spreadsheet. The Excel spreadsheet is then uploaded into Workday by staff.

CCPH IT staff have access to read-only ODBC connections for EC. These ODBC connections are used to post status updates on restaurant and spa/pool inspections on the county website, to display information at the property level in ArcGIS, and for data used in Crystal Reports and Access databases. County Assessor's information is exported nightly to an SFTP site. Accela has setup an automated update process that pulls the data from the SFTP site and imports it into a table in EC. The Septic owner's name and mailing address in EC is replaced with new data imported from the County Assessor. The County Assessor data is also available for staff to pull data for individual parcels into EC, using Extender, an automated import utility.

EnvisionConnect is the primary system that CCPH plans to replace as part of this RFP process. Additional systems are used to support CCPH's permitting and related processes. The table below lists the primary systems involved with CCPH's current permitting processes, along with an assigned indicator as to whether the system is sought to be retained, evaluated for replacement, or replaced in the future systems environment.

Additional Applications					
No.	Application	Description of Use	Retain	Evaluate Replacement	Replace
1	ArcGIS	Mapping services	X		
2	Constant Contact	Email marketing software for newsletters		X	
3	Crystal Reports	Reporting via ODBC connections to EC		X	
4	Accela EC/ECR/ECO	Environmental health system, ECR data used offline by field workers and portal for permitting and payments.			X
5	Extender	Application to import property information (that has been exported from the County Assessor into an SFTP site and imported into an EC table) into new EC records			X

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	6	GLEExport	Pulls data from EC and exports into Excel, for uploading into Workday			X
	7	LMS	Land management system used for building permits	X		
	8	Office Applications	Adobe; Microsoft Word, Teams, Excel, Outlook, and Access; Google Maps; Zoom; and DocuSign	X		
	9	OnBase	Document management solution	X		
	10	OneNote	Note-taking program used for plan review statuses	X		
	11	Point and Pay	Payment processor		X	
	12	Report Builder	A program, housed on the vendor's server, that allows the DISC to add new or update existing SQL reports			X
	13	OnlineRME	Responsible Management Entity software for on-site septic	X		
	14	Smartsheet	Collaboration and work management software		X	
	15	SQL	Reporting software/database	X		
	16	UDF Editor	A program, housed on the vendor's server, that allows the DISC to add User-Defined Fields into EC			X
	17	Workday	CCPH's fiscal management and human resources system	X		
3. Scope of Project	<p>CCPH is seeking to procure and implement a comprehensive, integrated environmental health permitting system that will support:</p> <ol style="list-style-type: none"> 1. Improved tracking, permit issuance, and inspections systems and tools. Several current tools are not effectively functioning and are causing staff to perform duplicative data input and process workarounds. 2. Automated electronic workflow processes, including approval routing, alerts, notifications, and electronic signature. 3. Expanded portal usage should include tracking complaint and/or permit status, managing and tracking certified professionals' status, past due notifications, calculating invoice amounts and enabling online payments, and educational requirements for annual certification renewal. 4. An integrated report writer in a new system that can access and utilize all data within the system and should include user-friendly, real-time reporting, querying, and dashboard functionality to support improved data analytics. The new system should provide integration between all modules, including drill-down capabilities into individual records across modules and programs. 					

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5. An interface between a new permitting and tracking system and OnBase that would allow staff to minimize duplicative data entry and automate current labor-intensive business processes.
6. Having data pulled from existing records to auto-populate forms, reports, and letters, which will reduce the need to have multiple applications open.
7. The new permitting review and tracking software system should have project management tools such as dashboards for their cases or subordinate cases to customize, track multiple service requests, and use as needed to help staff with workflow processing, workload balancing, and prioritizing permits and licenses.
8. CCPH is interested in implementing commercially available software that can provide a proven, integrated, and fully developed environmental health permitting records system.

Deployment Models

CCPH is open to considering subscription and vendor-hosted deployment models, and has structured the RFP to allow for the evaluation of the deployment model as but one factor in the overall procurement process. CCPH wishes to evaluate the greatest range of marketplace offerings feasible through this process. CCPH will not, however, be considering County/CCPH hosted deployment options.

CCPH recognizes there are many factors contributing to a comparison of cost Proposals for these deployment methods including the potential for reduced hardware and support costs in hosted/SaaS models, a particular Proposer's approach to managing upgrades, and technical staffing needs. CCPH has a preference toward a Software as a Service (SaaS) deployment model, but in light of the breadth of functionality and available solutions in the marketplace to address those functional areas CCPH will consider all deployment models. CCPH will consider, in no particular order, the following deployment models:

- Software as a Service (SaaS or subscription-based models)
- Proposer hosted (hosted and managed by the Proposer, perpetual licenses)

Cost sheets have been provided under **Attachment G – Cost Worksheets** for pricing each of the deployment models.

This solicitation is not a bid process nor will it follow a lowest-priced responsive Proposal process, but will be based on most advantageous Proposal(s) utilizing the [Evaluation Criteria](#) listed in the RFP, including the review of life cycle costs (i.e. recurring costs, hardware, third-party licenses, etc.).

In developing proposals, Proposer's shall clearly define the proposed deployment model including the licensing model as well as any perceived benefits of the proposed model. In the event two or more products are proposed under the same proposal (e.g. through a partnership or offered by the same company) the Proposer shall clearly indicate in both the technical proposal (**Attachment E Tab 2**) and cost proposal (**Attachment G**) the deployment model for each proposed software product.

CCPH does not have a preference as to a specific hosting location, but does have a requirement that the hosting being within the contiguous United States and any remote access or data processing during the implementation or thereafter be from within the contiguous United States. CCPH does prefer both support and vendor staff accessing data also be located within the United States. Vendors are requested to specify the hosting location in proposal responses, specifically as part of Tab 9 to proposal responses (please see **Attachment D** for further instruction).

Scope of Functional Areas and Anticipated Number of Users

The List of Functional and Technical Requirements contained in **Attachment E – Functional and Technical Requirements** contains the detailed functionality CCPH requires within each functional area in a future systems environment, as well as general and technical system requirements, and interface scope.

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The following user counts by module contained in the table below are estimates and are provided for planning purposes only. The number of users represents the **anticipated future number of users of a new system**. This information is provided as Named Users and Concurrent Users to accommodate differences in how interested vendors may license their software, and to allow equitable understanding among proposing vendors of the scope of anticipated future users of a new system.

- **Named Users:** This category of users includes those a dedicated license assigned per CCPH user/staff member.
- **Concurrent Users:** This category of users includes unnamed license seats – in other words, how many people are expected to be accessing the system/module at the same time. This is in contrast to named users who have dedicated licenses tied to a unique login/user ID.

Functional Area	Named Users	Concurrent Users
Enforcement	75	60
Finance	90	30
Inspections	75	60
Licensing	75	60
Online Portal	75	60
Permitting	75	60

It is anticipated that some users will use multiple modules, causing overlap in each functional area. The counts in the rows above are broken down by functional area to allow Respondents to formulate responses based on each.

It is anticipated that in total, there will be 90 named users in a future systems environment – across all functional areas.

4. Project Funding

The County is committed to fully funding the one-time and recurring annual costs for the acquisition of the software (whether a licensed model or a subscription model is selected as a result of this process). The County does not have an established budget in place for this project, but intends to use the proposals received through this process to inform the budget development for the project. A final budget will be programmed based on the results of this RFP and final contract negotiations.

The County is sensitive to the total costs, and has listed cost as one of the several evaluation criteria in the RFP; however, this is not an opportunity to identify the lowest priced solution. This RFP opportunity is being presented as a best value solicitation, and not a lowest priced bid, opportunity.

Clark County, in accordance with the provisions of Title VI of the Civil Rights Act of 1964 (78 Stat. 252, 42 U.S.C. §§ 2000d to 2000d-4) and the Regulations, hereby notifies all bidders that it will affirmatively ensure that any contract entered into pursuant to this advertisement, disadvantaged business enterprises will be afforded full and fair opportunity to submit bids in response to this invitation and will not be discriminated against on the grounds of race, color, or national origin in consideration for an award.

El Condado de Clark, de acuerdo con las disposiciones del Título VI de la Ley de Derechos Civiles de 1964 (78 Stat. 252, 42 U.S.C. §§ 2000d a 2000d-4) y el Reglamento, por la presente notifica a todos los postores que se asegurará afirmativamente de que cualquier contrato celebrado de conformidad con este anuncio, las empresas comerciales desfavorecidas tendrán la oportunidad plena y justa de presentar ofertas en respuesta a esta invitación y no serán discriminadas por motivos de raza, color u origen nacional en consideración a un laudo.

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5. Timeline for Selection	<p>The following dates are the <u>intended</u> timeline:</p> <table><tr><td>Proposals Due</td><td>September 21, 2022</td></tr><tr><td>Proposal Review/Evaluation Period</td><td>September 22 – October 28, 2022</td></tr><tr><td>Interviews/Demonstration</td><td>October 31 – November 18, 2022</td></tr><tr><td>Selection Committee Recommendation</td><td>November 30, 2022</td></tr><tr><td>Contract Negotiation/Execution</td><td>December 1, 2022 – January 31, 2023</td></tr><tr><td>Contract Intended to Begin</td><td>February 1, 2023</td></tr></table>	Proposals Due	September 21, 2022	Proposal Review/Evaluation Period	September 22 – October 28, 2022	Interviews/Demonstration	October 31 – November 18, 2022	Selection Committee Recommendation	November 30, 2022	Contract Negotiation/Execution	December 1, 2022 – January 31, 2023	Contract Intended to Begin	February 1, 2023
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Contract Negotiation/Execution	December 1, 2022 – January 31, 2023												
Contract Intended to Begin	February 1, 2023												
6. Employment Verification	<p>To be considered <u>responsive</u> to any formal Clark County Bid, RFP or Small Works Quote, all vendors shall submit before, include with their response or within 48 hours after submittal, a recent copy of their E-Verify MOU or proof of pending enrollment. The awarded contractor shall be responsible to provide Clark County with the same E-Verify enrollment documentation for each sub-contractor (\$25,000 or more) within thirty days after the sub-contractor starts work. Contractors and sub-contractors shall provide a report(s) showing status of new employee's hired after the date of the MOU. The status report shall be directed to the county department project manager at the end of the contract, or annually, whichever comes first. E-Verify information and enrollment is available at the Department of Homeland Security web page: www.dhs.gov/E-Verify</p> <p>How to submit the MOU in advance of the submittal date:</p> <ol style="list-style-type: none">1. Hand deliver to 1300 Franklin St, Suite 650, Vancouver, WA 98660, or;2. E-mail: koni.odell@clark.wa.gov or priscilla.ricci@clark.wa.gov <p><i>Note : Sole Proprietors shall submit a letter stating exempt.</i></p>												

Section IB	Work Requirements
1. Required Services	<p>The proposer selected in response to this RFP shall provide the software and professional services as so necessary to successfully: assess current business processes and workflows, define areas of alignment to the proposed software solution as well as gaps and define action plans to better align any processes and gaps to out-of-the box software functionality within a reasonable tolerance, train CCPH staff on the use/configuration/maintenance/security/etc., of the proposed software solution, assist with the configuration of the software solution, develop defined integrations with other software systems, assist with testing of the proposed software solution including resolution of defects and configuration errors, support the overall implementation process with those tasks and deliverables as is commonplace to the implementation of an enterprise software solution including but not limited to; project management, project governance, organizational change management, communication strategies, and preparation of the CCPH for live production use of the proposed software solution. The manner in which proposer's approach each of these tasks, and the degree to which the division of labor falls upon the vendor or CCPH, will be at the discretion of the proposing vendors based upon the successful and recommended methodology that has been employed on similarly situated public health departments within the municipal sector.</p> <p>The following information establishes the expectation of the minimum level of project management documentation to be provided by Proposers as a part of, but not exclusively, the resulting implementation services offered. As part of the implementation scope, following signing of a contract, the selected Proposer shall develop and provide CCPH with the following items:</p>

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	<ul style="list-style-type: none">• Project Management Plan: a detailed Implementation Project Plan that, at a minimum, includes the following:<ul style="list-style-type: none">○ Objectives○ Deliverables and Milestones○ Project Schedule○ Resource Management Processes○ Scope Management Processes○ Schedule Management Processes○ Risk Management Processes○ Quality Management Approach○ Communication Management Approach○ Organizational Change Management Approach○ Status Reporting• Training Plan• System Interface Plan• Testing and Quality Assurance Plan• Pre- and Post-Implementation Support Plan• System Documentation• Risk Register <p>Additional documentation about each Plan may be found in Section VIII of Tab 3, in Attachment D Proposal Response Forms of this RFP.</p> <p>All of Proposer's personnel providing goods and services under the resulting contract shall possess the necessary skills, experience, and knowledge, to perform their assigned duties. In the event assigned personnel are providing non-conforming or unsuitable services, CCPH shall notify the vendor and provide the opportunity to rectify the deficiency. If unable to cure the nonconforming services, the vendor shall remove from the project and replace the vendor personnel that CCPH deems unsuitable for the project with a resource possessing the necessary skills, experience, and knowledge, to perform their assigned duties in a satisfactory manner.</p> <p>CCPH shall be entitled to any and all upgraded versions of the software covered in the contract that becomes available from the selected proposer. Such upgrades shall be provided at no cost to CCPH so long as a valid maintenance and support agreement, or if applicable software as a service licensing agreement, is in place.</p> <p>The selected proposer may be required to meet with the CCPH Project Manager not less than once per quarter to conduct a performance review of the vendor on the project. These meetings will be either in person at CCPH offices, or via teleconference or web-conference. This performance review will include a review of the pricing, delivery performance, customer service, and improving operational efficiencies.</p>
2. County Performed Work	<p>CCPH intends to have functional and technical resources available during Project implementation, though it is noted that CCPH does not anticipate dedicating staff full-time to the implementation in addition to managing their core job responsibilities. This applies to both CCPH functional resources as well as technical resources from Clark County.</p> <p>Staffing and resource requirements are a consideration for CCPH in terms of both the implementation process as well as supporting the software once in an operations mode. Interested proposers are encouraged to submit questions to CCPH to solicit such additional information as is necessary to adequately estimate the resource commitments that would be expected of CCPH during implementation, and post go-live for ongoing support of the system(s). Additional resource</p>

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	<p>planning will be performed based upon the selected Proposer(s).</p> <p>Proposers shall clearly indicate in the proposal responses the estimated level of CCPH resource involvement in the implementation process, in order to allow CCPH to perform adequate planning. CCPH will utilize the response to Respondents' Resource Hour Estimates in Attachment D, Tab 3 – Project Approach and Implementation Methodology, of Proposals as an input into the staffing plan CCPH develops, and requests that Proposers clearly articulate estimated staffing considerations in their responses.</p>
3. Deliverables & Schedule	<p>CCPH acknowledges that each Proposer will bring forward for consideration its own unique approach and methodology to the implementation process, and as such specific deliverables are not being prescribed as a requirement, beyond the requirement for weekly status update meetings to be delivered through the project duration including written agendas provided at minimum twenty-four (24) hours in advance of scheduled meetings.</p> <p>Any and all deliverables must be submitted to CCPH for review and approval or rejection. It will be CCPH's sole determination as to whether any tasks have been successfully completed and are acceptable.</p> <p>Signed acceptance is required from CCPH prior to approval of an invoice for payment. If a deliverable is not accepted, CCPH will provide the reason, in writing, within ten (10) business days, or as otherwise mutually agreed-upon, of receipt of the deliverable. If the deliverable is of such complexity that additional time is required, CCPH will so notify the Vendor within the ten (10) business day period and include an estimated date by which Vendor can expect a response.</p> <p>Proposers shall provide potential phase start and target go-live dates in proposal responses per Attachment D, Tab 5. These dates should be estimates based on anticipated resource requirements and dependencies between functional areas. These dates are subject to negotiation. During the implementation process following contract signing, in the event implementation project schedule delays occur at no fault of CCPH and at the sole fault of the implementing vendor, CCPH shall not be held responsible for any additional costs associated with such delays and any tasks assigned to CCPH shall similarly be extended equal to the delays caused by the vendor.</p>
4. Place of Performance	<p>Contract performance may take place onsite at CCPH's facility, or remotely, or through a blended approach of onsite and remote delivery, subject to then-current prevailing public health guidance and agreement between the parties. At the time of release of this RFP, CCPH anticipates the majority of the initial work will be performed remotely unless otherwise justified by the proposer.</p>
5. Period of Performance	<p>A contract awarded as a result of this RFP will be for five (5) years and is intended to begin on February 1, 2023 and end January 31, 2028.</p> <p>Clark County reserves the right to extend the contract resulting from this RFP for a period of fifteen (15) additional years, in three (3) year increments, with the same terms and conditions, by service of a written notice of its intention to do so prior to the contract termination date.</p>
6. Prevailing Wage (When Applicable)	<p>Contractors shall meet the requirements for Prevailing Wage and public works requirements, per RCW 39.04.350. Proposer shall be either exempt, by having a valid Washington business license for three years or more <u>and</u> completed three or more public works projects <u>or</u> received and completed training on prevailing wage and public works requirements.</p> <p>Pursuant to State of Washington RCW 39.12, all payment for salaries and wages shall conform to State of Washington Department of Labor and Industries as prevailing wage rates. For this</p>

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	<p>project select the Clark County rates that apply on the proposal closing date from either of these sites:</p> <p>http://www.wsdot.wa.gov/Design/ProjectDev/WageRates/default.htm</p> <p>http://www.ini.wa.gov/TradesLicensing/PrevWage/WageRates</p> <p>Before payment is made by the Local Agency of any sums due under this contract, the Local Agency must receive from the Contractor and each Subcontractor a copy of "Statement of Intent to Pay Prevailing Wages" (Form L & I Number 700-29) approved by the Washington State Department of Labor and Industries.</p> <p>A fee of \$45.00 per each "Statement of Intent to Pay Prevailing Wages" and "Affidavit of Wages Paid" is required to accompany each form submitted to this Department of Labor and Industries. The Contractor is responsible for payment of these fees and shall make all applications directly to the Department of Labor and Industries. These fees shall be incidental to all the proposed items of this contract.</p>
7. Debarred Suspended	<p>Federally or Washington State debarred or suspended suppliers may not participate in this Request for Proposal.</p> <p>All proposer's must fill out, sign and submit the "Certification Regarding Debarment, Suspension, and Other Responsibility Matter" form with their proposal to be eligible to participate.</p>
8. Public Disclosure	<p>This procurement is subject to the Washington Public Records Act (the "Act"), chapter 42.56 RCW. Once in the County's possession, all of the RFP Submittals shall be considered public records and available for public records inspection and copying, unless exempt under the Act.</p> <p>If a Respondent or Proposer considers any portion of an RFP Submittal to be protected under the law, whether in electronic or hard copy form, the Respondent or Proposer shall clearly identify each such portion with the word "PROPRIETARY". The County will notify the Respondent or Proposer in writing of the request and allow the Respondent or Proposer ten (10) days to obtain a court order enjoining release of the record(s). If the Respondent or Proposer does not take such action within the ten (10) day period, the County will release the portions of the RFP Submittal deemed subject to disclosure. All Respondents and Proposers who provide RFP Submittals for this procurement accept the procedures described above and agree that the County shall not be responsible or liable in any way for any losses that the party may incur from the disclosure of records to a third party who requests them.</p>
9. Insurance Bond	<p>A. <u>Waiver of Subrogation</u></p> <p>All insurance coverage maintained or procured pursuant to this agreement shall be endorsed to waive subrogation against County, its elected or appointed officers, agents, officials, employees and volunteers or shall specifically allow Contractor or others providing insurance evidence in compliance with these specifications to waive their right of recovery prior to a loss. Contractor hereby waives its own right of recovery against County and shall require similar written express waivers and insurance clauses from each of its subcontractors.</p> <p>B. <u>Proof of Insurance</u></p> <p>Proof of Insurance shall be provided prior to the starting of the contract performance. Proof will be on an ACORD Certificate(s) of Liability Insurance, which the Proposer shall provide to Clark County. Each certificate will show the coverage, deductible and policy period. Policies shall be endorsed to state that coverage will not be suspended, voided, canceled or reduced without a</p>

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30-day written notice by mail. It is the Proposer's responsibility to provide evidence of continuing coverage during the overlap periods of the policy and the contract.

C. Worker's Compensation

As required by the industrial insurance laws of the State of Washington.

D. Automobile

If the Proposer or its employees use motor vehicles in conducting activities under this Contract, liability insurance covering bodily injury and property damage shall be provided by the Proposer through a commercial automobile insurance policy. The policy shall cover all owned and non-owned vehicles. Such insurance shall have minimum limits of \$1,000,000 per occurrence, combined single limit for bodily injury liability and property damage liability with a \$1,000,000 annual aggregate limit. If the Proposer does not use motor vehicles in conducting activities under this Contract, then written confirmation to that effect on Proposer letterhead shall be submitted by the Proposer.

E. Commercial General Liability (CGL) Insurance written under ISO Form CG0001 or its latest equivalent with minimum limits of \$1,000,000 per occurrence and in the aggregate for each one year policy period. Personal and Advertising Injury \$1,000,000 and General Aggregate \$1,000,000. This policy will renew annually. This coverage may be any combination of primary, umbrella or excess liability coverage affording total liability limits of not less than \$1,000,000 per occurrence and in the aggregate. However, if other policies are added they must be a follow-form policy in language, renewal date, and have no more exclusions than the underlying coverage. Products and Completed Operations coverage shall be provided for a period of three years following Substantial Completion of the Work. The deductible will not be more than \$50,000 unless prior arrangements are made with Clark County on a case by case basis; the criterion is the Contractor's liquidity and ability to pay from its own resources regardless of coverage status due to cancellation, reservation of rights, or other no-coverage-enforce reason. Coverage shall not contain any endorsement(s) excluding nor limiting Product/Completed Operations, Contractual Liability or Cross Liability. Clark County needs to be listed as additional insured.

F. Professional / Cyber Liability (aka Errors and Omissions)

The Proposer shall obtain, at Proposer's expense, and keep in force during the term of this contract Professional Liability insurance policy to protect against legal liability arising out of contract activity. Such insurance shall provide a minimum of \$1,000,000 per occurrence. The deductible will not be more than \$25,000 unless prior arrangements are made with Clark County on a case by case basis; the criterion is the Proposer's liquidity and ability to pay from its own resources. It should be an "Occurrence Form" policy. If the policy is "Claims Made", then Extended Reporting Period Coverage (Tail coverage) shall be purchased for three (3) years after the end of the contract.

G. Pollution and Asbestos Liability

If hazardous material is encountered during any construction, the Project Manager must be notified immediately, and if any work is done to remove it, any Proposer performing work shall obtain and keep in effect during the term of the contract, Pollution Liability Insurance, including Asbestos Liability covering bodily injury, property damage, environmental damage, including any related clean-up costs. Combined single limit should be a minimum of \$1,000,000.00 per occurrence.

H. Umbrella Liability Coverage

Umbrella Coverage in the amount of \$1,000,000 shall be provided and will apply over all liability policies without exception, including Commercial General Liability and Automobile Liability.

I. Additional Insured

Clark County, its officers, employees and agents, will be named on all policies of contractor and any subcontractors as an additional insured, with no restrictions or limitations concerning products and completed operations. This coverage shall be primary coverage and noncontributory to any coverage maintained by Clark County. The contractor shall provide Clark County with verification of insurance and endorsements required by this agreement. Clark County reserves the right to require complete, certified copies of all required insurance policies at any time. All insurance shall

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	<p>be obtained from an insurance company authorized to do business in the State of Washington.</p> <p>All policies must have a Best's Rating of A-VII or better.</p>
10. Plan Holders List	<p>All proposers are required to be listed on the plan holders list.</p> <p>✓ Prior to submission of proposal, please confirm your organization is on the Plan Holders List below:</p> <p>To view the Plan Holders List, please click on the link below or copy and paste into your browser. Clark County RFP site: https://clark.wa.gov/internal-services/purchasing-overview</p> <ul style="list-style-type: none">• If your organization is NOT listed, submit Attachment B - Letter of Interest to ensure your inclusion.• Proposals received by Clark County by proposers not included on the Plan Holders List may be considered non-responsive.

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Part II Proposal Preparation and Submittal

Section IIA	Pre-Submittal Meeting / Clarification
1. Pre-Submittal Meeting	<p>A non-mandatory Pre-Submittal Meeting will be held on Thursday, August 18, 2022 at 1:00 pm Pacific Time. The meeting will be by telephone and MS Teams video conference, join by using one of the following:</p> <p>Click here to join the video conference</p> <p>Meeting ID: 217 556 900 967</p> <p>Passcode: 3jeak7</p> <p>Or call in (audio only)</p> <p>+1 213-262-7043</p> <p>Phone Conference ID: 142 255 854#</p> <p>The format of the Pre-Submittal Meeting will be an overview of the RFP, its contents, the RFP Schedule of Events, and additional topics. Following the overview, Vendors will be able to ask questions related to the RFP or the overall process. CCPH will attempt to answer all questions at that time, but answers provided shall not be binding. Following the Pre-Submittal Meeting, CCPH will post online the material questions asked and their respective answers and as necessary, an addendum.</p>
2. Proposal Clarification	<p>Questions and Requests for Clarification regarding this Request for Proposal must be directed in writing, via email, to the person listed on the cover page.</p> <p>The deadline for submitting such questions/clarifications is August 31, 2022 by 10:00 am PDT.</p> <p>An addendum will be issued no later than September 8, 2022 to all recorded holders of the RFP if a substantive clarification is in order.</p> <p>The Questions & Answers/Clarifications are available for review at the link below. Each proposer is strongly encouraged to review this document prior to submitting their proposal.</p> <p>Clark County RFP site: https://clark.wa.gov/internal-services/request-proposal-1</p>
Section IIB	Proposal Submission
1. Proposals Due	<p>Sealed proposals must be received no later than the date, time and location specified on the cover of this document.</p> <p>The outside of the envelope/package shall clearly identify:</p> <ol style="list-style-type: none">1. RFP Number and;2. TITLE and;3. Name and Address of the Proposer. <p>Responses received after submittal time will not be considered and will be returned to the Proposer - unopened.</p>

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	Proposals received with insufficient copies (as noted on the cover of this document) cannot be properly disseminated to the Review Committee and other reviewers for necessary action, therefore, may not be accepted.
2. Proposal	<p>See Attachment H – Proposal Submittal Language for more requirements.</p> <p>Proposals must be clear, succinct and not exceed the requested page limitations within Attachment D as it relates to the narrative response within each tab and prescribed number of pages, excluding resumes, E-Verify, coversheet and debarment form. Proposer's who submit more than the pages indicated may not have the additional pages of the proposal read or considered.</p> <p>For purposes of review and in the interest of the County, the County encourages the use of submittal materials (i.e. paper, dividers, binders, brochures, etc.) that contain post-consumer recycled content and are <u>readily recyclable</u>.</p> <p>The County discourages the use of materials that cannot be readily recycled such as PVC (vinyl) binders, spiral bindings, and plastic or glossy covers or dividers. Alternative bindings such as reusable/recyclable binding posts, reusable binder clips or binder rings, and recyclable cardboard/paperboard binders are examples of preferable submittal materials.</p> <p>Proposers are encouraged to print/copy on both sides of a single sheet of paper wherever applicable; if sheets are printed on both sides, it is considered to be two pages. Color is acceptable, but content should not be lost by black-and-white printing or copying.</p> <p>All submittals will be evaluated on the completeness and quality of the content. Only those Proposers providing complete information as required will be considered for evaluation. The ability to follow these instructions demonstrates attention to detail.</p> <p>Additional support documents, such as sales brochures, should not be included with each copy unless otherwise specified.</p>
Section IIC	Proposal Content
1. Cover Sheet	This form is to be used as your proposal Cover Sheet. See Cover Sheet - Attachment A
2. Project Team	See Attachments D – H.
3. Management Approach	See Attachment D – H.
4. Respondent's Capabilities	See Attachment D – H.
5. Project Approach and Understanding	See Attachment D – H.

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6. Proposed Cost	See Attachment D – H.
7. Employment Verification	<p>Please refer to section 1A.6. – E-Verify</p> <p>IMPORTANT NOTE: Include this portion of the response immediately <u>AFTER</u> the cover page, if not already on file with Clark County. Current vendors on file can be viewed at:</p> <p>https://clark.wa.gov/internal-services/purchasing-overview</p>

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Part III Proposal Evaluation & Contract Award

Section IIIA	Proposal Review and Selection
1. Evaluation and Selection:	<p>Proposals received in response to this RFP will be evaluated by a Review Committee. The Committee review results and recommendations may be presented to an appropriate advisory board prior to the consent process with the Clark County Council.</p> <p>The following subsection outlines the intended proposal evaluation process CCPH has identified. CCPH reserves the right to deviate from this process at its own discretion, and to (i) negotiate any and all elements of the RFP, (ii) amend, modify, or withdraw the RFP, (iii) revise any requirements under the RFP, (iv) require supplemental statements of information from any Proposers, (v) extend the deadline for submission of Proposals, (vi) cancel, in whole or part, this RFP if CCPH deems it is in its best interest to do so, (vii) request additional information or clarification of information provided in any Proposal without changing the terms of the RFP, (viii) waive any portion of the selection process in order to accelerate the selection and negotiation with the top-ranked Proposer; (ix) award this project in whole or in part to a vendor other than the highest scoring vendor based on the determination of the best overall value and/or fit for CCPH, and/or (x) award the contract without written or oral discussions with any Proposers. CCPH may exercise the foregoing rights at any time without notice and without liability to any Respondent, or any other party, for expenses incurred in the preparation of responses hereto or otherwise.</p> <ul style="list-style-type: none">a. Vendor Shortlist: The Review Committee will initially review and evaluate each responsive Proposal received to determine the Proposer's ability to meet the requirements of CCPH. The evaluation criteria described below will be the basis for evaluation. The Review Committee will determine the Proposers best suited to meet the needs of CCPH based on the scoring of the evaluation criteria. These Vendors will form the Vendor Shortlist.b. Vendor Demonstrations: CCPH, at its sole discretion, reserves the right to have system demonstrations with those Proposers on the Vendor Shortlist, or any other Proposer. Demonstrations are expected to be held remotely, via web-conference. Demonstrations will involve a scripted demonstration. The schedule, scripts, and demonstration requirements will be provided with the invitation to participate in demonstrations. A Pre-Demonstration Vendor Teleconference will take place for those Proposers that have been shortlisted, and Proposers will have an opportunity to review the format of the demonstrations and ask questions related to procedure and specific demonstration scenarios. Proposers that are invited to participate in demonstrations are advised that the provided scripts must be strictly adhered to while presenting. Optional modules or functionality shall not be presented if they fall outside the scope of requested functionality or that functionality which has been proposed by the Proposers. The proposed version of the software must be shown, and must not include any software that is under development or in beta testing. Review Committee members will view the demonstrations, and additional County staff may also be in attendance to observe and provide informal feedback.c. Reference Checks: The Review Committee may employ a process of contacting references provided through Proposers proposals. This process may include teleconference meetings, web conferences, and in-person meetings with references. CCPH reserves the right to conduct reference checks at any point in the evaluation process. <p>Best and Final Offer and Request for Clarification: A Best-and-Final-Offer process may be initiated if it is determined to be in the best interest of CCPH. Such process may be initiated following the identification of the Vendor Shortlist or at any other evaluation process step. Additional processes of scope and cost clarification may be employed as part of the evaluation process if it is deemed to be in CCPH's best interest.</p>
2. Evaluation Criteria Scoring	<p>Each proposal received in response to the RFP will be objectively evaluated and rated according to a specified point system.</p> <p>As described in the preceding Evaluation and Selection process sub-section, CCPH intends to follow an approach through which proposers may progress forward through certain evaluation checkpoints, or not</p>

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progress. The approach to scoring will be cumulative based on key evaluation activities (e.g. scoring is conducted in a progressive manner, following various steps in the process as a proposer does or does not move forward under consideration by the Review Committee). CCPH hereby reserves the right to evaluate, at its sole discretion, the extent to which each Proposal received compares to the stated criteria. Proposals shall be evaluated in accordance with the following criteria, subject to variation at the sole discretion of CCPH. Vendors that move through each step of the progressive evaluation process will be eligible to receive points based on a two hundred (200) point system, weighted against the following criteria:

Short-List Identification: CCPH intends to utilize the criteria presented in the following table following the Review Committee's review of Written Proposals. In the event of a future clarification received from a proposer, the Committee reserves the right to adjust the initial short-list scoring accordingly to reflect the clarification.

Short-List Identification Criteria

Criteria	Description	Points
Functionality	<p>This criterion considers but is not limited to the following:</p> <ul style="list-style-type: none"> The vendor's written responses to the Functional and Technical Requirements for proposed functional areas and overall software solution. The ability for the proposed software to integrate with CCPH systems environment. 	35
Technical	<p>This criterion considers but is not limited to the following:</p> <ul style="list-style-type: none"> Alignment of the proposed software to CCPH's preferred technical specifications. The vendor's written response to each Potential Interface. The level of integration among proposed functional areas. 	15
Approach	<p>This criterion considers but is not limited to the following:</p> <ul style="list-style-type: none"> The described approach to implement an enterprise system to achieve CCPH's goals and objectives. The alignment of the proposed implementation timeline to CCPH's desired timeline. The distribution of implementation tasks among County and vendor teams. The proposed resources hours among County and vendor teams. The vendor's approach to key implementation tasks including but not limited to testing, and training. The vendor's planned ongoing support and maintenance services. 	25
Vendor Experience	<p>This criterion considers but is not limited to the following:</p> <ul style="list-style-type: none"> The vendor's experience delivering the services requested in the RFP. The vendor's experience with similar implementations for comparable organizations. The vendor's experience deploying comparable interfaces to CCPH's related applications. 	20
Proposed Staff Experience	<p>This criterion considers but is not limited to the following:</p> <ul style="list-style-type: none"> The experience of named staff delivering services requested in the RFP. 	5

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		<ul style="list-style-type: none"> The experience of named staff with similar implementations for comparable organizations. The qualifications of named staff to deliver the services requested in the RFP with a focus on business process optimization. 	
<p>Finalists Identification: The Review Committee intends to utilize the criteria presented in the following table following the software demonstrations by Short-List vendors.</p>			
Finalist Identification Criteria			
Criteria	Description	Points	
Functionality Demonstrated	This criterion considers new information learned through vendor demonstrations including but not limited to the demonstrated user interface and the alignment of demonstrated functionality with preferred business processes.	15	
Technical Capabilities	This criterion considers new information learned through the Technical Discussion as part of vendor demonstrations as well as other sessions.	5	
Approach Discussion	This criterion considers new information learned through the Implementation Approach Discussion as part of vendor demonstrations as well as other sessions.	5	
Experience Discussion	This criterion considers new information learned through the Company Overview Discussion as part of vendor demonstrations as well as other sessions.	5	
<p>Preferred Vendor Identification: CCPH intends to utilize the criteria presented in the following table following the completion of reference checks and any site visit.</p>			
Preferred Vendor Identification Criteria			
Criteria	Description	Points	
Reference Feedback	This criterion considers the feedback received from references related to the vendor's performance in the implementation including meeting project objectives and timelines, as well as the knowledge, skills, and experience of implementation staff; capabilities of the software; and ongoing vendor performance with support and maintenance.	20	
Comparable References	This criterion considers the relevance of references related to organization size and location, structure of the organization, entity type (e.g. county health department, governmental health department/organization), comparable scope, similar software version, and deployment model.	10	
<p>Cost Point Allocation: CCPH will evaluate cost proposals based upon this criteria. Cost points will be applied prior to the demonstration process. CCPH reserves the right to re-apply (adjust/refine/replace in the event of a subsequent Request for Clarification or Request for Best and Final Offer) cost points at a later stage in the evaluation process. (For example: following the demonstrations for Shortlisted Vendors, or following the Preferred Vendor Identification for those vendors subject to reference checks).</p>			

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	Cost Point Criteria		
	Criteria	Description	Points
	Cost	<p>This criterion considers, as applicable, the price of the software licensing, services, and terms of any offered ongoing maintenance and support (including applicable service level agreements, disaster recovery, etc.) proposed in response to the information solicited by this RFP. Respondents will be evaluated on their pricing scheme, as well as on their price in comparison to the other proposers.</p> <p>In evaluating cost, CCPH may evaluate on a fully loaded ten-year cost of ownership. Fully loaded is defined to include (but is not limited to): software purchase and implementation costs; ongoing support and service costs; hardware costs; and associated hardware support costs. CCPH reserves the right to add their own estimates of the costs (including any anticipated savings) associated with the required level of internal staffing (business users and IT staff) for implementation and for ongoing support, hardware and overhead costs and savings, and may rely on the Respondent's resource estimates as a basis for their calculations.</p>	40
Section IIIB	Contract Award		
1. Consultant Selection	<p>The County will issue a notice of intent to award a contract to the Proposer presenting the best overall value to CCPH, taking into consideration the evaluation criteria and process outlined above. If CCPH does not reach a favorable agreement with that Proposer, CCPH shall suspend or terminate negotiations and commence negotiations with the next so-ranked Proposer and so on until a favorable agreement is reached</p> <p>The County will determine the most qualified proposer based on the evaluation criteria listed using predetermined weights, the attributes of the Proposers and the overall responsiveness of the Proposal. If the County does not reach a favorable agreement with the top Proposer, the County shall terminate negotiations and begin negotiations with the next qualified Proposer. If the County is unable to reach agreeable terms with either Proposer, they may opt to void the RFP and determine next steps.</p> <p>Clark County reserves the right to accept or reject any or all proposals received, to negotiate with any or all prospective contractors on modifications to proposals, to waive formalities, to postpone award, or to cancel in part or in its entirety this RFP. Clark County reserves the right to award the contract based on the best interests of the County.</p>		
2. Contract Development	<p>The proposal and all responses provided by the successful Proposer may become a part of the final contract.</p> <p>The contract resulting from this RFP shall be in form and content satisfactory to the County and shall include, without limitation, the terms and conditions provided for in this RFP and such other terms and conditions as the County deems necessary and appropriate. The resulting contract from this RFP shall be a not-to-exceed based contract, subject to the Payment Terms identified in Attachment F for the various cost types.</p> <p>The standard of performance for the contract resulting from this RFP shall be in accordance with the highest applicable standards in the electronic medical records information software industry. The initial contract price will be based on prices submitted by the Selected Proposer, subject to contract negotiations with the County, and shall remain firm for the initial term of the contract unless otherwise mutually modified through a change order initiated by the County due to a change in scope.</p>		

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	The proposal and all responses provided by the successful Proposer may become a part of the final contract.
3. Award Review	The public may view Request for Proposal documents by submitting a public records request at www.clark.wa.gov .
4. Orientation/Kick-off Meeting	Unless otherwise mutually agreed-upon by CCPH and the selected Proposer during the contract negotiation and scope refinement process, CCPH expects the selected Proposer mobilize within thirty (30) days of contract signing and assign project team members; schedule an initial kick-off meeting and develop a preliminary schedule for (at minimum) the first two (2) months of the implementation.

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Attachment A: COVER SHEET

General Information:

Legal Name of Proposing Firm _____

Street Address _____ City _____ State _____ Zip _____

Contact Person _____ Title _____

Phone _____ Fax _____

Program Location (if different than above) _____

Email Address _____

Tax Identification Number _____

ADDENDUM:

Proposer shall acknowledge receipt of Addenda by checking the appropriate box(es).

None ☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐

NOTE: Failure to do so, shall render the proposer non-responsive and therefore be rejected.

I certify that to the best of my knowledge the information contained in this proposal is accurate and complete and that I have the legal authority to commit this agency to a contractual agreement. I realize the final funding for any service is based upon funding levels, and the approval of the Clark County Council and required approvals.

Authorized Signature of Proposing Firm

Date

Printed Name

Title

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Attachment B: LETTER OF INTEREST

Legal Name of Applicant Agency _____

Street Address _____

City _____ State _____ Zip _____

Contact Person _____ Title _____

Phone _____ Fax _____

Program Location (if different than above) _____

Email Address _____

- All proposers are required to be included on the plan holders list.
- If your organization is NOT listed, submit the 'Letter of Interest' to ensure your inclusion.

Email Letter of Interest to: Koni.Odell@clark.wa.gov and Priscilla.Ricci@clark.wa.gov

Clark County web link: <https://clark.wa.gov/internal-services/request-proposal-1>

This document will only be used to add a proposer to the plan holders list. Submitting this document does not commit proposer to provide services to Clark County, nor is it required to be submitted with proposal.

Proposals may be considered non-responsive if the Proposer is not listed on the plan holders list.

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Attachment C



Clark County, Washington

**Certification Regarding
Debarment, Suspension and Other Responsibility Matters**

The prospective participant certifies to the best of its knowledge and belief that it and its principals:

- (a) Are not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from covered transactions by any Federal department or agency;
- (b) Have not within a three-year period preceding this proposal been convicted of or had a civil judgment rendered against them for commission of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a public (Federal, State, or local) transaction or contract under a public transaction; violation of Federal or State antitrust statutes or commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, or receiving stolen property;
- (c) Are not presently indicted for or otherwise criminally or civilly charged by a government entity (Federal, State, or local) with commission of any of the offenses enumerated in paragraph (1)(b) of this certification; and
- (d) Have not within a three-year period preceding this application/proposal had one or more public transactions (Federal, State, or local) terminated for cause or default.

I understand that a false statement on this certification may be grounds for rejection of this proposal or termination of the award. In addition, under 18 USC Sec. 1001, a false statement may result in a fine of up to \$10,000 or imprisonment for up to 5 years, or both.

Company Name

Typed Name & Title of Authorized Representative

Signature of Authorized Representative

Date

☐ I am unable to certify to the above statements. My explanation is attached.

Attachment D – Proposal Forms

Proposer is to complete each of the Tabs 1 – 13 herein, and Attachment E (Tab 14), and submit per the instructions provided in the RFP. Any Exhibits provided by the Proposer are to be inserted at the end of each applicable tab. Proposers are permitted to make changes to the footers, and necessary formatting changes to tables, to optimize the presentation of information.

Proposer is instructed to organize Proposal in a tabbed format, and to insert the completed tab forms (Attachment D) in the corresponding tabs as a part of their Proposal response. In addition to the information captured through the questions and tables in Attachment D, Proposer is requested to provide complementary narrative information, diagrams, and images to help substantiate and support their proposal response to each tab section. Any such information may be provided in Proposers preferred formatting/branding.

Proposal Tab No.	Proposal Section	Requested Page Limits
		i. Includes tables as part of Attachment D ii. Excludes requested Exhibits
Tab 1	Company Introduction and Relevant Experience	Not to exceed eight (8) pages
Tab 2	Software Solution	Not to exceed thirteen (13) pages
Tab 3	Project Approach and Implementation Methodology	Not to exceed twelve (12) pages
Tab 4	Key Proposed Personnel and Team Organization	Not to exceed three (3) pages
Tab 5	Project Schedule	Not to exceed three (3) pages
Tab 6	System and Application Architecture	Not to exceed five (5) pages
Tab 7	Software Hosting	Not to exceed six (6) pages
Tab 8	Testing and Quality Assurance Plan	Not to exceed three (3) pages
Tab 9	Training Plan	Not to exceed five (5) pages
Tab 10	References	Not to exceed seven (7) pages
Tab 11	Data Conversion Plan	Not to exceed seven (7) pages
Tab 12	Sample Contracts, Warranty, and Escrow	Not to exceed two (2) pages
Tab 13	Exceptions to Project Scope and Contract Terms	No limit
Tab 14	Functional and Technical Requirements Response (Attachment E)	Not Applicable
Supplements	Any Proposer-submitted materials or documentation not specifically requested through this RFP may be included as Supplements to the Proposal in a separately marked "Supplements" tab of the proposal.	The CCPH requests that any supplements be kept to a bare minimum as deemed essential by the Proposer.

Tab 1 – Company Introduction and Relevant Experience

I. TRANSMITTAL CERTIFICATION

By signature on the Proposal, the Respondent certifies that it complies with:

1. The laws of the State of Washington and is licensed or qualified to conduct business in the State of Washington
2. All applicable local, state, and federal laws, codes, and regulations
3. All terms, conditions, and requirements set forth in this RFP
4. A condition that the Proposal submitted was independently arrived at, without collusion
5. A condition that the offer will remain open and valid for the period indicated in this solicitation; and any condition that the firm and/or any individuals working on the contract do not have a possible conflict of interest
6. The following Non-Collusion Affirmations
 - I affirm that I am the Respondent, a partner of the Respondent, or an officer or employee of the Respondent's corporation with authority to sign on the Respondent's behalf.
 - I also affirm that the attached has been compiled independently and without collusion or agreement, or understanding with any other Vendor designed to limit competition.
 - I hereby affirm that the contents of this Proposal have not been communicated by the Respondent or its agent to any person not an employee or agent of Clark County.

If the Respondent fails to comply with the provisions stated in this paragraph, the County reserves the right to reject the Proposal, terminate the contract, or consider the Respondent in default.

Table 1-01: Transmittal Certification and Primary Contact Information

Field	Response
Name of the Respondent Representative	
Title	
Name of Company	
Address	
Telephone Number	
Email Address	

Field	Response
Signature of Authorized Officer of the Firm	
<i>A signature provides the County with the Respondent's acknowledgement and acceptance of the RFP terms, requirements, and conditions, and the execution of same during the discharge of any succeeding contract.</i>	

II. TRANSMITTAL LETTER

A Transmittal Letter, printed on letterhead, shall be submitted and signed by an authorized representative of the Respondent, such as the owner, partner, or in the case of a corporation, the President, Vice President, Secretary, or other corporate officer(s) that address the following:

- A statement naming the Respondent (legal name and if corporation, whether corporation has corporate seal) and stating the type of entity for the Respondent and any joint Respondent or subcontractor (e.g., corporation, limited liability company, partnership, sole proprietor, etc.)
- A statement of acknowledging that all addenda to this Request for Proposal have been reviewed by the Respondent; and
- A statement disclosing whether or not the proposal contains confidential information, trade secrets, or other proprietary data the Respondent does not want to be subject to public inspection.

III. COMPANY BACKGROUND AND HISTORY

- Proposer to provide a comprehensive history statement of the firm, including any mergers, assignments, or other corporate changes during the past 10 years.
- Proposer shall complete the Company Background and History Table as provided below.

If a partnership with third-party company is a part of the Proposal, the Company Background and History table shall be provided for each entity. It is expected that all points shall be addressed for each company involved in the Proposal, prime or third party. Proposer to copy the table as needed for each Partner/Third-Party Firm proposed and fill out for each.

Table 1-02: Company Background and History

Metric	Response
Name of Proposer:	
(Copy form and Complete if applicable for each) Name of Partner/Third-Party Firm:	

Metric	Response
Total number of employees	
Type and number of employees committed to the product and support being proposed	
Office locations (City and State)	
Total years offering proposed software systems	
Total number of active clients across all products/offering/services	Government: Private:
Total number of active Permitting clients	County: Environmental or Public Health Local Government Clients:
Total number of Washington Government clients with breakout by Municipality, County, Other	Municipality: County: Other:
Total number of completed implementations of the proposed product and version	
Total number of active government clients using the proposed product version	
Total number of clients migrated to the proposed product from legacy system.	
Largest active government installation, including population	
Smallest active government installation, including population	
Other products offered by the company	

IV. RELEVANT EXPERIENCE

- i. Please describe your relevant experience working with Washington public health entities.
- ii. Please describe any relevant experience working with similarly situated County public health organizations, including any unique factors that arise during the implementation process for an organization within Washington or otherwise.
- iii. Identify two recent project implementations that are most comparable to the CCPH's proposed implementation, and provide a project profile for each, including: scope of modules; project duration; any unique requirements or circumstances that were a part of, or came up during, the project; the legacy system converted from; etc.

- iv. Please describe implementation barriers or challenges that have been experienced working within Washington on implementations. What proactive steps are planned in this proposed project to mitigate against similar challenges?
- v. What sets the product(s) and services that your firm proposes apart from competitors' products and services? Why should CCPH select your firm to partner with?
- vi. Please describe implementation barriers or challenges that have been experienced working on implementations fully remotely during COVID-19. What proactive steps are planned in this proposed project to mitigate against similar challenges?

V. USE OF SUBCONTRACTORS

- vii. The Proposer shall identify any of the required Services that are proposed to be subcontracted, if any. This table is to be copied and filled out for each proposed subcontractor.

Table 1-03: Subcontractor Questions

Question	Response
Does your firm complete the implementations of the product being proposed or is this effort outsourced?	
Has or will any portion of the proposed work be completed by subcontractors or contract employees?	
This below portion of the table is to be copied and filled out for each proposed subcontractor.	
Name of subcontractor and address	
Summary of Service and estimated percentage of Work the subcontractor will be providing.	
Reasons for subcontracting	
Experience	
Detailed subcontractor responsibilities	
Previous history of projects using the named subcontractor	
Any additional relevant information	

CCPH reserves the right to request a copy of the prime contractor/subcontractor contract verifying the prime contractor has the sole responsibility for any and all Services under this RFP and is financially liable, without exception, to CCPH for all Services contracted by the Proposer and the subcontractor under this RFP.

CCPH reserves the right to request additional information regarding the subcontractor(s) as it relates to references, history of the firm, and other relative information that has been required of the Proposer to submit in this RFP.

The substitution of one subcontractor for another may be made only at the discretion and prior written approval of CCPH.

- viii. By signature (electronically or via ink) below on the Certification of Subcontractors/Partners, the Proposer and the Subcontractor/Partner certify that the Proposer has received the permission of the third-party to include the scope of software and services under the cover of the submitted proposal.

Table 1-04: Certification of Subcontractors/Partners

Entity	Company Name	Representative Name	Title	Telephone Number	Email Address
Proposer	_____	_____	_____	_____	_____
Partner/Third-party software provider	_____	_____	_____	_____	_____
Partner/Third-party software provider	_____	_____	_____	_____	_____

Respondents are instructed to return a copy of this Certification table signed by an authorized firm agent as part of proposal responses.

Tab 2 – Software Solution

I. SUMMARY DESCRIPTION OF EACH FUNCTIONAL AREA

Proposer to provide a summary description of the capabilities for each functional area contained in the RFP, in narrative format. The purpose of this summary is so that the County has a high-level understanding of the proposed solution. The narrative should be written for an audience of the end-user community. Descriptions should be included for any products proposed by third parties to meet the capabilities described in the Functional and Technical Requirements in Attachment E.

Marketing materials should not be submitted on the proposed functionality.

II. SOFTWARE DOCUMENTATION FEATURES AND FUNCTIONS

Proposer to provide a summary of their software documentation that describes the features and function of the proposed application software. Identify what makes your documentation user friendly and useful to the end user and technical user of the software.

III. PROPOSED SOFTWARE MODULES TABLE

Proposer to complete the table below. Proposed modules that are required to satisfy the requirements associated with the functional areas identified below cannot be proposed as complementary or optional.

Table 2-01: Proposed Functional Areas/Modules

Proposed Software Information	
Product Component/Suite (Name and Version of the Proposed Software Solution)	
Time on Market	
Release Date of Most Current Version	
Next Major Release Date	
Next Minor Release Date	
Was the product proposed originally developed by your firm, or, was the product acquired from another developer/entity?	
If the proposed product was acquired, what was the date of acquisition?	

Proposed Software Information			
What is the future roadmap for the proposed product? Is there an end of sales or support date for the product?			
Does your company have plans to release a differing product that offers the same or similar functionality in the next 5-10 years?			
Licensing			
Describe how the software is licensed (e.g. named user, concurrent users, enterprise/site, power user) and the options available for licensing:			
How many licenses have been proposed?			
Are the same licenses required for all users, or, would some users (e.g. those requiring view-only) have a different license type than other users (e.g. regular daily user)?			
Deployment Model			
Deployment Models Proposed to the County <i>(Corresponding Attachment G Cost Worksheets shall be completed for each separate deployment model proposed)</i>	Proposer-Hosted (Perpetual License)	Software-as-a-Service (Subscription)	
	<input type="checkbox"/>	<input type="checkbox"/>	
Summary of Modules Proposed			
No.	Functional Area	Name of Proposed System Module(s) to Address Requested Functional Area	Previous Third-Party Partnerships and/or Solutions Successfully Integrated* With
1	Permitting/Plan Review		
2	Electronic Plan Review		
3	Inspections		
4	Enforcement		
5	Licensing		
6	Fees and Payments		
7	Public Portal		

Proposed Software Information

**Successful integration should include only those instances where both the software and the client are in production environments.*

IV. OPTIONAL AND COMPLEMENTARY MODULES

What other system modules or products, not included in the scope of your proposal, would the Proposer recommend to be complementary or optional to the Project Scope?

Table 2-02: Optional and Complementary Modules

No.	Module Name	Narrative Description of Functionality Provided
1		
2		

V. PARTNERSHIPS/THIRD-PARTY PRODUCT RELATIONSHIP

- i. Proposer to fill out the below table for each of the Partnership/Third-Party software product proposed.

☐ – Not applicable, no Partnership/Third-Party software proposed

Table 2-03: Partnership and/or Third-Party Product Identification

Name of Partnership/Third-Party Software Firm	Name of Software Product	Name of existing Clients using Proposer's system and the Partnership/Third-Party Software	Number of years Client has been using the two products together

- ii. For each product proposed as a Partnership/Third-Party product, detail the options available to the County as it relates to contracting relationship between the County and the Partnership/Third Party.
- iii. Proposer to provide the approach and responsibilities for managing the implementation and acceptance testing for each of the proposed Partnership/Third-Party products.
- iv. Proposer to provide the approach and responsibilities for the SLA/maintenance related to the Partner/Third-Party provider.

- v. Proposer to submit references and qualification statements for each of the proposed Partners/Third-Party firms and attach as an Exhibit to Tab 2.

Confirmed, Exhibit attached.

- vi. Proposer shall indicate if the proposed approach utilizes a systems integrator or consulting firm as the third-party.

VI. General

- i. Proposer shall clearly indicate the deployment model(s) proposed from among the three categories presented in a-b below. If more than one product is proposed, please clearly identify the deployment model for each product proposed:
 - a. Software as a Service (SaaS or subscription-based models)
 - b. Proposer hosted (hosted and managed by the Proposer, perpetual licenses)
- ii. Is Active Directory integration and/or single sign-on supported? Please provide applicable diagrams and/or details to substantiate the level of integration and compliance with published internet standards (i.e. LDAP and DNS).
- iii. Proposer shall detail the ability of the proposed system(s) to integrate with Active Directory Domain Services implemented in accordance with published internet standards such as Lightweight Directory Access Protocol (LDAP) and Domain Name System (DNS). If such integration is not offered, Proposer shall explain the identify management solution that is provided.
- iv. If applicable to the proposed deployment model, describe how the SaaS application/service provides two-way user and group synchronization with Active Directory (AD). (e.g. As users and groups are added to and removed from AD, these changes are reflected in the SaaS applications). Would the County AD be able to push, and the SaaS applications able to receive, user profiles and groups?
- v. When a user is added to AD, are the proposed solutions automatically provisioned and, conversely, when a user is removed from AD, access is automatically revoked?

- vi. Are users able to sign on to the Windows network once, and then easily gain access to the proposed applications without having to enter an additional set of credentials?
- vii. Would the County/CCPH be able to provision user accounts manually (via a system administrator, for example) as opposed to using single sign-on?
 - a. Would CCPH and the County be able to provision access to some users (e.g. internal users) using single sign-on, and provisioning some users (e.g. external users) manually through account creation by a software administrator?
- viii. How is access provisioned for external (non-CCPH/County) users of the system such as external agency users?
- ix. Proposer shall fully describe the integration/interface/data exchange capabilities of the proposed system, including available API's, middleware, web services, etc.
- x. For available API's, does the proposed pricing include access to the entire API library? What functionality is exposed in the systems' APIs?
- xi. If the system has the ability to integrate with MS Outlook, can this integration be configured for only some users of the system and not others?
- xii. What strategic decisions or direction is your firm taking or making related to the product being proposed today?
- xiii. List applications that the product being proposed will integrate with or has integrated with in the past, beyond those listed in the Interfaces tab of Attachment E – Functional and Technical Requirements.
- xiv. Proposer shall fully describe available field/mobile capabilities of the software, including at a minimum the following:

- a. The ability to enter data in an offline/disconnected mode
 - b. The ability to use the system via table or mobile device
 - c. The ability to perform plan review mark-ups while in the field

- xv. Elaborate on how GIS would be utilized with your applications.

- xvi. Does the proposed solution allow for the creation of address point feature from a spatial selection in a map?

- xvii. Describe your solutions ability of selecting records spatially.

- xviii. Does the proposed system have functionality to capture and report on staff daily time and activities? This includes time staff spend working on activities that are tied to permits/inspections, but also activities not directly tied to a system record (e.g., administrative activities)? This data is managed in the current system and is used for some invoicing processes and for cost of service analysis.

Tab 3 – Project Approach and Implementation Methodology

I. PROJECT APPROACH

Proposer to provide a description of the proposed approach for providing the Scope described in the RFP, including a comprehensive description of the proposed implementation methodology for the Project. The description should include how the Proposer has developed this methodology to both incorporate lessons learned from experiences as well as to meet the needs described in the RFP.

- i. Based on information provided in this RFP and experience in working with other localities, what is the Proposer's perspective on the most significant risks to this Project, and how do you plan to mitigate these risks?
- ii. With what frequency will Proposer's Project Team staff be on-site during implementation? Will staff be on-site for full or partial weeks? Has this approach been tailored based on social-distancing practices or has the proposed approach been standard for other implementations?
- iii. Describe in detail the approach to developing interfaces/integrations/data exchanges. What is the division of responsibility between CCPH and Proposer project teams? What technical skills are required of CCPH staff for this work?
- iv. Describe in detail the approach to configuration and set-up activities. Will the Proposer team complete the majority of the configuration based upon information gathered from CCPH subject matter experts, or will CCPH be expected to perform much of the configuration?
- v. Describe any additional assumptions made in the Proposal, not already identified in detail. These should include any assumptions related to the current County technical environment, staffing, project management approach, and CCPH resources available during implementation and support phases.

II. GO-LIVE AND ONGOING SUPPORT

Proposer to describe what level of pre- and post-go-live support is available under the proposed fee structure. If varying levels of support are available, this section of the RFP response should clarify these potential support services and highlight the level of support that has been proposed. Proposer shall use Attachment G, Cost Worksheets, to clearly identify the varying fees based on the varying levels of support that are available.

- i. What are the standard hours that support is offered, and through what means (telephone, web ticket submission, etc.)?
- ii. Are afterhours and weekend support offered, and if so, is this part of the standard support offering or part of a different tier/offering?
- iii. How often are releases provided, and what is the process to test each release?
- iv. Would CCPH be able to test releases in a test environment prior to pushing updates to a live environment?
- v. Does the system have the ability to roll back updates should challenges or bugs be encountered?
- vi. Describe how often major and minor software updates are provided, as well as the level of CCPH resources required for a major update and the level of resources required for a minor update.
- vii. Is product support offered by Proposer, through the software developer/provider, or sub-contracted?
- viii. Are there future costs associated with upgrade processes? For example, costs associated with purchasing licensing for upgrades, professional services costs associated with implementing upgrades, etc.? Proposer to describe the frequency of upgrades and any price ranges for anticipated upgrades.

- ix. What is the role of CCPH in providing ongoing support and maintenance of the system proposed? How many FTE are typically required to support the system on the client-side, and what tasks are entailed?



III. RESOURCE HOURS

IV. Proposer shall include the proposed resource levels for the CCPH Implementation Project Team and their Project Teams by completing the table below.

Table 3-01: Project Team Resource Hours

Project Team							
Instructions: The Proposer is asked to provide the number of resources that will be committed to the Project in terms of number of hours. These numbers should be based on the functionality the CCPH desires, included in the detailed Functional and Technical Requirements (Attachment E).							
Assumptions: Any assumptions related to the number of Project Team staff for the Proposer and CCPH teams, roles of staff, and duration of involvement used in the development of the resource hour estimates should be included here:							
Functional Area		Requirements and Design	Configuration and Setup	Implementation/ Project Management	Testing	Training	Total
Permitting/Plan Review	CCPH Team						
	Vendor Team						
Electronic Plan Review	CCPH Team						
	Vendor Team						
Inspections	CCPH Team						
	Vendor Team						
Enforcement	CCPH Team						
	Vendor Team						
Licensing	CCPH Team						
	Vendor Team						



Project Team							
Fees and Payment	CCPH Team						
	Vendor Team						
Public Portal	CCPH Team						
	Vendor Team						
Interfaces	CCPH Team						
	Vendor Team						
Total Hours by Project Task:	CCPH Team						
	Vendor Team						

Proposer shall include the anticipated resource hour's levels for the CCPH Implementation Project Team based on typical project role by completing the tables below. Any comments related to the anticipated hours, any phase-specific involvement, or other assumptions should be noted in the Additional Vendor Comments column.

Table 3-02: Anticipated Hours by Project Role

Anticipated Hours by Project Role			
Project Role (e.g. Project Sponsor, Project Manager)	Estimated hours per month per person in this role (ranges are acceptable)	Estimated number of individuals required for role	Additional Vendor Comments



Proposer to provide their overall estimated split/division of the work effort as shared between the CCPH and the vendor teams (example: CCPH owns 20% of the work effort, and the Vendor owns 80% of the work effort) along with any narrative to support this estimate.

Table 3-03: Anticipated Work Effort Division

Anticipated Work Effort Division		
	CCPH Project Team	Vendor Project Team
Estimated number of individuals required for Project Team		
Approximate Percentage of Work Effort Owned		
General Comments		

V. IMPLEMENTATION PLAN

Proposer to provide their overall objectives and approach to the CCPH implementation. Discuss timing as being chronological, in parallel, etc., for all of the modules proposed.

Proposer shall submit a Sample Implementation Plan as an Exhibit to Tab 3, labeled as VI, Implementation Plan.

Exhibit submitted Yes No

VI. STATUS REPORTING

Proposer to detail their approach to providing status reports throughout the course of the Project. This section should include an example of the recurring status report and identify the expected delivery mechanism that will be used to provide the report to CCPH.

VII. PROJECT MANAGEMENT PROCESS

Proposer to provide their approach for the CCPH Project for each of the following project management processes that will be provided. If any of these processes/responsibilities are not being provided by the Proposer, Proposer to identify as such.

- i. **Scope Management:** Proposer to describe their approach for managing the Project Scope and the process used to request changes to Project Scope. It is CCPH's desire to use the proposed software system "as is" and, as such, any changes (e.g. customizations or modifications to the software) must be reviewed and approved by the County's Implementation Project Team.
- ii. **Schedule Management:** Proposer to provide their approach for managing CCPH's Project Schedule and the process used to submit requested changes to the schedule. The Proposer must ensure that the Project Schedule is kept current and will be responsible for reporting any missed milestones to CCPH. Include in your response how this requirement will be met.
- iii. **Risk Management:** Proposer to provide their approach for documenting Project risks, providing recommendations for mitigating the risk, and how this will be communicated to the CCPH's Implementation Project Team. What is the process for monitoring, escalating, and resolving issues that will arise during the Project?
- iv. **Quality Management:** Proposer to provide their approach/policies to assure that all written deliverables have received appropriate reviews for quality before being submitted to CCPH.
- v. **Communication Management:** Proposer to provide the approach that will be used to provide CCPH with a detailed communication plan that includes: key implementation metrics that will be used to track progress; types of communication methods (e.g., memo, email, one-on-one meetings,); frequency of these communications; and key points of contact with overall responsibility for ensuring these communications are provided as scheduled.

Address how Proposer will make key personnel and staff available for certain meetings, either on-site or via teleconference or web-conference, which may be required should major issues arise during the implementation that significantly impact the schedule or budget of the selected system.

- vi. Organizational Change Management:** Proposer to describe the process, tools, and techniques they will use to manage the people side of change.

- vii. System Interface Plan:** Proposer to detail their approach and process that will be used to perform CCPH's desired interfaces as listed in Attachment E.

- viii. Resource Management Plan:** Proposer to provide their approach to their resource management plan and managing resource allocation for the CCPH and vendor teams.

Tab 4 – Key Proposed Personnel and Team Organization

I. ORGANIZATIONAL CHART

- i. Proposer to submit as an Exhibit, labeled as I: Organizational Chart and insert in Tab 4.
- ii. The Organizational Chart is to include subcontractors and reporting structure of the entire team.

II. PROJECT TEAM RESUMES (PROPOSER)

- i. As an Exhibit to Tab 4, resumes shall be provided for the implementation team, as well as for any additional personnel involved in live operation and ongoing support and maintenance. Resumes shall be specific to the actual personnel to be assigned to this Project for all primary roles (e.g., Project Manager, Trainer).
 - Resumes to include listing of past software implementation projects and certifications held for each team member.
 - CCPH anticipates that any staff assigned to the Project will remain assigned to the Project, unless CCPH deems the services to not meet expectations at which point the Contractor and CCPH will work together to remedy such non-conforming services.
- ii. Summary of Project Team: Proposer shall complete the table on the following page listing a summary of the Project Team Members.

Table 4-01: Proposer Project Team Members

Proposer Project Team Members							
Name	Title	Role on Proposed Project Team (e.g., Project Manager)	Years of Relevant Experience	Years with firm	Number of implementations completed within past five years	Identify Scope of Services/Tasks this individual will be working on for CCPH	Relevant certifications (PMP, etc.)

III. PROJECT TEAM RESUMES (SUBCONTRACTOR)

- i. As an Exhibit to Tab 4, resumes shall be provided for any of the named subcontractor(s) who are part of the implementation team, as well as for any additional personnel involved in live operation and ongoing support and maintenance. Resumes shall be specific to the actual personnel to be assigned to this Project for all primary roles (e.g., Project Manager, Trainer).

- *Resume to include listing of past software implementation projects and certifications held for each team member.*

- ii. Summary of Project Team (Subcontractors)

Table 4-02: Subcontractor Project Team Members

Subcontractor Project Team Members							
Name	Title	Role on Proposed Project Team (e.g., Project Manager)	Years of Relevant Experience	Years with firm	Number of implementations completed within past five years	Identify Scope of Services/Tasks this individual will be performing	Relevant certifications (PMP, etc.)



Subcontractor Project Team Members							
Name	Title	Role on Proposed Project Team (e.g., Project Manager)	Years of Relevant Experience	Years with firm	Number of implementations completed within past five years	Identify Scope of Services/Tasks this individual will be performing	Relevant certifications (PMP, etc.)

Tab 5 – Project Schedule

I. PROJECT SCHEDULE

- i. Proposer shall submit a proposed Project Schedule with the major milestones, activities, and timing of deliverables for the Scope of Work described in the RFP. In addition, the response should reflect Project predecessors, successors, and dependencies.
 - CCPH requests that the sample Project Schedule be in a Gantt chart format developed in Microsoft Project or a similar presentation.
 - Proposer to submit as an Exhibit, labeled as I. Project Schedule and insert in Tab 5

Exhibit submitted Yes No

II. PROJECT DELIVERABLES, MILESTONES, AND PAYMENT APPLICATIONS

- i. Proposer to include a list of deliverables and milestones of the Project and should describe exactly how and what will be provided to meet the needs of CCPH.
- ii. Proposer to submit their payment schedule, tied to the listed deliverables and milestones for review by CCPH. This schedule shall be consistent with the terms provided in Attachment F of the RFP (Cost Narrative) and should not include the dollar amounts for payments, but rather the events that would trigger payments.
- iii. Proposer to submit as an Exhibit, labeled as II. Project Deliverables, Milestones, and Payment Applications and insert in Tab 5

Exhibit submitted Yes No

III. PROJECT SCHEDULE QUESTIONS

Table 5-01: Project Schedule Questions

1. Based on current obligations, what is the earliest you can begin implementation after contract signing?	
--	--



2. What activities would the Proposer expect to occur within the first 30 days of contract signing?	
3. How long does the typical implementation of the product being proposed take for an organization of similar size to CCPH?	
4. What special considerations are there related to the timing of go-live activities? Does it vary based on functionality?	

IV.PROJECTED GO-LIVE DATES

CCPH initially anticipates that the total implementation process for all modules/products will be 14-18 months in duration, subject to further planning with Proposers. CCPH anticipates that implementation activities would begin in the first quarter of calendar year 2023. Proposers are encouraged propose phasing and timelines that best align with the Proposers implementation approach.

Table 5-02: Projected Go-Live Dates

Phase	Functional Areas	Potential Start Date	Target Go-Live Date
I			
II			
III			

Tab 6 – System and Application Architecture

I. GENERAL OVERVIEW

Proposer to provide a description of the proposed system and application architecture for the proposed application.

As part of the proposal evaluation process, the County IT Department intends to have vendors being considered complete a security screening. Does your firm agree to complete a security screening if advanced through to the shortlist process (or thereafter)?

II. SYSTEM AND APPLICATION ARCHITECTURE QUESTIONS

Table 6-01: System and Application Architecture Questions

1. What is the source language(s) of the product?	
2. How many environments are available with your proposed solution at no additional cost (e.g., test, training, production)?	
3. Describe how often major and minor software updates are provided, as well as the level of resources required for a major update and the level of resources required for a minor update.	
4. Please describe the major/minor upgrade process that is required if the solution requires a client-based installation.	
5. List all browsers that are certified for use with the application and describe any required browser add-ons, function enablement, etc.	



6. The underlying architecture of the application design is important to CCPH. Please describe your system architecture model and explain the capabilities and features of this model that led to your use of it in developing this system.	
7. Please describe how data privacy and security compliance is supported within your proposed software solution.	
8. Describe your approach to ensure scalability of the product. This includes transaction growth, upgrades, and replacements of components of the architecture, technology, and application.	
9. List all hardware/operating system/database platforms upon which the product is supported. Provide specifications in terms of processors, processor speed, memory requirements, and other sizing and capacity factors to assist CCPH in budgeting for and acquiring hardware. List which industry standard benchmarks or guidelines measures are used to establish this recommendation.	
10. Describe the design philosophy of your application. Include in your response the degree to which there is a common design philosophy across all modules, common programming languages and tools, and the extent of shared software code across all applications.	

Tab 7 – Software Hosting

I. GENERAL OVERVIEW

Proposer to provide a description of the proposed system deployment model if a proposer-hosted or SaaS model has been proposed for the application.

II. SOFTWARE HOSTING QUESTIONS

Proposer to respond to the following questions regarding their software hosting platform proposed for CCPH.

Table 7-01: Software Hosting Questions

Question	Response
1. Where are the data center and storage facilities?	
2. What is the total number of active clients currently served by hosted solutions provided by your company?	
3. How many years has your company provided hosted solutions?	
4. How are hosted software applications deployed for use by numerous customers?	
5. What availability and response time do you guarantee?	
6. How many instances of unplanned outages have any of your customers experienced within the past five years?	
7. What has been the duration and scope of such unplanned outages?	
8. What are the standard relief schedules for unplanned system downtime/outages?	



Question	Response
9. In how many instances has your firm had to pay client relief for unplanned outages?	
10. What is your process for notification of standard maintenance and downtime?	
11. What data security and system redundancy capabilities are available at Proposer's data center and storage facilities?	
12. How many years has your company provided SaaS solutions?	
13. What is the total number of active clients currently utilizing the proposed software as a SaaS deployment provided by your company?	
14. Provide relevant documentation related to any recent certifications pertaining to the Proposer's hosting technical and operation capabilities or that of their subcontracted provider for these services.	
15. Provide detailed information on the way(s) in which CCPH will access the software if deployed in a SaaS or hosted environment. Such information should include how the software is accessed when on or off the County network, as well as any additional hardware/software that may be required for accessing the software.	
16. What disaster recovery services are provided under your standard hosting agreement? If not standard, is there a separate agreement/cost associated with disaster recovery?	
17. Will data be encrypted at rest, and in transit? Please explain any applicable protocols.	

Tab 8 – Testing & Quality Assurance Plan

I. APPROACH

Describe your standard approach to testing and quality assurance.

II. SAMPLE PLAN

Submit a Sample Testing and Quality Assurance Plan that would be very similar to the plan utilized for the CCPH Project. Proposer to submit as an Exhibit, labeled as II. Sample Plan and insert in Tab 8.

Exhibit submitted **Yes** **No**

III. PLAN DETAILS

Awarded Proposer will be responsible to provide a Testing and Quality Assurance Plan that describes all phases of testing that may be used: unit, system, interface, integration, regression, parallel, and user acceptance testing (UAT). It is the CCPH's expectation that the Testing and Quality Assurance Plan govern all phases of the Project and that the Proposer will also provide assistance during each testing phase involving CCPH users. The Awarded Proposer will develop the initial UAT plan, provide templates and guidance for developing test scripts, and will provide onsite support during UAT. The Awarded Proposer will also provide a plan for stress testing the system, which will occur during or after UAT. Proposer to confirm their proposal includes providing the services identified in this Section (Item III Plan Details) and provide any additional services that are also provided as part of your Testing and Quality Assurance Plan not listed.

IV. LEVELS OF SUPPORT

What levels of support will be provided by the Proposer during the CCPH testing phases (e.g., parallel and UAT)? Will Proposer resources be onsite during certain testing phases? Are varying service levels offered for testing support?

Tab 9 – Training Plan

I. PROPOSED TRAINING APPROACH/STRATEGY

Proposer to provide their approach to the training plan and what makes their training plan successful and effective for system implementations. Include your approach to when and why you choose to use on-site training versus a webinar or a train-the-trainer format.

II. TRAINING PLAN AND RESOURCE HOURS

Proposer to provide a chart detailing the proposed training plan and resource hours allocated for the CCPH project. A *sample format of the chart* is detailed below. Cost Worksheet provided in Attachment G to coincide with the hours and resources proposed.

Table 9-01: Training Plan Legend

Legend	
User Types	Core Project Team, End Users, Technology Users, Other (please describe)
Training Model	Train-the-Trainer, Proposer-Provided Training, Other (please describe)
Class Format	On-Site Classroom, Webinar/Video Conference, Web Training Service, Other (please describe)

Table 9-02: Training Plan

Training topic/course	Functional Module Covered (please specify per module, such as permitting, inspections, etc.)	Type of County users to attend	General summary of number of sessions offered of this course	Maximum class size	Format for the class	Training data that will be used for this topic/course (live, sandbox, etc.)

Proposer to submit as an Exhibit, labeled as II. Sample Training Plan, and insert in Tab 9.

Exhibit submitted **Yes** **No**

III. TRAINING COORDINATION

Proposer to detail the roles and responsibilities for the training effort, including but not limited to:

Table 9-03: Training Roles and Responsibilities

Role/Responsibility	Identify if Role/Responsibility is County/Proposer (including any Subcontractors)/Shared
Training Coordination/Scheduling	
Training Curriculum/Material Development	
Training Instruction	
Other:	

IV. KNOWLEDGE TRANSFER

Proposer to detail the knowledge transfer strategy proposed to prepare CCPH staff to maintain the system after it is placed into production.

Proposer to detail the approach to conducting training using webinar (e.g. GoToMeeting, Zoom, Teams, Skype), including how Proposer staff will monitor staff comprehension and, if applicable, provide assistance to trainees on navigation through the system.

Proposer to identify the requested analysis/training room environment requirements and any other requirements related to the training facility/room/equipment. Requirements may include any presentation equipment, whiteboards, seating style, number of computers, printers, and other amenities needed to support on-site implementation activities.

V. SYSTEM DOCUMENTATION

Proposer to provide a detailed description of system documentation and resources that will be included as part of the implementation by the Proposer including, but not limited to, detailed system user manuals, system schema and conceptual data models, “Quick Reference” guides, online support, help desk support, user group community resources, videos, and others as available. Proposer to itemize optional items on the Attachment G Cost Worksheets.

Proposer to check off all that are available and included as part of the RFP response.

Table 9-04: System Documentation

Type of Documentation	Included in Scope of Proposal to CCPH Yes/No	Description/Explanation/Optional
Quick Reference Guides		
Online Support		
Help Desk Support		
User Group Community Resources		
Annual User Conferences		
Videos		
Custom User Guides/Manuals		
System schema and conceptual data models		
Other:		

Tab 10 – References

I. INSTRUCTIONS FOR REFERENCES

Proposer is responsible for verifying correct phone numbers and contact information. Failure to provide accurate data may result in the reference not being considered, which includes the provision of contact person(s) who do not have knowledge of the services provided by your firm. **Failure to submit references may result in the Proposal not being considered for evaluation.**

CCPH reserves the right to request or contact additional or different references from the provided customer list for consideration, including past experience with the County or CCPH.

Proposer to identify six **governmental** entities that are most similar to the size and requirements of CCPH that have gone live with the proposed software.

Additional references may be submitted as an attachment to show depth of client base and number of installations within the past five years. This includes clients that are currently in the process of implementing the proposed software solution.

PROPOSER IS RESPONSIBLE FOR VERIFYING THAT ALL CONTACTS AND PHONE NUMBERS ARE UP TO DATE AND ACCURATE.

II. SOFTWARE AND PROFESSIONAL SERVICES REFERENCES

Proposers to use the format provided in the table below for providing reference information in conformance with the guidelines in Section I. The County has a strong preference for references that are using the proposed software solution, and for new implementation project references and not upgrades from a previous version.

- References Numbered 1 – 5:
 - *Entity had a go-live date within the past five years*
- Reference Numbered 6:
 - *Entity had a go-live date five or more years in the past*

In the event the Proposer cannot provide the required six references, the Proposer may substitute other organizations to ensure six total references are provided, with understanding that this will be reflective in the evaluation of the Proposer. Substitute references may include those that are in the implementation process, have implemented comparable scopes of work without including all system modules, etc.

Table 10-01 Reference Table

Reference Table
Reference Number: _____

Governmental Entity Name: _____ What is the approximate staff count of the Entity? _____ What is the approximate population served by the Entity? _____
Detailed narrative description of work completed for this reference (e.g. upgrade process, new implementation for a client transitioning from a different legacy system): _____
<u>Contact Information</u> <div style="margin-left: 40px;"> Address: _____ City, State, Zip: _____ Reference Contact Name: _____ Title: _____ Phone No.: _____ Email Address: _____ Start Date of Project: _____ Go-Live Date : _____ </div>
<u>Project Information</u> <div style="margin-left: 40px;"> Vendor Project Manager/Lead for this Client: _____ Name and Version of software system installed: _____ Legacy software system replaced: _____ Scope of Modules installed: _____ Model used (Hosted, On-Premise, SaaS, etc.): _____ Is this reference still using the software? Yes _____ No _____ Narrative description of work completed for this reference (e.g. upgrade process, new implementation for a client transitioning from a different legacy system): _____ Total Project Cost: _____ </div>

III. REFERENCES FOR PROJECT MANAGER ASSIGNED (GOVERNMENT CLIENTS)

Proposer to provide client list for the Project Manager proposed/assigned to manage and lead CCPH's implementation. References for the Project Manager are to be clients within the past five years. CCPH acknowledges that some of the same references provided in Section I may be duplicated.

Name of Project Manager assigned by Proposer to the CCPH project:

Table 10-01: Project Manager References

Name of Governmental Entity	Summary of Project	Role/Team Assignments for the Project	Implementation Start and Go-Live Date
_____	_____	_____	_____ - _____
_____	_____	_____	_____ - _____
_____	_____	_____	_____ - _____

_____	_____	_____	_____ - _____
_____	_____	_____	_____ - _____

IV. CONTRACT TERMINATION/NON-RENEWAL

Provide a summary of any contracts/license agreements/hosted subscriptions that the customer provided notice of cancellation to your firm, with or without cause, or elected to not renew in the past five years as it relates to the software solution proposed. The summary shall state the name of the customer, summary of the contract, term of the contract and reason for cancellation or non-renewal. *If none, state as such.*

Submitted as an Exhibit ☐ or Response provided as:

V. LITIGATION

- A. Provide a summary of any litigation filed against the Proposer in the past seven years, which is related to the services that Proposer provides in the regular course of business. The summary shall state the nature of the litigation, a brief description of the case, the outcome or projected outcome, and the monetary amount involved.

If none, state as such.

Submitted as Attachment ☐ or Type/Provide Response here: _____

- B. Provide a summary of any litigation filed against the subcontractors identified as part of the team in the past seven years, which is related to the services that sub consultant, provides in the regular course of business. The summary shall state the nature of the litigation, a brief description of the case, the outcome or projected outcome, and the monetary amount involved.

If none, state as such.

Submitted as Attachment ☐ or Type/Provide Response here: _____



Tab 11 – Data Conversion Plan

I. APPROACH

Proposer to detail their approach to developing and implementing the data conversion plan, and what processes will be undertaken by the Proposer's project team to convert existing data, as well as to interface with identified source systems. Include methods of quality control and testing that will be utilized specific to data conversion.

II. ROLES AND RESPONSIBILITIES

The Awarded Proposer will assist CCPH in the conversion of both commercially available software-based data, and any applicable data maintained in Microsoft Excel and Access, in to the new system as further described in the sources identified in Attachment E, Data Conversion tab.

It is expected that CCPH will be responsible for data extraction from current systems and data scrubbing, and that the Awarded Proposer shall be responsible for overall data conversion coordination, definition of file layouts, and data import and validation into the new system(s). Awarded Proposer should plan to have converted data ready for the User Acceptance Testing (UAT) phase of the Project.

As part of the resulting Project, the Awarded Proposer shall develop and provide a detailed Data Conversion Plan that describes how files will be converted to the proposed system (e.g., through software conversion aids/utility programs or special programs that must be written, the actual conversion procedures). A conversion schedule should identify planned conversion steps, estimated hours, and what resources will be required (by CCPH or Awarded Proposer) for all pertinent legacy data.

- A. Proposer to confirm their proposal includes providing the services identified in this Section (Item II Roles and Responsibilities) and provide any additional services that are also provided as part of your Data Conversion Plan/Program.
- B. Proposer to specify or provide the format in which legacy system data should be extracted and provided to the Proposer for conversion activities.

III. Responsibility of Data Conversion Activities

Proposer shall complete the table below based on whether the roles identified are supported by the proposed data conversion methodology and approach. The roles defined in Table 11-01 and Table 11-02 contain the indicators that Proposer shall use to report their support of the identified roles. Any conflicts shall be noted with a comment. In the event additional activities are proposed, the Proposer shall identify the roles for both the CCPH and their Implementation Project Teams.

Table 11-01: Definition of Roles

Role	Summary
Lead	The party ultimately responsible for the activity.
Assist	The party provides active assistance for the activity.
Participate	The party provides passive assistance for the activity.
Share	Both parties share equal responsibility for the activity.
None	The party has no role in the activity.

Table 11-02: Summary of Response Indicators

Indicator	Response	Description
S	Supports	The Proposal supports the prescribed responsibility roles with its proposed data conversion methodology and approach.
C	Conflict	The Proposal has a conflict with the prescribed responsibility roles and proposes alternate responsibility in its proposed data conversion methodology and approach.

Table 11-03: Responsibility of Deliverables

No	Data Conversion Activity	Proposer Role	CCPH Role	Response	Other Comments
1	Perform Conversion Analysis of Existing Legacy Data	Lead	Participate		
2	Perform Crosswalk Development of Legacy Data From Legacy System to New System	Lead	Participate		
3	Provide Conversion Data	None	Lead		
4	Provide File Layouts/Data Maps of Existing System	None	Lead		
5	Proof Data Provided	Assist	Lead		
6	Analysis of Data to be Converted	Lead	Assist		
7	Developing and Testing Conversions	Lead	None		
8	Review and Correct Errors	Share	Share		
9	Load Converted Data Into Training Database	Lead	Participate		
10	Confirmation of Converted Data in Training Database	None	Lead		
11	Approval/Signoff of Converted Data in Training Database	None	Lead		
12	Load Converted Data Into Live Database	Lead	Participate		
13	Confirmation of Converted Data Into Live Database	None	Lead		
14	Approval/Signoff of Converted Data in Live Database	None	Lead		
15	Other:				

Tab 12 – Sample Contracts, Warranty, and Escrow

I. SAMPLE CONTRACTS FOR EACH LICENSE MODEL PROPOSED

As an Exhibit to Tab 12, Proposer to provide their sample contract that would be used as basis for developing the final agreement with the County/CCPH. A sample contract for each license model proposed shall be provided.

Attached as an Exhibit: _____

II. SERVICE LEVEL/MAINTENANCE AGREEMENT

As an Exhibit to Tab 12, Proposer to provide their proposed Maintenance and/or Service Level Agreement that would be used as basis for developing the final agreement with the County/CCPH. A sample is to be submitted for each license model proposed, unless the same Agreement applies to all products proposed.

Attached as an Exhibit:

III. THIRD-PARTY LICENSE AGREEMENTS

As an Exhibit to Tab 12, Proposer to provide any third-party license agreements that would be separate from the Proposers license agreement, i.e., Adobe or other partner/third-party modules proposed.

Attached as an Exhibit:

IV. WARRANTY

A comprehensive warranty in form and content satisfactory to the County/CCPH is sought by the County/CCPH for all software and implementation services covered by this RFP. The entire system solution as proposed in this RFP must include a first-year warranty (for Proposer-supplied hardware and software) to conform to contractually agreed specifications, and to protect against any defects or damage caused by Manufacturer, Proposer, or subcontractors, in the systems' equipment or software. The year-one warranty will begin (for products accepted in phases) at the point that the system is officially accepted by the County/CCPH. All repairs made under warranty will be at the sole expense of the Proposer (or Manufacturer), including parts, software, labor, travel expenses, meals, lodging and any other costs associated with the repair.

Proposer to provide as an Exhibit to Tab 12 or submit below a detailed explanation of their Warranty provisions. Proposer to be explicit in when the warranty period expires and when the fees for maintenance will start and be invoiced.

Attached as an Exhibit: _____ or detailed below as:

Tab 13 – Exceptions to Project Scope and Contract Terms

The County/CCPH reserves the right to disallow exceptions it finds are not in the best interests of the County/CCPH. Any and all exceptions must be identified and fully explained in the submitted Proposal. It is the County/CCPH intention to be made aware of any exceptions to terms or conditions prior to contract negotiations.

Note: Deviations to the payment and retainage schedule to be provided in the Price Proposal. Deviations to functionally to be provided in Tab 14 (Attachment E).

I. DEVIATIONS TO SCOPE OF WORK

- i. The Proposer to identify and describe any exceptions/deviations to the Scope of Work and identify their impact to the County/CCPH, including, but not limited to workarounds; reductions in performance; capacity; flexibility; accuracy; and ultimately, cost and value.
- ii. Proposer to identify the areas where they feel the requested service or product is not available, deviates from the specific requests, or is deemed an unwise or unwarranted approach.

II. DEVIATIONS TO RFP TERMS AND CONDITIONS FOR CONTRACT AS PROPOSED BY THE COUNTY AND CCPH

As an Exhibit to Tab 13, Proposer to provide any deviations to the sample contract language proposed by the County/CCPH in the RFP. Each item to be listed along with the requested alternative language for review by the County/CCPH.

If no deviations taken, state as such. Substantive exceptions to the County/CCPH terms, submitted after the date and time established for the submittal of Proposals, will not be considered.

No deviations taken: ☐

Tab 14 – Functional and Technical Requirements Response

Please note Tab 14 does not contain narrative questions. Proposer is instructed to complete and submit Attachment E, Functional and Technical Requirements/Capabilities under the cover of Tab 14.

As part of the Project Scope, the Awarded Proposer will develop and provide a detailed System Interface Plan that contains the proposed strategy for interfacing to all applications described in the Interfaces section of **Attachment E – Functional and Technical Requirements**.

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Functional and Technical Requirements

Instructions to Offerors: CCPH has marked each requirement as “Critical” or “Desired”. Critical requirements are those CCPH deems necessary for the future system to support State business processes, however an offeror will not be deemed non-responsive if the proposed solution does not meet any single requirement. Desired requirements are those that are not necessary for the future system, however functionality may be a part of a long-term plan for business process modifications or growth at CCPH.

Offerors should review the requirements in this appendix carefully and indicate if each is satisfied by their solution using one of the five “Indicator” options described in the table titled “Requirements/Capabilities Response Indicators” below. In some cases, the requirement may direct offerors to provide additional comments in the “Comments” column included in each tab. Offerors may also use the “Comments” column to provide additional narrative information that the offeror deems important for the CCPH to know as the proposal is evaluated.

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Tab No.	Requirements Functional Area	Number of Requirements
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5	Enforcement	121
6	Licensing	58
7	Fees and Payments	73
8	Public Portal	85
9	Interfaces	11
10	Data Conversion	19
	Total Technical and Functional Requirements	831

Requirements/Capabilities Response Indicators	
Indicator	Definition
Current Release	Feature/Function is included in the current software release and will be implemented by the planned go-live date as part of the proposal from offerors in accordance with agreed upon configuration planning with the CCPH.
Future Release	Feature/Function will be available in a future software release available to the CCPH before system go-live, and it will be implemented in accordance with agreed upon configuration planning with the CCPH.
Customization	Feature/Function is not included in the current software release, and is not planned to be a part of a future software release. However, this feature could be provided with custom modifications. All related customization costs should be indicated in Section VIII. Bidding Schedule/Price-Business Proposal.
Third Party	Feature/Function is not included in the current software release, and is not planned to be a part of a future software release. However, this feature could be provided with integration with a third-party system. This system should be specified in the comments column.
Not Provided	Feature/Function cannot be provided.

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Functional and Technical Requirements

General and Technical				
Req	Description of Capability	Criticality	Response	Comments
Technical Environment				
GT.1	The system has the ability to flow all changes made in the system throughout all proposed system modules without the need for duplicate data entry.	Critical		
The system has the ability to export data to standard file formats, including:				
GT.2	PDFs that are text based and searchable;	Critical		
GT.3	.csv;	Critical		
GT.4	MS Excel (version 2013 or later); and	Critical		
GT.5	MS Word (version 2013 or later).	Critical		
GT.6	The system has the ability to import and export data with web services formats.	Critical		
GT.7	The system has the ability to support APIs (Application Programming Interface) for third-party system integration.	Critical		
GT.8	The system has the ability to provide a centralized data dictionary, that fully describes table structure and appropriate levels of metadata.	Critical		
GT.9	The system has the ability to support CPH's preferred web browsers with native HTML5 support with no additional plugins (i.e., Chrome, Edge).	Critical		
GT.10	The system has the ability to capture and store digital signatures to be applied to documents (e.g. notification letters, permit placards) with appropriate security permissions.	Critical		
GT.11	The system has the ability to support a production, test and development environment including the ability to track software changes applied to each environment and roll back as necessary.	Critical		
GT.12	The system has the ability to be fully functional without any additional software installed on the client computer except an HTML 5 compatible browser.	Critical		
GT.13	The system supports Windows 10 21H2 or higher.	Critical		
GT.14	The system has the ability to support O365 Exchange Online in the government cloud.	Critical		
GT.15	The system the ability to support IOS 15.1.1 or newer and Android .	Critical		
GT.16	Future system updates and upgrades will not roll back CPH customizations or configurations.	Critical		
GT.17	The vendor will provide a testing environment to test all system updates/upgrades and provide sufficient time to test before deployment.	Critical		
GT.18	The vendor will provide release notes ahead of all major updates/upgrades.	Critical		
GT.19	The system has the ability to provide system-wide notifications from system administrators.	Critical		
GT.20	The system has the ability to allow users to email customers directly from the system (e.g. results of an inspection, issuance of a permit, etc.	Critical		

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Functional and Technical Requirements

General and Technical				
Req	Description of Capability	Criticality	Response	Comments
Document Management				
GT.21	The system has the ability to provide Document Management System functionality to track electronic files (including photos) associated with specific system records while meeting DOD 515 standards.	Critical		
GT.22	The system has the ability to support data storage with discrete version control in accordance with CCPH standards.	Critical		
GT.23	The system has the ability to use "drag and drop" to associate documents to transactions within the system while scanning for viruses or malware.	Critical		
GT.24	The system has the ability to file upload functionality to associate documents to transactions within the system while scanning for viruses or malware.	Critical		
GT.25	The system has the ability to export a file directly for document storage.	Critical		
GT.26	The system has the ability to associate electronic files with a system record (e.g. Excel, Word, PDF, .jpg).	Critical		
GT.27	The system has the ability to support a hierarchy for storage, management, archival, and purging of data records (e.g., contract should remain active until a project is closed even if the contract has reached a CCPH-defined threshold for archival or purging).	Critical		
GT.28	The system has the ability to support user access to storage, management, archival, and the purging of scanned documents, according to CCPH defined schedules.	Critical		
GT.29	The system has the ability to use CCPH branding requirements for all notifications, emails, web portals, etc.	Critical		
Security				
GT.30	The system has the ability to utilize CCPH's Active Directory user validation to achieve single-sign-on, regardless of deployment method.	Critical		
GT.31	The system has the ability to utilize CCPH's Azure Active Directory (government cloud) user validation to achieve single-sign-on, regardless of deployment method.	Critical		
GT.32	The system has the ability to utilize CCPH's Azure Active Directory (government cloud) to allow user impersonation, with appropriate security permissions.	Critical		
GT.33	The system has the ability to inherit groups from Active Directory for application authentication.	Critical		
GT.34	The system has the ability to inherit groups from CCPH's Active Directory for application authentication.	Critical		
GT.35	The system has the ability to store passwords in encrypted form (if passwords are stored).	Critical		
GT.36	The system has the ability to encrypt data in transit and at rest when stored in the application/database.	Critical		
GT.37	The system has the ability to exclude data from public view with appropriate security permissions.	Critical		
GT.38	The system has the ability to encrypt all client communications.	Critical		
The system has the ability to provide security at the following levels:				
GT.39	Department;	Critical		
GT.40	Division;	Critical		
GT.41	Role or group;	Critical		
GT.42	User ID;	Critical		
GT.43	Screen;	Critical		
GT.44	Menu;	Critical		
GT.45	Report;	Critical		
GT.46	Field;	Critical		
GT.47	Attachments; and	Critical		
GT.48	Transaction type.	Critical		
GT.49	The system has the ability to allow CCPH to determine which fields are visible to specific roles.	Critical		
GT.50	The system has the ability to provide role-based security.	Critical		
GT.51	The system has the ability to provide both read and write access to the system using role based security.	Critical		
GT.52	The system has the ability to allow users to export or delete data based on role based security.	Critical		

Clark County Public Health - Environmental Public Health Project

Functional and Technical Requirements

General and Technical				
Req	Description of Capability	Criticality	Response	Comments
The system has the ability to track audit changes throughout the system that creates a log of all records maintained and includes:				
GT.53	Date;	Critical		
GT.54	Time;	Critical		
GT.55	User;	Critical		
GT.56	Information prior to change;	Critical		
GT.57	Changed information; and	Critical		
GT.58	IP Address	Critical		
GT.59	Other administer-configurable information.	Critical		
GT.60	The system has the ability to store and track audit changes for a CCPH-defined period of time.	Critical		
GT.61	The system has the ability to update all security roles automatically (user discretion) when a change in the "master" role is made.	Critical		
GT.62	The system has the ability to provide functional security to control what processes can be performed by certain users (i.e. view vs. edit fees).	Critical		
GT.63	The system has the ability to provide functional security to control what processes can be performed based on inherited/group permissions.	Critical		
GT.64	The system has the ability to allow a CCPH administrator to configure the duration that time audit logs are retained (e.g., 90 days).	Critical		
GT.65	The system has the ability to provide access to audit trails for only the users with proper security based upon the user's security profile.	Critical		
GT.66	The system has the ability to retain users after credentials have been removed.	Critical		
GT.67	The system has the ability to allow the System Administrator to add and change permissions for system access.	Critical		
GT.68	The system has the ability to log users off the system after an administrator-defined period of inactivity, based on user-defined roles.	Critical		
GT.69	The system has the ability to allow a System Administrator to log out users.	Critical		
GT.70	The system has the ability to allow authorized users to have access to a log of security activity to determine users that have signed on and off the system, as well as unsuccessful attempts to sign on to the system.	Critical		
The system has the ability to mask fields by user role including but not limited to:				
GT.71	Employee contact information (e.g., address, phone, etc.);	Critical		
GT.72	Email addresses; and	Critical		
GT.73	Other, user-defined fields.	Critical		
GT.74	The system has the ability to mask a portion of any of the above fields.	Critical		
GT.75	The system has the ability to be operational on a 24 x 7 scheduled basis.	Critical		
GT.76	The system has the ability to apply the same security permissions to system queries and reports as it does to data fields/elements, based on user (e.g. data fields masked on a record or transaction are similarly masked on reports run by the user).	Critical		
GT.77	The system has the ability to ensure that all modules are Payment Card Industry (PCI) compliant.	Critical		

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Functional and Technical Requirements

General and Technical				
Req	Description of Capability	Criticality	Response	Comments
User Interface				
GT.78	The system has the ability to provide drop down boxes or other pick list function for data selection with the ability to customize lists with appropriate security permissions.	Critical		
GT.79	The system has the ability to provide drop down boxes or other pick list function for data selection, with the ability to save frequent items by user.	Critical		
GT.80	The system has the ability to provide functionality or integrate with third-party products to enlarge the print on computer screens and meet Section 508 requirements for web accessibility (i.e., screen magnification).	Critical		
GT.81	The system has the ability to provide functional online help documentation for system end users.	Critical		
GT.82	The system has the ability to provide technical online help documentation for system administrators.	Critical		
GT.83	The system has the ability to provide error messages that appear in a consistent format across all system modules.	Critical		
GT.84	The system has the ability to provide error messages that are integrated with online help functionality.	Critical		
GT.85	The system has the ability to create error logs that use plain language and provide details associated with the error.	Critical		
GT.86	The system has the ability to provide administrator configurable error messages.	Critical		
GT.87	The system has the ability to provide users with multiple custom-field options (e.g. continual list).	Critical		
GT.88	The system has the ability to provide user-defined fields with appropriate security permissions.	Critical		
GT.89	The system has the ability to allow CCPH to determine which fields are required.	Critical		
GT.90	The system has the ability to provide customizable screens based on roles and permissions and record type.	Critical		
GT.91	The system has the ability to provide contextual help (i.e., field descriptions that are displayed based on the location of the mouse or cursor).	Critical		
GT.92	The system has the ability to provide contextual help with the ability to turn this feature off (i.e., field descriptions that are displayed based on the location of the mouse or cursor).	Critical		
GT.93	The system has the ability to provide customizable help.	Critical		
GT.94	The system has the ability to provide drill down capability on all screens where applicable.	Critical		
GT.95	The system has the ability to provide drill down capability to see attachments to records based on security permissions.	Critical		
GT.96	The system has the ability to search by wild cards, based on security permissions.	Critical		
GT.97	The system has the ability to search by fragment or portion of a word.	Critical		
GT.98	The system has the ability to provide predictive text when searching.	Critical		
GT.99	The system has the ability to provide links to associated modules from any display screen to minimize backing out of one screen to access another, with appropriate security.	Critical		
GT.100	The system has the ability to support access from mobile devices (e.g., for CCPH-defined approvals) with appropriate security permissions.	Critical		
GT.101	The system has the ability for multiple windows to be open at the same time with the ability to efficiently toggle between screens.	Critical		
GT.102	The system has the ability to warn a user that they are about to execute a process and ask if they want to proceed (i.e., to warn before posting a batch of changes, etc.).	Critical		
GT.103	The system has the ability to allow an administrator to configure which business process is prompted with a warning to proceed, with appropriate security permissions.	Critical		
GT.104	The system has the ability to allow the system administrator to rename field labels.	Critical		
GT.105	The system has an inherent spell check functionality.	Critical		

Clark County Public Health - Environmental Public Health Project
Functional and Technical Requirements

General and Technical				
Req	Description of Capability	Criticality	Response	Comments
Workflow				
GT.106	The system has the ability to initiate and track the workflow and approval process.	Critical		
GT.107	The system has the ability to assign different levels of approval for the same user.	Critical		
GT.108	The system has the ability to maintain separation of duties related to workflow approval processes.	Critical		
GT.109	The system has the ability to provide workflow functionality in all applicable system modules.	Critical		
The system has the ability to set workflow rules by:				
GT.110	Record type (i.e., permit type, planning application type);	Critical		
GT.111	Presence of a data field selected (e.g., expedited request);	Desired		
GT.112	Submission number (e.g., initial submittal versus resubmission);	Critical		
GT.113	Geographic location of permit or application based on data returned from CCPH's GIS system (e.g., located in a floodplain adds a reviewer);	Critical		
GT.114	Thresholds (e.g., more than 50 units);	Desired		
GT.115	User-defined criteria.	Critical		
GT.116	The system has the ability to allow temporary status changes of users (e.g., unavailable due to vacation time).	Critical		
GT.117	The system has the ability to re-route workflow assignments based on availability triggered by unavailable status.	Critical		
GT.118	The system has the ability to re-route workflow assignments based on availability triggered by CCPH-defined periods of no response.	Critical		
GT.119	The system has the ability to notify a system administrator of unsuccessful workflow processes.	Critical		
GT.120	The system has the ability to save progress when the system times out.	Critical		
GT.121	The system has the ability to provide escalation paths based on user-defined criteria (e.g., minimum period of no response, etc.).	Critical		
GT.122	The system has the ability to provide event-driven notifications by email that may be configured at any step in any workflow routine.	Critical		
GT.123	The system has the ability to allow notifications to be configurable by CCPH.	Critical		
GT.124	The system has the ability to provide flexible workflow configurations allowing the advancement of a process with appropriate security permissions (e.g., a Department director could approve an application that has not been approved by a Division manager).	Critical		
GT.125	The system has the ability to allow CCPH to define required fields within specific workflows based on role, with the ability to turn on or off.	Critical		
GT.126	The system has the ability to track staff time spent in each step in a workflow with the ability to turn on or off at the user level.	Critical		
GT.127	The system has the ability to support internal communications.	Critical		

Clark County Public Health - Environmental Public Health Project

Functional and Technical Requirements

General and Technical				
Req	Description of Capability	Criticality	Response	Comments
Support and Documentation				
GT.128	The vendor must proactively notify the System Administrator regarding which releases of third-party software are known to create problems with the current version of the vendor software.	Critical		
GT.129	The system has the ability to allow for outage times to be based on a 24x7 basis instead of working hours.	Critical		
GT.130	The system has the ability to allow for severity levels for support as defined by CCPH.	Critical		
GT.131	The vendor has the ability to provide 24/7 support.	Desired		
GT.132	The vendor has the ability to provide telephone support (M - F 6am - 6pm PST)	Critical		
GT.133	The vendor will provide web-based support, with a searchable database of common and known unresolved problems, to assist end users in researching error messages.	Critical		
GT.134	The system has the ability to adhere to CCPH's security policy, which requires vendors to request for access to the application for trouble shooting.	Critical		
GT.135	The system has the ability to provide online software documentation for all software application modules.	Critical		
GT.136	The system has the ability to provide a online tutorial to assist users learning the software.	Critical		
GT.137	The system has the ability to provide a video tutorial to assist users learning the software.	Critical		
GT.138	The system must have the capability to provide support through remote access to the application in accordance with CCPH procedures.	Critical		
GT.139	The vendor offers software application support during planned upgrades outside of typical operating hours, as requested by CCPH.	Critical		
GT.140	The system has the ability to provide online tutorials, web guidance, electronic wikis, and embedded decision support to users.	Critical		
GT.141	The system has the ability to provide online tutorials, web guidance, electronic wikis, and embedded decision support to system administrators.	Critical		
GT.142	The vendor offers access to an online user group community.	Critical		
GT.143	The vendor offers a suite of online training modules.	Critical		
GT.144	The vendor offers a suite of video training modules.	Critical		
GT.145	The vendor offers periodic live webinar training sessions at no cost.	Critical		
GT.146	The vendor offers recorded training sessions to be viewed at no cost.	Critical		

Clark County Public Health - Environmental Public Health Project
Functional and Technical Requirements

General and Technical				
Req	Description of Capability	Criticality	Response	Comments
Reporting and Dashboards				
GT.147	The system has the ability to provide an Executive Information System (EIS) (i.e., a performance dashboard).	Critical		
GT.148	The system has the ability to customize the information presented on the Executive Information System by user.	Critical		
GT.149	The system has the ability to customize the information presented on the Executive Information System by group of users.	Critical		
GT.150	The system has the ability to provide a library of standard reports (i.e., "canned" reports).	Critical		
GT.151	The system has the ability to allow a user to modify existing user-generated reports, with appropriate security permissions.	Critical		
GT.152	The system has the ability to allow a user to clone existing standard reports and modifying the cloned report, with appropriate security permissions.	Critical		
GT.153	The system has the ability to provide an integrated report writer.	Critical		
GT.154	The system has the ability to provide an integrated report writer that allows the creation of reports comprised of any discrete data field throughout the system with proper security permissions.	Critical		
GT.155	The system has the ability to generate reports across all system modules.	Critical		
GT.156	The system has the ability to save a report as a new template after a user copies and modifies an existing report, with appropriate security permissions.	Critical		
GT.157	The system has the ability to configure and save ad hoc reports by individual user, with the ability to provide access to other users with appropriate security permissions.	Critical		
GT.158	The system has the ability to configure and save ad hoc reports by individual user and automatically export to preferred file type (e.g. PDF and Excel).	Critical		
GT.159	The system has the ability save favorite reports in a menu or pick-list by individual user.	Critical		
GT.160	The system has the ability to allow generated reports to be viewed on screen prior to printing or exporting.	Critical		
GT.161	The system has the ability to allow reports to be generated that are searchable.	Critical		
GT.162	The system has the ability to include hyperlinks to records in reports.	Critical		
GT.163	The system has the ability to schedule reports to run in the future.	Critical		
GT.164	The system has the ability to schedule reports to be run on a recurring basis.	Critical		
GT.165	The system has the ability to configure automatic distribution paths for generated reports (i.e., automatically send a report to a particular user).	Critical		
GT.166	The system has the ability to support the creation of reports using SSRS or other reporting software.	Critical		
GT.167	The system has the ability to provide full database copy locally (real-time or agreed upon update interval)	Critical		
GT.168	The system has the ability to report on staff time entered.	Critical		
GT.169	The system has the ability to query on any combination of distinct data fields in the system with appropriate security permissions.	Critical		
GT.170	The system has the ability to utilize both business days and calendar days for calculating resolution deadlines, based on the program.	Desired		

Clark County Public Health - Environmental Public Health Project

Functional and Technical Requirements

Permitting/Plan Review				
Req #	Description of Requirement	Criticality	Response	Comments
General Requirements				
PT.1	The system has the ability to provide a permitting module that is integrated with the electronic plan review, inspections, code compliance, business licensing, fee and payments, and public portal modules.	Critical		
PT.2	The system has the ability to track and manage permits issued by multiple CCPH departments and divisions.	Critical		
PT.3	The system has the ability to allow for CCPH-defined alpha-numeric permit number structure.	Critical		
PT.4	The system has the ability to allow automatically sequentially generated permit numbers.	Critical		
PT.5	The system has the ability support online permit application.	Critical		
PT.6	The system has the ability to establish workflow relationships between planning (includes Plan Review), permitting, and inspections modules (e.g., a permit is required as part of a planning application).	Critical		
PT.7	The system has the ability to duplicate, copy, or clone an existing permit application (of the same or different type) and all associated information to a new permit application at a different location (without manual rekeying of the data).	Critical		
PT.8	The system has the ability to create a plan review correction report.	Critical		
PT.9	The system has the ability to choose comment status when generating a plan check correction report.	Critical		
PT.10	The system has the ability to pull general conditions of approval from a user defined list, allow editing and attach to the approval package.	Critical		
PT.11	The system has the ability to support review on dual monitors.	Critical		
PT.12	The system has the ability to support review and mark-up on touch screen monitors and displays.	Critical		
PT.13	The system has the ability to get a quick preview or thumbnail view of a plan before opening the file.	Critical		
PT.14	The system has the ability to support review on large single monitors (i.e. greater than 24").	Critical		
PT.15	The system has the ability to support review on large single monitors with ability to split screen.	Critical		
PT.16	The system has the ability to support mark-up of plans and drawings that aren't associated with a workflow process within the system (e.g., reviewing a plan for an application type that typically does not involve plan review).	Critical		
PT.17	The system has the ability to group records/permits allowing the ability to edit those records/permits at the same time. (set processing; examples could be updating workflow tasks, adding conditions, making payments, adding a contact, etc.)	Critical		

Clark County Public Health - Environmental Public Health Project

Functional and Technical Requirements

Permitting/Plan Review				
Req #	Description of Requirement	Criticality	Response	Comments
Permit Applications				
PT.18	The system has the ability to maintain a contractor master file.	Critical		
PT.19	The system has the ability to confirm a contractor/applicant has the active license when applying for a permit (i.e. an electrician applying for a permit has an electrical license).	Critical		
PT.20	The system has the ability to support master and sub-permit relationships.	Critical		
PT.21	The system has the ability to track permit history by address.	Critical		
PT.22	The system has the ability to track permit history by parcel, map and tax lot, and legal description.	Critical		
PT.23	The system has the ability to maintain the user-defined information for each permit application (e.g., CCPH project number, use type, occupancy type, etc.)	Critical		
PT.24	The system has the ability to validate an address against assessor's data upon permit application entry.	Critical		
PT.25	The system has the ability to provide workflow capability to automatically track and route applications through various user-defined processes.	Critical		
PT.26	The system has the ability to provide an interface for the applicant to respond to comments (review and comment log through cycles).	Critical		
PT.27	The system has the ability to provide an interface to share review comments with applicants at a CCPH-defined step in the workflow process.	Critical		
PT.28	The system has the ability to provide access to external agencies and third party reviewers to participate in the application review process.	Critical		
PT.29	The system has the ability to share approved documents with external agencies.	Critical		
PT.30	The system has the ability to capture comments as part of the review process.	Critical		
PT.31	The system has the ability to record the time spent at each step of the review process, via workflow.	Critical		
PT.32	The system has the ability to lock and hold the review process due to CCPH-defined conditions (e.g., unpaid fees, unique zoning area, etc.)	Critical		
PT.33	The system has the ability to allow user-defined processes or workflow for each application type.	Critical		
PT.34	The system has the ability to allow default workflow processes to be modified (with appropriate security permissions).	Critical		
PT.35	The system has the ability to allow a workflow process for a specific application to be modified with appropriate security permissions (e.g., additional review step added because of unique application attribute.)	Critical		
PT.36	The system has the ability to allow user-defined plan review routing based on type of work performed.	Critical		
PT.37	The system has the ability to use GIS attributes of an application location to notify intake personnel and reviewers (e.g., septic, well status).	Critical		
PT.38	The system has the ability to automatically modify an application's default workflow processes based on GIS attributes of an application location (e.g., floodplain triggers an additional review).	Critical		
PT.39	The system has ability to open an existing permit from a GIS map.	Critical		
PT.40	The system has the ability to create a new permit from a GIS map.	Critical		
PT.41	The system has the ability to accommodate CCPH-defined review checklists for each application type.	Critical		
PT.42	The system has the ability to require that all mandated review steps are completed prior to approval of application, with appropriate security.	Critical		

Clark County Public Health - Environmental Public Health Project
Functional and Technical Requirements

Permitting/Plan Review				
Req #	Description of Requirement	Criticality	Response	Comments
PT.43	The system has the ability to provide override capabilities with appropriate security to approve application if steps have not been completed.	Critical		
PT.44	The system has the ability to provide user alerts/pop-up reminders to notify users of pending workflow and necessary actions.	Critical		
PT.45	The system has the ability to accommodate multiple user-defined tables for standard comments for each user that can be accessed during application review.	Critical		
PT.46	The system has the ability to flag entire projects to alert specified groups of special conditions.	Critical		
PT.47	The system has the ability to support multiple types of application flags.	Critical		
PT.48	The system has the ability to accommodate a user-defined checklist for initial application acceptance for use by intake personnel.	Critical		
PT.49	The system has the ability to track and maintain at least 20 CCPH defined application statuses (e.g., Pending Completeness Review, Under Review, Returned to Applicant, Approved, Void etc.).	Critical		
PT.50	The system has the ability to track dates with at least 20 CCPH defined application statuses.	Critical		
PT.51	The system has the ability to generate a user-defined application documents by application type with the ability to modify system generated letters.	Critical		
PT.52	The system has the ability to allow for an unlimited number of parcels to be associated with an application.	Critical		
PT.53	The system has the ability to allow for an unlimited number of parcels and non-parcel features (e.g., street, public right of way) to be associated with an application.	Critical		
PT.54	The system has the ability to select parcels or non-parcel features (e.g., right of way, street) to buffer from.	Critical		
PT.55	The system has the ability to allow GIS mapping to identify parcels related to an application.	Critical		
PT.56	The system has the ability to drill down to companion applications associated with master record.	Critical		

Clark County Public Health - Environmental Public Health Project
Functional and Technical Requirements

Permitting/Plan Review				
Req #	Description of Requirement	Criticality	Response	Comments
Permit Tracking and Approvals				
PT.57	The system has the ability to track permits by application submitter regardless of the permit applicant.	Critical		
PT.58	The system has the ability to track/search permits by any data element within the permit data file, with the ability to filter by multiple criteria.	Critical		
PT.59	The system has the ability to track and notify when permits are soon to expire and are approaching a key date (based on user-defined number of days).	Critical		
PT.60	The system has the ability to prompt users to notify external entities of expirations of permits.	Critical		
PT.61	The system has the ability to generate notifications to permit holders regarding soon-to-expire permits.	Critical		
PT.62	The system has the ability to allow address query based on CCPH GIS data.	Critical		
PT.63	The system has the ability to automatically populate permit application fields using data pulled by address query from CCPH GIS data, with the ability to edits with appropriate permissions.	Critical		
PT.64	The system has the ability to sort view of permits by user defined criteria.	Critical		
PT.65	The system has the ability to add additional review actions and inspections to a permit.	Critical		
PT.66	The system has the ability to generate future dates from an application date and to track review deadline status.	Critical		
PT.67	The system has the ability to track multiple contacts on a permit for notification purposes (e.g., multiple contractors on a combination permit scheduling inspections).	Critical		
PT.68	The system has the ability to document the types and numbers of deferred submittals.	Desired		
PT.69	The system has the ability to document dates of deferred submittal receipt, review, approval, etc.	Desired		
PT.70	The system has the ability to document the valuation of the deferred submittal.	Desired		
PT.71	The system has the ability to document the types and numbers of revisions.	Critical		
PT.72	The system has the ability to document dates of revision receipt, review, approval, etc.	Critical		
PT.73	The system has the ability to document change in valuation due to revision.	Critical		

Clark County Public Health - Environmental Public Health Project
Functional and Technical Requirements

Permitting/Plan Review				
Req #	Description of Requirement	Criticality	Response	Comments
Permit Issuance				
PT.74	The system has the ability to allow issued permits to be extended, with appropriate security permissions.	Critical		
PT.75	The system has the ability to allow issued permits to be automatically extended based on inspection activity by permit type (e.g., passed inspection).	Critical		
PT.76	The system has the ability to change the status of a permit at any time with appropriate security permissions. (i.e. closing a permit).	Critical		
PT.77	The system has the ability to re-open a closed permit with appropriate security permissions.	Critical		
PT.78	The system has the ability to issue permits to one or more addresses (with no limit).	Critical		
PT.79	The system has the ability to issue permits to geographical areas without an address with appropriate security permissions.	Critical		
PT.80	The system has the ability to generate permit expiration date based upon the calculation of the issue/review date.	Critical		
PT.81	The system has the ability to override permit expiration date with appropriate security permissions.	Critical		
PT.82	The system has the ability to associate user-defined fields with specific permit types and indicate required fields by permit type.	Critical		
PT.83	The system has the ability to allow automated flagging of permit records at pre-defined milestones/processes to identify special conditions to be resolved prior to allowing subsequent permit processes from taking place.	Critical		
PT.84	The system has the ability to "re-route" permit to appropriate departments so that revisions created by one department/division can be reviewed by other departments/divisions.	Critical		
PT.85	The system has the ability to allow review routing based on user-defined reviewing parties and agencies per permit type and sub-type simultaneously.	Desired		
PT.86	The system has the ability to allow standard conditions to print on the permit based on permit type.	Critical		
PT.87	The system has the ability to attach standard details or special provisions (such as a traffic visibility or erosion control plan to a permit).	Critical		
PT.88	The system has the ability to issue partial permits or permits of a limited scope that require additional review before complete approval.	Critical		
PT.89	The system has the ability to track and manage phased permits that are tied to a single project.	Critical		
PT.90	The system has the ability to prohibit final inspections when any unpaid fees exist.	Critical		
PT.91	The system has the ability to automatically save generated reports.	Critical		

Clark County Public Health - Environmental Public Health Project
Functional and Technical Requirements

Permitting/Plan Review				
Req #	Description of Requirement	Criticality	Response	Comments
Reporting				
PT.92	The system has the ability to generate ad hoc reports.	Critical		
PT.93	The system has the ability to generate reports for user-defined date parameters (i.e. permits processed between July 1, 2021 and December 31, 2021).	Critical		
The system has the ability to export reports to the following:				
PT.94	Excel;	Critical		
PT.95	.csv;	Critical		
PT.96	PDF; and	Critical		
PT.97	Word.	Critical		
The system has the ability to generate a report of permit activity including:				
PT.98	Total elapsed time;	Critical		
PT.99	Total time with applicant;	Critical		
PT.100	Time spent by each review level; and	Critical		
PT.101	Other user-defined activities.	Critical		
The system has the ability to generate permit reports by type for the following:				
PT.102	Permits issued within a user-defined date range;	Critical		
PT.103	Permits with no activity based upon CCPH user-defined threshold;	Critical		
PT.104	Permit activity within a user defined area based upon GIS mapping;	Critical		
PT.105	Applications submitted within a user-defined date range;	Critical		
PT.106	Permit review processing - number of applications processed;	Critical		
PT.107	Permit review processing - average days to process;	Critical		
PT.108	Permit review processing - average days in each status;	Critical		
PT.109	Number of applications by type;	Critical		
PT.110	Permits by type (daily);	Critical		
PT.111	Applications by status;	Critical		
PT.112	Applications by assigned staff;	Critical		
PT.113	Task deadlines within a user-defined date range;	Critical		
PT.114	Applications by review group;	Critical		
PT.115	Permits listings by contractor;	Critical		
PT.116	Project valuation;	Desired		
PT.117	Permit expiration reports; and	Critical		
PT.118	Other user-defined.	Critical		
PT.119	The system has the ability to generate reports based on a combination of user defined criteria (e.g., permits by type and permits by contractor).	Critical		
PT.120	The system has the ability to generate notifications to applicants.	Critical		
PT.121	The system has the ability to automatically attach/store generated notification to application files.	Critical		

Clark County Public Health - Environmental Public Health Project

Functional and Technical Requirements

Electronic Plan Review				
Req	Description of Requirement	Criticality	Response	Comments
General				
PR.1	The system has the ability to provide an electronic plan review module that is integrated with the planning, permitting, inspections, and code enforcement modules.	Critical		
PR.2	The system allows multiple users to view and mark-up the same electronic plan simultaneously.	Critical		
PR.3	The system has the ability to provide a collaboration tool allowing for reviewers to conduct live internal plan review mark-ups or other virtual meetings to review submitted plans.	Desired		
PR.4	The system has the ability to support electronic stamps and digital signatures.	Critical		
PR.5	The system has the ability to support electronic stamps and digital signatures on multiple pages simultaneously.	Critical		
PR.6	The system has the ability to support electronic plan markup of documents.	Critical		
PR.7	The system has the ability to create a plan review correction report.	Critical		
PR.8	The system has the ability to choose comment status when generating a plan check correction report.	Critical		
PR.9	The system has the ability to pull general conditions of approval from a user defined list, allow editing and attach to the approval package.	Critical		
PR.10	The system has the ability to support review on dual monitors.	Critical		
PR.11	The system has the ability to support review and mark-up on touch screen monitors and displays.	Desired		
PR.12	The system has the ability to get a quick preview or thumbnail view of a plan before opening the file.	Desired		
PR.13	The system has the ability to support review on large single monitors (i.e. greater than 24").	Critical		
PR.14	The system has the ability to support review on large single monitors with ability to split screen.	Critical		
PR.15	The system has the ability to support mark-up of plans and drawings that aren't associated with a workflow process within the system (e.g., reviewing a plan for an application type that typically does not involve plan review).	Critical		
PR.16	The system has the ability to handle electronic plan files up to 200 MB with the ability to handle files larger than 200 MB.	Critical		
PR.17	The system has the ability to allow applicants to upload additional documents for informational purposes only.	Critical		

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Functional and Technical Requirements

Electronic Plan Review				
Req	Description of Requirement	Criticality	Response	Comments
PR.18	The system has the ability to autotame and versioning documents when uploading.	Desired		
PR.19	The system has the ability to identify timelines and late tasks.	Critical		
PR.20	The system ability has the ability to set default review timelines based on permit types.	Critical		
PR.21	The system has the ability to adjust default review timelines.	Critical		
PR.22	The system has the ability to search for words or other user-defined areas within documents.	Critical		
PR.23	The system has the ability to rename files.	Critical		
PR.24	The system has the ability to search for projects based on project name, permit number, and other user-defined fields.	Critical		
Mark-Up Tools				
PR.25	The system has the ability to toggle on/off comments by users when a plan check correction report is created.	Critical		
PR.26	The system has the ability to import plans from various third party systems (e.g. CAD, PDF, etc.) for review and markup. The vendor will list the compatible file types.	Critical		
PR.27	The system has the ability to import data from third party sources (e.g. GIS) for overlay review.	Critical		
PR.28	The system has the ability to link or embed a photo as a part of a mark-up.	Critical		
PR.29	The system has the ability to provide a footnote/annotate function allowing a location to be referenced on a drawing with the text comment physically placed elsewhere (e.g., in the page margins or a new separate comment sheet).	Critical		
PR.30	The system has the ability to provide interactive tools for linear measurements.	Critical		
PR.31	The system has the ability to provide interactive tools for area measurements.	Critical		
PR.32	The system has the ability to provide interactive tools for volume measurements.	Critical		
PR.33	The system has the ability to rearrange pages in a file.	Critical		
PR.34	The system has the ability to add pages to an existing file.	Critical		
PR.35	The system has the ability to provide a count tool (e.g., hydrants, fixtures).	Desired		
PR.36	The system has the ability to configure default colors for reviewing departments (e.g., Fire is red, Septic is green, etc.).	Desired		
PR.37	The system has the ability to provide entry of text notes associated with reviewer markups.	Critical		
PR.38	The system has the ability to bookmark pages during plan review process.	Critical		
PR.39	The system has the ability to restrict the ability to modify or remove comments from other reviewers.	Critical		

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Functional and Technical Requirements

Electronic Plan Review				
Req	Description of Requirement	Criticality	Response	Comments
PR.40	The system has the ability to allow for users with appropriate security permissions to modify or remove comments from other reviewers, with an audit trail of the changes made.	Critical		
PR.41	The system has the ability to detect mark-ups and comments that may physically overlap when the plan is flattened or locked, preventing illegible mark-ups and comments from being returned to the applicant (e.g., Fire and Planning reviewers both had text comments in the same location of a drawing, when the layers are compressed, neither comment would be legible.)	Critical		
The system has the ability to fully support electronic plan and permit access and review including the following functions and				
PR.42	Display control including pan, zoom, magnification window, and other display tools enabled through keyboard, mouse, and touchpad controls on windows-based desktop or laptop computers;	Critical		
PR.43	Mark-up commands allowing entry of shapes, free form line work, special symbols on the plan or permit drawings denoting reviewer flagged areas;	Critical		
PR.44	Ability to select colors for markup shapes, symbols, and	Critical		
PR.45	Entry of text notes associated with reviewer markups;	Critical		
PR.46	Ability to create and access hyperlinks (to documents or Web URLs) and to search for references pertinent to the review (e.g. sections of the building code);	Critical		
PR.47	Ability to create and easily find and select from a list of "frequently used comments" at a group level and to post these comments with mark-ups.	Critical		
PR.48	Ability to designate the scale of the plan or permit (e.g., 1"= x feet) and provide interactive tools for distance and area measurement.	Critical		
The system has the ability to manage review and mark-up and allow for plan and permit access for multiple reviewers including the following:				
PR.49	Tag specific mark-ups and comments by reviewer and date;	Critical		
PR.50	Review and comment by multiple reviewers can work against the same electronic copy of the document;	Critical		
PR.51	Users may access the plan or permit document to see markups or comments by all or selected reviewers;	Critical		
PR.52	Multiple versions of the electronic plan or permit document may be created and the system will provide tools for tracking and accessing the different versions;	Critical		
PR.53	Multiple versions of a plan and permit drawing may be viewed simultaneously and tools are provided to visually compare the versions (e.g., toggling views, side by side comparison, and overlay comparison); and	Critical		
PR.54	Collaboration tools are provided to allow for multiple users to view and use viewer functions with an electronic plan and permit document.	Critical		
PR.55	The system has the ability to add markups that combine annotations with collaboration.	Desired		

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Functional and Technical Requirements

Electronic Plan Review				
Req	Description of Requirement	Criticality	Response	Comments
Version Comparison				
PR.56	The system has the ability to display documents side by side.	Critical		
PR.57	The system has the ability to track document submittal versions.	Critical		
PR.58	The system has the ability to compare different submittal versions.	Critical		
PR.59	The system has the ability to control and track the modification of documents through multiple revisions, allowing users to view prior revisions and track document history.	Critical		
PR.60	The system has the ability to clearly display the number of revisions associated with a specific document.	Critical		
PR.61	The system has the ability to overlay versions with the differences between each version easily identified.	Critical		
PR.62	The system has the ability to view mark-ups from other reviewers to the same version, with the ability to turn on and off each reviewer's mark-up layer.	Critical		
PR.63	The system has the ability to lock a file once all mark-ups have been completed and the file is ready to be returned to the applicant.	Critical		
Mobile Plan Review				
PR.64	The system has the ability to allow electronic plan review documents to be viewed from a mobile or field device (e.g., laptop, tablet, smartphone).	Critical		
PR.65	The system has the ability to allow mobile users to download plans for offline access in the field (e.g., locally save a project plan set while connected to CCPH Wi-Fi rather than use cellular data to access large files).	Critical		
PR.66	The system has the ability to allow sketching entry and editing on field device.	Critical		
PR.67	The system has the ability to perform full electronic plan review from a mobile device.	Desired		
PR.68	The system has the ability to work offline in the field and record actions which can later be uploaded to the system automatically once connectivity is restored.	Critical		

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Functional and Technical Requirements

Inspections				
Req #	Description of Requirement	Criticality	Response	Comments
General Requirements				
IN.1	The system has the ability to provide an inspections module that is integrated with the planning, permitting, electronic plan review, code compliance, business licensing, fee and payments, and public portal modules.	Critical		
IN.2	The system has the ability to record the results of ongoing monitoring inspections for projects.	Critical		
IN.3	The system has the ability to allow for the entry of inspector's notes for each visit.	Critical		
IN.4	The system has the ability to accommodate recurring inspections.	Critical		
IN.5	The system has the ability to automate and/or manually schedule or notify staff of recurring inspections.	Critical		
IN.6	The system has the ability to allow for an unlimited number of inspections on each application/case.	Critical		
IN.7	The system has the ability to require steps in the inspection process to be followed and not skipped with the ability to override, with appropriate security permissions.	Critical		
IN.8	The system has the ability to attach and email documents (e.g., pictures, report) of inspections and violations in order to determine if the issue has been fixed in a follow up inspection.	Critical		
IN.9	The system has the ability to identify an inspection as conducted by a third-party or special inspector.	Critical		
IN.10	The system has the ability to display flags, holds, and other conditions from the permitting application process to be viewable in the inspections module.	Critical		
IN.11	The system has the ability to support multiple types of application flags, visible to inspectors from the inspection module.	Critical		
Inspection Scheduling				
IN.12	The system has the ability to allow inspection requests to be submitted through a portal on CCPH's website with the ability to add notes or comments.	Critical		
IN.13	The system has the ability to allow applicants to view the status of requested inspections via a portal on CCPH's website and have	Critical		
IN.14	The system has the ability to allow CCPH staff to schedule inspections by appointment in AM or PM.	Critical		
IN.15	The system has the ability to allow CCPH staff to schedule inspections by appointment to the hour.	Critical		
IN.16	The system has the ability to allow CCPH staff to schedule inspections by appointment to the day.	Critical		
IN.17	The system has the ability to automate inspection assignments by inspection type and/or allow manual inspection assignments by inspection type.	Critical		
IN.18	The system has the ability to automate assignments by geographic location/district.	Critical		

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Functional and Technical Requirements

Inspections				
Req #	Description of Requirement	Criticality	Response	Comments
IN.19	The system has the ability to assign multiple inspections to multiple inspectors on the same screen.	Critical		
IN.20	The system has the ability to schedule the same inspection multiple times on the same day.	Critical		
IN.21	The system has the ability to route inspectors based on geographical location of scheduled inspections.	Critical		
IN.22	The system has the ability to generate inspection checklists based upon the type of inspection.	Critical		
IN.23	The system has the ability to generate inspection checklists based upon the type of application.	Critical		
IN.24	The system has the ability to provide a single access point for inspections and scheduling.	Critical		
IN.25	The system has the ability to notify, when scheduling an inspection, that other inspections are required as well.	Critical		
IN.26	The system has the ability to reassign inspections to another inspector (i.e. due to absence).	Critical		
IN.27	The system has the ability to allow for the set-up of user-defined inspection sequences, based on type of work performed.	Critical		
IN.28	The system has the ability to provide preset comments for frequent inspection results.	Critical		
IN.29	The system has the ability to internally schedule variable inspection increments (e.g., the amount of time an inspection takes).	Critical		
IN.30	The system has the ability to block out reoccurring time slots on inspection schedules (e.g., holidays or other shut down dates).	Critical		
IN.31	The system has the ability to provide notification of multiple scheduled inspections at a single address.	Critical		
IN.32	The system has the ability to view and print daily inspection calendars by inspector/employee.	Critical		
IN.33	The system has the ability to sync with third party calendars (e.g. Google or Outlook) to support customer inspection requests and inspection scheduling.	Critical		
IN.34	The system has the ability to categorize inspections by user defined criteria (e.g. inspector, trade, priority, geographic area, etc.).	Critical		

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Functional and Technical Requirements

Inspections				
Req #	Description of Requirement	Criticality	Response	Comments
The system has the ability to generate inspection schedules that accommodates entering the following scheduling constraints:				
IN.35	Normal operating hours;	Critical		
IN.36	Observed holidays;	Critical		
IN.37	Single occurrence vacations by inspector;	Critical		
IN.38	Single occurrence shut-down days;	Critical		
IN.39	Other user defined dates; and	Critical		
IN.40	Outside normal business hours with or without associated additional fees.	Critical		
IN.41	The system has the ability to provide an instantaneous email notification to the applicant at completion of inspections (includes	Critical		
IN.42	The system has the ability to provide digital signature capture in the field for permit contacts to acknowledge inspection results or other	Critical		
IN.43	The system has the ability to allow inspectors to record time spent completing an inspection including travel time (i.e., time started and completed).	Critical		
IN.44	The system has the ability to automatically notify internal/external agencies the results of an inspection via multiple e-mails.	Critical		
Field Inspections				
IN.45	The system has the ability to establish inspection frequency based on multiple CCPH variable (e.g. inspection type, other defined factors).	Critical		
IN.46	The system has the ability to automatically schedule inspections based on the CCPH defined inspection frequency and results.	Critical		
IN.47	The system has the ability to allow the input of inspection data by handheld devices including laptops and wireless mobile devices including IOS devices and Android devices.	Critical		
IN.48	The system has the ability to utilize GPS functionality for route mapping.	Critical		
IN.49	The system has mobile routing functionality, allowing for turn-by-turn directions to be provided to each inspection location.	Desired		
IN.50	The system has the ability to allow data editing on field device (e.g., entering inspection comments).	Critical		
IN.51	The system has the ability to record inspection results and comments remotely (in the field).	Critical		
IN.52	The system has the ability to update inspection data remotely (in the field).	Critical		
IN.53	The system has the ability to allow inspectors to access GIS information in the field.	Desired		
IN.54	The system has the ability for an inspector to record the receipt of documentation in the field and the nature of the documentation that was received.	Critical		
IN.55	The system has the ability to search for inspection activity by any geographic feature in GIS (Esri) that would be permitted against (both existing and user-created features).	Critical		

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Functional and Technical Requirements

Inspections				
Req #	Description of Requirement	Criticality	Response	Comments
IN.56	The system has the ability to save an inspection or item in-progress without completing.	Critical		
IN.57	The system has the ability to accommodate data offline inspection processing using mobile devices.	Critical		
IN.58	The system has the ability to indicate offline mode.	Critical		
IN.59	The system has the ability to provide an iPad or Android mobile app for interacting with the system through an interface optimized for mobile devices.	Critical		
IN.60	The system has the ability for the inspector to view application details related to the inspection on mobile device.	Critical		
IN.61	The system has the ability for mobile selection of parcels and other features from a GIS Map (e.g., select a parcel from a map), allowing inspectors to view permit and inspection activity at the location.	Desired		
IN.62	The system has the ability to capture time-stamp and location data on images taken out in the field on mobile device.	Critical		
IN.63	The system has the ability to collect an unlimited number of images in the field and attach them to the inspection record, subject to device storage limitations.	Critical		
IN.64	The system has the ability to collect an unlimited number of videos in the field and attach them to the inspection record, subject to the device storage limitations.	Critical		
IN.65	The system has the ability to operate on an iPhone or Android app that allows users to take photos and directly upload their photos to an associated permit and/or inspection.	Critical		
IN.66	The system has the ability to use hand held devices for inspectors to access their schedules, eliminating the print out of daily inspection sheets.	Critical		
IN.67	The system has the ability to view assigned inspections on mobile device using a GIS (Map) View.	Critical		
IN.68	The system has the ability to assign inspections on mobile devices by parcel, address, inspector, permit number, and other user-defined aspects.	Critical		
IN.69	The system has the ability to create a new inspection from the field.	Critical		
IN.70	The system has the ability for the inspector to assign or re-assign inspections while in the field, with appropriate permissions.	Critical		
IN.71	The system has the ability for the inspector to reschedule inspections for a different date and time while in the field, with appropriate permissions.	Critical		
IN.72	The system has the ability to allow the inspector to reschedule or cancel inspections.	Critical		
IN.73	The system has the ability to provide automated notifications to applicants of inspection cancellations and inspection rescheduling.	Critical		
IN.74	The system has the ability to have scheduling parameters based on CCPH defined parameters (e.g. permit type or facility).	Critical		

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Functional and Technical Requirements

Inspections				
Req #	Description of Requirement	Criticality	Response	Comments
IN.75	The system has the ability to provide functionality or integrate with third-party products that allows inspectors to convert speech to text using their field device.	Critical		
IN.76	The system has the ability for an inspector to assess fees related to the inspection on mobile device, with appropriate security permissions. (e.g., add re-inspection fee or violation charges in the field).	Desired		
IN.77	The system has the ability to identify inspection notes and comments on an inspections results report.	Critical		
IN.78	The system has the ability to display permit descriptions from the field during the inspection process.	Critical		
IN.79	The system has the ability to put a flag on a permit when additional fees are due, preventing inspections from being scheduled until fees are paid.	Critical		
IN.80	The system has the ability to view a list of paid fees to assess additional required fees (e.g., inspector identifies an additional fee during an inspection).	Critical		
IN.81	The system has the ability to notify an inspector when fees are due on a project (e.g., proceed with some inspections but not final inspection).	Critical		
IN.82	The system has the ability to issue a stop work order from the field.	Critical		
IN.83	The system has the ability to create and record an inspection that is not associated with an existing application.	Critical		
IN.84	The system has the ability to track and tabulate violation scores as defined by CCPH.	Critical		
IN.85	The system has the ability to allow staff to access previous inspection records associated with a permit or record, including inspection scores and violations.	Critical		
IN.86	The system has the ability to flag violations when they are repeated.	Critical		
IN.87	The system has the ability for mobile device field viewing of permitted plan sets, for each scheduled inspection.	Critical		
IN.88	The system has the ability to automatically record time spent completing an inspection including travel time (i.e., time started and completed).	Desired		
IN.89	The system has the ability to track mileage associated with a scheduled inspection.	Desired		

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Functional and Technical Requirements

Inspections				
Req #	Description of Requirement	Criticality	Response	Comments
Reporting				
IN.90	The system has the ability to generate ad hoc reports.	Critical		
IN.91	The system has the ability to configure customized reports.	Critical		
The system has the ability to export or import reports to the following formats:				
IN.92	Excel;	Critical		
IN.93	.csv;	Critical		
IN.94	PDF; and	Critical		
IN.95	Word.	Critical		
IN.96	The system has the ability to generate a report of the number of days that an inspection has been in progress, from request to completion.	Critical		
IN.97	The system has the ability to generate inspection schedule workload reports by date, location, and inspector.	Critical		
IN.98	The system has the ability to generate a report of repeat violations associated with a record.	Critical		
IN.99	The system has the ability to generate an inspection variance report (completed within desired timeframe).	Critical		
The system has the ability to generate permit and inspection reports by type for the following:				
IN.100	Inspections performed within a user-defined date range;	Critical		
IN.101	Inspector activity within a user-defined date range;	Critical		
IN.102	Inspections by permit type;	Critical		
IN.103	Inspections in pre-defined geographic areas;	Critical		
IN.104	Contractor; and	Critical		
IN.105	Other user-defined.	Critical		

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Functional and Technical Requirements

Code Enforcement			
Req #	Description of Requirement	Criticality	Response
General			
CE.1	The system has the ability to provide a code enforcement module that is integrated with other system modules including, but not limited to planning, permitting, electronic plan review, inspections, business licensing, fee and payments, and public portal modules.	Critical	
CE.2	The system has the ability to record and track resident complaints for code violations.	Critical	
CE.3	The system has the ability to allow the user to enter resident multiple complaint information using a drop-down list of user-defined complaints.	Critical	
CE.4	The system has the ability to allow citizens to log complaints online via a vendor-hosted public portal from CCPH's website.	Critical	
CE.5	The system has the ability to allow complaints to be submitted anonymously.	Critical	
CE.6	The system has the ability to allow a single complaint submission with multiple complaints.	Critical	
CE.7	The system has the ability to route a resident complaint submitted online, to the appropriate department based upon complaint type.	Critical	
CE.8	The system has the ability to allow CCPH to determine information that is made public by a private or public flag.	Critical	
CE.9	The system has the ability to allow citizens to check the status of a logged complaint online via a vendor-hosted public portal from CCPH's website.	Critical	
CE.10	The system has the ability to allow property owners to view current status of their own case via the online portal, including violation photos.	Critical	
CE.11	The system has the ability to route complaints to multiple business programs.	Critical	
Case Tracking			
CE.12	The system has the ability to track complaint submissions and associated data and attachments through complaint elevation or closure.	Critical	
The system has the ability to route complaint submissions through various CCPH-defined review workflows including the following:			
CE.13	Complaint closed, with no elevation necessary;	Critical	
CE.14	Complaint closed and resolved through educational outreach;	Critical	
CE.15	Complaint elevated to a code enforcement case; and	Critical	
CE.16	The system has the ability to allow CCPH staff to review complaint submissions and document notes.	Critical	
CE.17	The system has the ability to track case notes system wide.	Critical	
CE.18	The system has the ability to include a year designation in the Code Case format.	Desired	
CE.19	The system had the ability to set the case number starting point to support a mid-year conversion.	Desired	
CE.20	The system has the ability to allow for user-defined case number structure based on sequential numbering.	Critical	
CE.21	The system has the ability to use an existing case as a template for creating similar case records.	Critical	
CE.22	The system has the ability to accommodate user-defined templates for CCPH-identified case types.	Critical	

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Functional and Technical Requirements

Code Enforcement			
Req #	Description of Requirement	Criticality	Response
CE.23	The system has the ability to track case status including dates that the status changed.	Critical	
CE.24	The system has the ability to track actions taken, including date.	Critical	
CE.25	The system has the ability to attach pictures of violations and other CCPH defined documents in order to determine if issue	Critical	
CE.26	The system has the ability to record unlimited date/time stamped comments related to the case.	Critical	
CE.27	The system has the ability to allow users to define (through table entry) an unlimited number of code enforcement case and violation types and add, change and delete types as required, with appropriate security permissions.	Critical	
CE.28	The system has the ability to send automatic and/or manual email notifications to internal/external review levels during processing.	Critical	
CE.29	The system has the ability to define a workflow for each case type to route the case for review.	Critical	
CE.30	The system has the ability to define default actions including inspections that must be completed for each case type.	Critical	
CE.31	The system has the ability to allow staff to enter in complaints and route to the appropriate department.	Critical	
CE.32	The system has the ability to allow staff to flag a property to indicate safety or other considerations (i.e., property owner/tenant has a history of threatening CCPH employees).	Critical	
CE.33	The system has the ability to allow staff to add internal notes to a property.	Critical	
The system has the ability to generate code enforcement notices (that can be modified on a case by case basis with full audit trail) including the following:			
CE.34	Notice of violation;	Critical	
CE.35	Education letters;	Critical	
CE.36	Notice Letter;	Critical	
CE.37	Notice of abatement;	Critical	
CE.38	Other user-defined;	Critical	
CE.39	Hearings;	Critical	
CE.40	Liens;	Critical	
CE.41	Warning (verbal/written/courtesy notice); and	Critical	
CE.42	Effective date.	Critical	
CE.43	The system has the ability to maintain all ordinances online to become part of any correspondence.	Critical	
CE.44	The system has the ability to import multiple ordinances.	Critical	
CE.45	The system has the ability add a link to multiple ordinances.	Critical	
CE.46	The system has the ability to search CCPH ordinances that have been imported into the system.	Critical	
CE.47	The system has the ability to override default actions on an individual case (with appropriate user security permissions).	Critical	
CE.48	The system has the ability to identify detailed checklist items for each defined action.	Critical	
CE.49	The system has the ability to accommodate user-defined and user-maintained lists in look-up tables ("pick lists") for fields including (but not limited to) violation and code references.	Critical	
CE.50	The system has the ability to automate inspection assignments by inspector and complaint type.	Critical	
CE.51	The system has the ability to automate inspection assignments by geographical area/geographical districts.	Critical	
CE.52	The system has the ability to generate inspection checklists based upon the type of inspection.	Critical	
CE.53	The system has the ability to route inspectors based on geographical location of scheduled inspections or activities.	Critical	

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Functional and Technical Requirements

Code Enforcement			
Req #	Description of Requirement	Criticality	Response
Violations			
CE.54	The system has the ability to support CCPH-defined violation types.	Critical	
CE.55	The system has the ability to place a hold on CCPH issued permits and certifications if code enforcement violations and/or fines are outstanding.	Critical	
CE.56	The system has the ability to place a hold on permits if code enforcement violations and/or fines are outstanding.	Critical	
CE.57	The system has the ability to track multiple violations and	Critical	
CE.58	The system has the ability to automatically flag a violation as a repeat violation.	Critical	
CE.59	The system has the ability to track and tabulate CCPH-defined scoring calculations.	Critical	
CE.60	The system has the ability to associate multiple violations with a single case.	Critical	
CE.61	The system has the ability to allow the input of code violations by handheld devices including laptops and wireless mobile devices.	Critical	
CE.62	The system has the ability to work offline in the field and record enforcement actions which can later be uploaded to the system at a user defined time.	Critical	
CE.63	The system has the ability to access the system remotely via laptops and wireless mobile devices for the purpose of querying violation history and other codes detail.	Critical	
CE.64	The system has the ability to allow the user to search prior premises history on property with code violations.	Critical	
CE.65	The system has the ability to allow the user to search for specific violation types.	Critical	
CE.66	The system has the ability to allow staff to record time spent completing review of a code enforcement case (i.e., time started and completed in each workflow step).	Critical	
CE.67	The system has the ability to track total time spent by staff on proactive code compliance activities.	Critical	
CE.68	The system has the ability to track staff review time for use in workload and management reporting.	Critical	
CE.69	The system has the ability to manage a workflow process for violations by type, including violations going to a hearing (i.e., Judge) for adjudication.	Critical	
CE.70	The system has the ability to track results and conditions from a judge hearing.	Critical	
CE.71	Reassigning code cases from one code enforcement officer to another with appropriate permissions	Critical	
CE.72	Modify existing code case information such as address.	Critical	

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Functional and Technical Requirements

Code Enforcement			
Req #	Description of Requirement	Criticality	Response
Query & Reporting			
CE.73	The system has the ability to support development of ad-hoc reports.	Critical	
CE.74	The system has the ability to allow users to select photos to print as part of a report.	Critical	
CE.75	The system has the ability to print photos to PDF.	Critical	
CE.76	The system has the ability to print a listing of cases based on user-defined selection criteria.	Critical	
CE.77	The system has the ability to allow users to customize the information presented on their EIS including case deadlines, pending action items, case status/open and assigned cases, etc.	Critical	
CE.78	The system has the ability to view cases, permits, license, and planning of all cases and permits at a selected location.	Critical	
CE.79	The system has the ability to track the results of hearings for reporting purposes.	Desired	
CE.80	The system has the ability to display locations and types of cases including but not limited to liens in CCPH's GIS system.	Desired	
CE.81	The system has the ability to generate reports at the program level.	Critical	
The system has the ability to query cases by the following fields:			
CE.82	Case ID;	Critical	
CE.83	Citation Number;	Critical	
CE.84	Related permit number;	Critical	
CE.85	Date or date range;	Critical	
CE.86	Compliance date;	Critical	
CE.87	Case Type;	Critical	
CE.88	Status;	Critical	
CE.89	History;	Critical	
CE.90	Violation type;	Critical	
CE.91	Address;	Critical	
CE.92	Location;	Critical	
CE.93	Owner;	Critical	
CE.94	Contractor;	Critical	
CE.95	Parcel;	Critical	
CE.96	Subdivision;	Critical	
CE.97	Inspector;	Critical	
CE.98	Other user-defined;	Critical	
The system has the ability to generate reports on complaints including the following:			
CE.99	Day;	Critical	
CE.100	Date;	Critical	
CE.101	Time;	Critical	
CE.102	Type;	Critical	
CE.103	Street Address of complaint;	Critical	
CE.104	Location;	Critical	
CE.105	Property Owner;	Critical	
CE.106	Complainant contact information and address;	Critical	
CE.107	Email address;	Critical	
CE.108	Phone Number;	Critical	
CE.109	Permit number;	Critical	
CE.110	Facility number;	Critical	
CE.111	Other CCPH record numbers;	Critical	
CE.112	Other used-defined;	Critical	

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Functional and Technical Requirements

Code Enforcement			
Req #	Description of Requirement	Criticality	Response
The system has the ability to generate reports for the following:			
CE.113	Violations on the books during any user-defined period of time;	Critical	
CE.114	Type of violations on the books during any user-defined period of time;	Critical	
CE.115	Type of inspections performed during any user-defined period of time;	Critical	
CE.116	Citation report based on user-defined period of time (e.g., hearing date);	Critical	
CE.117	Violations, by type, initiated during any user-defined period of time;	Critical	
CE.118	Inspections, by type, initiated during any user-defined period of time;	Critical	
CE.119	Average number of calendar or business days from date of first complaint until the first inspection and subsequent inspections for any user-defined period of time.	Critical	
CE.120	Average number of calendar or business days from date inspector's first notice/inspection provided until compliance for any user-defined period of time.	Critical	
CE.121	User defined permission and alerts for code cases	Critical	

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Functional and Technical Requirements

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Functional and Technical Requirements

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Functional and Technical Requirements

Comments

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Functional and Technical Requirements

Licensing				
Req #	Description of Requirement	Criticality	Response	Comments
General				
L.1	The system has the ability to provide a licensing module that is integrated with the planning, permitting, inspections, code compliance, fees and payment, and public portal.	Critical		
L.2	The system has the ability to query GIS data when adding a new licensee to determine if it is within CCPH area or not.	Critical		
L.3	The system has the ability to cross reference state ID number, FIN number, Unified Business Identifier (UBI) number, and account number within the license module.	Critical		
L.4	The system has the ability to assign fees to a licensee based on whether or not it is located in CCPH.	Critical		
L.5	The system has the ability to assign fees to a licensee based on location criteria.	Critical		
L.6	The system has the ability to provide an online portal for licensees to update account information.	Critical		
L.7	The system has the ability to add, inactivate, modify, etc., all licensee accounts with appropriate system permissions.	Critical		
L.8	The system has the ability to display a CCPH defined account number when querying a license account (e.g., off name, DBA, address, contact name(s)).	Critical		
L.9	The system has the ability to allow CCPH staff to generate and print licenses in-house and allow customers to print from the public portal.	Critical		
Licensing Applications				
The system has the ability to track the following registration fields:				
L.10	Owner Name(s) or highest ranking company official	Critical		
L.11	Unified Business Identifier (UBI);	Critical		
L.12	Address;	Critical		
L.13	Phone Number;	Critical		
L.14	Type of License	Critical		
L.15	Multiple Email address;	Critical		
L.16	Website(s);	Critical		
L.17	Social media identifiers; and	Critical		
L.18	Other CCPH-Defined data fields.	Critical		
L.19	The system has the ability to track multiple business owner contacts associated with a business.	Critical		
L.20	The system has the ability to allow minority registered businesses to further identify their race and ethnicity (e.g., American Indian, African American, Alaska Native, etc.).	Critical		
L.21	The system has the ability to collect business registrations into a CCPH-specific database that is searchable and reportable.	Critical		
L.22	The system has the ability to store each business registration as an individual record in the database.	Critical		
L.23	The system has the ability to allow CCPH staff to view individual records and make comments on the record regarding individual registrations, for example if the registration is being audited or investigated for accuracy.	Critical		
L.24	The system has the ability to allow CCPH staff to run reports.	Critical		
L.25	The system has the ability to flag any registrations that CCPH may need to audit or investigate.	Critical		
L.26	The system has the ability to notify internal departments when a license application is received.	Critical		
L.27	The system has the ability to drill down to the detailed information associated with each account.	Critical		
L.28	The system has the ability to allow CCPH's customers to apply and pay for License Applications through an online portal and in doing so, provides security measures to protect customers data and assure data confidentiality.	Critical		
L.29	The system has the ability to automate the classification process based on a series of yes or no answers to questions or key word identifiers via the public portal.	Critical		
L.30	The system has the ability to classify license by type.	Critical		
L.31	The system has the ability to track license expiration dates.	Critical		
L.32	The system has the ability to support an unlimited number of CCPH-defined license types (e.g., plumbing, mechanical, restaurant, etc.).	Critical		
L.33	The system has the ability to allow CCPH's customers to re-new and pay a license fee via the public portal.	Critical		
L.34	The system has the ability to automatically notify appropriate CCPH users of any changes made when a CCPH customer renews or pays a license fee via the public portal.	Critical		
L.35	The system has the ability for customers to submit documents and other files in support of license application or renewal.	Critical		
L.36	The system has the ability to alert permitting staff through workflow notification that license is needed or ability to query the system for a license.	Critical		

Clark County Public Health - Environmental Public Health Project
Functional and Technical Requirements

Licensing				
Req #	Description of Requirement	Criticality	Response	Comments
Assessments and Fee Collections				
L.37	The system has the ability to calculate fees based on CCPH-defined metrics.	Critical		
L.38	The system has the ability to provide a user-defined account status for licenses (e.g., first late notice, approved, inactive, etc.).	Critical		
L.39	The system has the ability to view and print all information and license status for a license account and all related accounts.	Critical		
L.40	The system has the ability to track a history of license fee schedule changes and keep history accordingly based on the fee schedule for those time periods (i.e. Rates are associated with a From - To Effective date).	Critical		
L.41	The system has the ability to calculate prior year license fees.	Critical		
L.42	The system has the ability to create license records for the next year from the license records in the current year, based on user-defined effective date.	Critical		
L.43	The system has the ability to provide a view/screen to allow viewing each license account and details.	Critical		
Billing and Collection				
L.44	The system has the ability to print a bill for a license fee due without issuing the license.	Critical		
L.45	The system has the ability to generate a flat file of billing information that will be sent to a third-party print company.	Critical		
L.46	The system has the ability to print and re-print invoices in-house. The re-print will reference the invoice creation date.	Critical		
L.47	The system has the ability to generate a bill from the system on an ad hoc basis.	Critical		
L.48	The system has the ability to add/remove any necessary fees/penalties with permissions.	Critical		
L.49	The system has the ability to apply a late payment penalty with permissions.	Critical		
L.50	The system has the ability to allow CCPH to create a user-defined penalty with permissions.	Critical		
Reporting				
L.51	The system has the ability to provide an ad-hoc reporting tool.	Critical		
L.52	The system has the ability to print licenses and license renewal applications via mass mailings, e-mail, and individual in-house print based on user-defined criteria.	Critical		
L.53	The system has the ability to generate a file that contains all licensee license renewal information and licensee license certificate information that will be sent to a print vendor.	Critical		
L.54	The system has the ability to generate updated licensee lists and distribute via mail, public portal, or to export to MS Excel list to interested entities.	Critical		
L.55	The system has the ability to generate notification documents to applicants at user defined trigger point and data values (e.g., such as 30 days prior to expiration).	Critical		
L.56	The system has the ability to automatically attach/store generated notification documents and data values to application files at user defined trigger point. (e.g., such as 30 days prior to expiration).	Critical		
L.57	The system has the ability to capture the name and user or contact information (if accessing via portal) for person(s) completing or updating forms.	Critical		
L.58	The system has the ability to report out information on employees including historical record of annual number of employee	Critical		

Clark County Public Health - Environmental Public Health Project

Functional and Technical Requirements

Fees and Payments				
Req #	Description of Requirement	Criticality	Response	Comments
General Requirements				
FP.1	The system has the ability to provide a cash receipting module that is integrated with other system modules including, but not limited to permitting/plan review, electronic plan review, inspections, code compliance, licensing, and public portal modules.	Critical		
FP.2	The system has the ability to create an invoice and track payment status.	Critical		
FP.3	The system has the ability to split fees into multiple general ledger account numbers and accounting strings.	Critical		
FP.4	The system proposed is PCI compliant and will not store credit card numbers in the system.	Critical		
FP.5	The system has the ability to void (back out) transaction prior to completion with appropriate security permissions.	Critical		
FP.6	The system has the ability to allow users to make corrections to a transaction with appropriate security permissions	Critical		
FP.7	The system has the ability to support CCPH configured workflows and approvals for all transaction types.	Critical		
FP.8	The system has the ability to assess application review fees at multiple points in workflow processes (e.g., initial application fee, fee upon approval, etc.)	Critical		
FP.9	The system has the ability to support charge and payment transfers for CCPH projects with appropriate security permissions.	Critical		
FP.10	The system has the ability to integrate with CCPH's preferred credit card processing merchant to accept payments through the back-office system (i.e., payments processed at CCPH offices).	Critical		
FP.11	The system has the ability to integrate with CCPH's preferred credit card processing merchant to accept payments through the applicant self-service portal.	Critical		
FP.12	The system has the ability to generate an invoice charged based on an hourly fee, broken down in quarter hours for total time entered..	Critical		

Clark County Public Health - Environmental Public Health Project

Functional and Technical Requirements

Fees and Payments				
Req #	Description of Requirement	Criticality	Response	Comments
Fee Set up and Maintenance				
FP.13	The system has the ability to assign fees for applications in accordance with a CCPH-defined fee schedule.	Critical		
FP.14	The system has the ability to calculate fees based upon multiple criteria.	Critical		
FP.15	The system has the ability to trigger a reminder based on a set criteria for payment due (e.g. balance of payment due 30 days before an event).	Critical		
FP.16	The system has the ability to calculate fees based upon a multiplier on key criteria.	Critical		
FP.17	The system has the ability to calculate fees based upon a combination of variables (e.g., flat fee with a percentage calculation).	Critical		
FP.18	The system has the ability to support refunding fees with appropriate security permissions.	Critical		
FP.19	The system has the ability to waive or partially waive fees with appropriate security permissions.	Critical		
FP.20	The system has the ability to override calculated fee values with appropriate security permissions.	Critical		
FP.21	The system has the ability to process a deferred payment with appropriate security permissions.	Desired		
FP.22	The system has the ability to process a delayed payment with appropriate security permissions.	Desired		
FP.23	The system has the ability to assess ad-hoc fees with appropriate security permissions.	Critical		
FP.24	The system has the ability to accept over payment and hold over payment on the account.	Critical		
FP.25	The system has the ability to track multiple department/division fee schedules over multiple years.	Critical		
FP.26	The system has the ability to allow override to fee schedules with appropriate security permissions.	Critical		
FP.27	The system has the ability to maintain payment history of applications.	Critical		
FP.28	The system has the ability to allow for miscellaneous charges with appropriate security permissions (e.g., hard copies and printing).	Desired		

Clark County Public Health - Environmental Public Health Project

Functional and Technical Requirements

Fees and Payments				
Req #	Description of Requirement	Criticality	Response	Comments
Cash Receipts				
FP.29	The system has the ability to produce cash receipts to validate payments and update projects.	Critical		
FP.30	The system has the ability to provide an audit trail for changes made to cash receipt records.	Critical		
FP.31	The system has the ability to attach documents to cash receipts.	Desired		
FP.32	The system has the ability to record type of payment (e.g., check, money order, cash, credit card) and a unique reference number.	Critical		
FP.33	The system has the ability to automatically or manually email receipts to customers, with an audit trail of emails sent.	Critical		
The system has the ability to accept the following types of				
FP.34	Credit card or direct debit;	Critical		
FP.35	Cash;	Critical		
FP.36	Check;	Critical		
FP.37	Electronic fund transfer (e.g., EFT, ACH);	Critical		
FP.38	Money order; and	Critical		
FP.39	The system has the ability to mask credit card numbers on receipts.	Critical		
FP.40	The system has the ability to report out a partial credit card number (last 4 digits) on transaction receipt.	Critical		
FP.41	The system has the ability to ensure compliance with Payment Card Industry Data Security Standard (PCI-DSS) with current Version.	Critical		
FP.42	The system has the ability to indicate whether transactions have been manually adjusted.	Critical		
FP.43	The system has the ability to allow any number of payment and tender types in any combination for payment of a single transaction.	Critical		
FP.44	The system has the ability to automatically calculate transaction total.	Critical		
FP.45	The system has ability to group specific records/permit types as a single payment. This could be across multiple departments and permit types.	Desired		
FP.46	The system has the ability to automatically calculate and display change due when appropriate.	Critical		
FP.47	The system has the ability to charge for ad hoc fees not associated with a permit with appropriate security permissions (i.e. copies)	Critical		
FP.48	The system has the ability to generate an invoice for a fee due.	Critical		
FP.49	The system has the ability to provide payment history and duplicate any receipts as needed.	Critical		

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Functional and Technical Requirements

Fees and Payments				
Req #	Description of Requirement	Criticality	Response	Comments
Web-Based Payment				
FP.50	The system has the ability to support online (web-based) payments.	Critical		
FP.51	The system has the ability to provide a fee calculator on the public portal, allowing applicants to obtain an estimated fee prior to creating an application.	Critical		
FP.52	The system has the ability to charge a convenience fee for credit card transactions over a CCPH defined amount (e.g., over \$2,000 the fee is passed along to the customer).	Critical		
FP.53	The system has the ability to allow payments for all application types in the applicant self-service portal.	Critical		
FP.54	The system has the ability to provide "Shopping Cart" functionality, allowing for multiple actions to be submitted and paid simultaneously.	Critical		
FP.55	The system has the ability to provide a receipt of payments made in real time.	Critical		
FP.56	The system has the ability to restrict payment types to CCPH-defined parameters (i.e., restrict certain payment types for a period of time or stopping repayment of NSF checks with another check, etc.).	Critical		
FP.57	The system has the ability to generate reports of online payments.	Critical		
FP.58	The system has ability to reject payment if payment has not been made in full.	Critical		
FP.59	The system has ability to prevent over payment on existing permit.	Critical		
FP.60	The system has the ability for customers to see all pending activities and fees.	Critical		
FP.61	The system has the ability to allow customers to make an online payment without a login (i.e. a guest payment).	Critical		
Reconciliation and Reporting				
FP.62	The system has the ability to generate reports that can be exported to third-party applications (e.g., MS Excel, PDF).	Critical		
FP.63	The system has the ability to allow user-defined queries such as by customer name, and by amount owed.	Critical		
FP.64	The system has the ability to report customer payment history based on user-defined criteria.	Critical		
FP.65	The system has the ability to produce transaction reports listing all recorded payments.	Critical		
FP.66	The system has the ability to support daily reconciliation for transactions by each cashier.	Critical		
FP.67	The system has the ability to support daily reconciliation for each workstation (cash register) with comparison to total daily deposits.	Critical		
FP.68	The system has the ability to generate daily cash reports for balancing by payment and tender type.	Critical		
FP.69	The system has the ability to run payment history reports by project, contact, parcel, and building.	Critical		

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Functional and Technical Requirements

Fees and Payments				
Req #	Description of Requirement	Criticality	Response	Comments
FP.70	The system has the ability to generate a daily exception report that reflects all payments reversed and any other condition considered outside normal processing.	Critical		
FP.71	The system has the ability to generate a fee reconciliation report, that can be run daily, monthly, annually.	Critical		
FP.72	The system has the ability to generate a daily report that reflects all adjustment activity.	Critical		
FP.73	The system has the ability to allow the user to edit multiple fields in the report data set.	Critical		

Clark County Public Health - Environmental Public Health Project

Functional and Technical Requirements

Public Portal				
Req #	Description of Requirement	Criticality	Response	Comments
General Requirements				
PP.1	The system has the ability to provide a public portal that is integrated with other system modules including, but not limited to permitting/plan review, electronic plan review, inspections, code compliance, licensing, fee and payments, and public portal modules.	Critical		
PP.2	The system has the ability to provide a public portal that can be customized to have a similar look and feel as the CCPH website.	Critical		
PP.3	The system has the ability to provide a public portal that is operational on a 24x7 basis.	Critical		
PP.4	The system has the ability to provide for multiple languages in the public portal including but not limited to English and Spanish.	Critical		
PP.5	The system has the ability to provide a public portal that can be natively configured in multiple languages (i.e., not relying on translation tools).	Critical		
PP.6	The system has the ability to provide a public portal that is fully ADA compliant.	Critical		
PP.7	The system has the ability to generate and send e-mail confirmations of user-defined activity.	Critical		
PP.8	The system has the ability to display notice of successful submission to a user.	Critical		
PP.9	The system has the ability to send an email notification of successful submission to a user.	Critical		
PP.10	The system has the ability to allow users to access receipt of payments via the online portal.	Critical		
PP.11	The system has the ability to send an email notice of successful submission to a user that contains hyperlinks to the relevant areas of the public portal.	Critical		
PP.12	The system has the ability to allow documents to be attached to online form submissions in accordance with the requirements described in the "General and Technical" worksheet.	Critical		
PP.13	The system has the ability to configure certain fields as required fields within the online form submission functionality.	Critical		
PP.14	The system has the ability to enforce requiring a valid email addresses.	Critical		
PP.15	The system has the ability to allow CCPH to define the level of detail that will be made available on the public portal.	Critical		
PP.16	The system has the ability to allow CCPH staff to restrict or exclude any CCPH-defined information related to specific projects, permits, address, parcel, etc.	Critical		

Clark County Public Health - Environmental Public Health Project

Functional and Technical Requirements

Public Portal				
Req #	Description of Requirement	Criticality	Response	Comments
PP.17	The system has the ability to provide a public web portal that is optimized for mobile use (device agnostic).	Critical		
PP.18	The system has the ability to recognize the device that is being used to view the software to make the necessary window adjustments (screen optimization).	Critical		
PP.19	The system has the ability to provide CCPH contact information based on the step in the workflow process (e.g., contact planning for application questions).	Critical		
PP.20	The system has the ability to update CCPH contact information based on assigned CCPH staff (e.g. customers will be able to easily access the contact information of the assigned CCPH reviewer staff).	Critical		
PP.21	The system has the ability for the public to schedule meetings with CCPH staff through the online portal.	Desired		
PP.22	The system has the ability to provide a dashboard, allowing portal users to visually see where their submitted application is at in the workflow process.	Critical		
PP.23	The system has the ability to selectively track multiple contacts on a permit for configurable notification purposes with the ability to designate communication type for each contact (e.g., vendor, contractor, owner, etc.).	Critical		
PP.24	The system has the ability to allow the public portal to be configured by CCPH staff with appropriate security permissions.	Critical		
PP.25	The system has the ability to embed links to the CCPH website.	Critical		
Security-Enabled Functionality				
PP.26	The system has the ability to provide a security-enabled functionality set (i.e., user ID and password required).	Critical		
PP.27	The system has the ability to maintain permissions by user (i.e., need to inactivate a user).	Critical		
PP.28	The system has the ability to allow certain information to be restricted for viewing only by users logged-in with appropriate credentials.	Critical		
PP.29	The system has the ability to provide a single username/password combination that can be used for all security-enabled functionality.	Critical		
PP.30	The system has the ability to require an authentication email to be acted upon in order to activate a new account.	Critical		
PP.31	The system has the ability to provide challenge-response test for all users prior to accessing the portal.	Critical		
PP.32	The system has the ability to provide challenge-response test functionality to validate user prior to submission.	Critical		

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Functional and Technical Requirements

Public Portal				
Req #	Description of Requirement	Criticality	Response	Comments
PP.33	The system has the ability to require two factor authentication capabilities for customers (e.g., text or email) to be acted upon in order to activate a new account.	Critical		
PP.34	The system has the ability to automate the classification process based on a series of yes or no answers to questions or key word identifiers via the portal (e.g., decision tree to help guide an applicant to the correct application type).	Critical		
PP.35	The system has the ability to allow a user to save work in progress (including attachments) with the ability to edit prior to submission (i.e., log out and then log back in without losing information).	Critical		
PP.36	The system has the ability to allow a user to view the status of a request/submission after logging in.	Critical		
PP.37	The system has the ability to allow portal users to identify delegates to perform certain functions on their behalf.	Critical		
PP.38	The system has the ability to allow portal users to identify delegates to perform certain functions on their behalf, on an application by application or project by project basis.	Critical		
PP.39	The system has the ability to allow portal users to search for contacts to be associated with an application to perform designated functions on their behalf (e.g., submit additional documents, request inspections, etc.).	Critical		
PP.40	The system has the ability to allow users to submit supplemental forms or information related to an application that has already been submitted.	Critical		
PP.41	The system has the ability to notify assigned CCPH staff when supplemental information has been submitted.	Critical		
PP.42	The system has the ability to allow portal users to send a link to others to invite them to be associated with an application to perform designated functions on their behalf (e.g., submit additional documents, request inspections, make payments, etc.).	Critical		
PP.43	The system has the ability to validate location prior to application submission to verify the location is within CCPH area limits before allowing submission.	Desired		
PP.44	The system has the ability to validate location prior to application submission to verify the location is within CCPH area limits before allowing submission, based on application type (e.g., annexation application may be outside of CCPH limits).	Desired		
PP.45	The system has the ability to pre-populate basic identity fields based on the account information stored with the user's ID/password.	Desired		
PP.46	The system has the ability to allow users to update user account information (e.g. phone numbers, mailing address, etc.).	Critical		
PP.47	The system has the ability to support approval workflow to update all system records based on changes made to a user's account profile.	Critical		

Clark County Public Health - Environmental Public Health Project

Functional and Technical Requirements

Public Portal				
Req #	Description of Requirement	Criticality	Response	Comments
PP.48	The system has the ability to allow users to update user account information, with the ability to route account information changes through an approval workflow.	Critical		
PP.49	The system has the ability to pre-populate location attributes based on a real-time query to CCPH's GIS database (e.g., notify the applicant they are in a wellhead protection area before submission).	Critical		
PP.50	The system has the ability to generate an electronic approval based upon approved login credentials, eliminating the need to sign application forms.	Critical		
PP.51	The system has the ability for the applicants to see all information across all modules (i.e. planning, permits, inspections, etc.) via the public portal.	Critical		
PP.52	The system has the ability to allow the applicants to view the status of submitted applications via the public portal.	Critical		
PP.53	The system has the ability to allow general requests to be submitted through the portal that may or may not be associated with an application (e.g., meeting request).	Critical		
The system has the ability to provide comprehensive security-enabled functionality across all system modules including but not limited to the following:				
PP.54	Electronic submittal applications and supplemental material;	Critical		
PP.55	View status of applications by type;	Critical		
PP.56	View and print approved applications (Permits, Inspection Results, etc.);	Critical		
PP.57	Request multiple inspections to be scheduled by selecting a preferred date from a calendar;	Critical		
PP.58	View inspection status, results, and inspector contact information;	Critical		
PP.59	Cancel and rescheduled inspection; and	Critical		
PP.60	View time of scheduled inspection.	Critical		
PP.61	The system has the ability to allow CCPH to define inspection request cut-offs (e.g., 7:00 am for a same-day inspection request).	Critical		
PP.62	The system has the ability to add notes to inspection requests submitted through the portal (e.g., gate code, etc.) with the ability to limit the number of characters available in this to ensure the request notes can be readily accessed from inspection mobile devices.	Critical		
PP.63	The system has the ability to allow vendors to enter a location, date, and time that they will be active (e.g. mobile food truck vendors or multi-location vendors).	Critical		

Clark County Public Health - Environmental Public Health Project
Functional and Technical Requirements

Public Portal				
Req #	Description of Requirement	Criticality	Response	Comments
Document Upload				
PP.64	The system has the ability to support the full digital submittal of applications and related documents.	Critical		
PP.65	The system has the ability to accommodate CCPH-defined limitations on the size of file type.	Critical		
PP.66	The system has the ability to retain original submittal files.	Critical		
PP.67	The system has the ability to allow files to be added to the submittal portal through drag-and-drop functionality.	Critical		
PP.68	The system has the ability to configure what files submitted through the portal are linked to specific required file types (e.g., applicants associate/link each uploaded file 1:1 with required submittal types).	Critical		
PP.69	The system has the ability to allow applicants to add comments for each document uploaded.	Critical		
PP.70	The system has the ability to allow CCPH to define which minimal submittal items are required.	Critical		
PP.71	The system has the ability to support the attachment of all file types identified in the General and Technical worksheet.	Critical		
PP.72	The system has the ability to support web-based review of plans and comments between CCPH reviewer and applicant with the ability to display and comment on a submitted plan.	Critical		
PP.73	The system has the ability to receive online application submittals into a pending status for staff review and routing, without the need to manually enter submitted information.	Critical		
Public Access Functionality				
PP.74	The system has the ability to provide public access functionality (i.e., no user ID and password required).	Critical		
PP.75	The system has the ability to provide lookup functionality for certain CCPH-defined information based on a combination of discrete data elements (i.e., project name, permit application number, address, tax lot, and submittal date).	Critical		
PP.76	The system has the ability to perform a property inquiry by entering an address and returning property information from a real-time spatial query to CCPH's GIS database.(jurisdiction, wells, septic's, floodplain, etc.)	Critical		
PP.77	The system has the ability to restrict any information related to records that have been flagged as exempt from inclusion on reports on the portal.	Critical		
PP.78	The system has the ability to provide an embedded map viewer, allowing for map based searches of information.	Critical		

Clark County Public Health - Environmental Public Health Project

Functional and Technical Requirements

Public Portal				
Req #	Description of Requirement	Criticality	Response	Comments
PP.79	The system has the ability to support spatial queries of information by location (e.g., planning cases, permits).	Critical		
PP.80	The system has the ability for CCPH-defined forms to trigger workflow actions.	Critical		
PP.81	The system has the ability to export generated search results to MS Excel (.xls).	Critical		
PP.82	The system has the ability to integrate with street view imagery (e.g., Bing, Google) for street view display from the GIS map viewer.	Desired		
The system has the ability to provide comprehensive public access functionality across all system modules including but not limited to the following:				
PP.83	View status of submitted applications;	Desired		
PP.84	View approved applications; and	Desired		
PP.85	Search activity at an address or parcel.	Desired		

Clark County Public Health - Environmental Public Health Project
Functional and Technical Requirements

Potential Interfaces												
<p><u>Interface</u></p> <p>Also known as a bridge, an interface is where two or more separate software products communicate under limited capacity. An interface will often use a standard file format such as XML to move information from one system to another. Some interfaces are separate programs that can be configured and deployed with a range of systems (e.g. Microsoft BizTalk). Examples of common Interface mechanisms include Application Program Interface (API) and web services.</p>				<p><u>Integration</u></p> <p>A system where the different products or modules are tightly connected to function as one solution. In an integration, the systems share the same code and database.</p>				<p><u>Data transfer/exchange</u></p> <p>A specialized interface where data is extracted from one application, usually as a data export using a specified file format, and placed in a specified location, such as a folder on a shared network drive. Another application retrieves the file, reads and imports the data. The file transfer process between the applications can be manual or automated using a scheduler to direct the applications when to export or import the data. The transfer process may be scheduled to occur as needed.</p>				
<p>CCPH has developed a list of potential interfaces for the future Planning and Permitting Solution. For the purpose of this procurement, a "system interface" involves the exchange of data, in real-time or batch mode to and/or from the external system and the Development Services Software System with automation and/or workflow without the need for manual manipulation of the data format. In special cases, where technically feasible, an interface may involve real time interaction with external system software to invoke processing on that external system for real-time viewing in the Development Services Software System. In several instances, interfaces in this list may not be required if the future Development Services Software System can provide needed functionality. Conversely intended replacements of existing third-party systems may be adjusted if functionality in the future Development Services Software System is not adequate.</p> <p>As a result, CCPH have developed a list of potential interfaces for vendors to respond to so that it may consider its future applications environment. The types of interfaces are:</p> <p>SEND: The Development Services Software System will only need to SEND data to the third party application.</p> <p>RECEIVE: The Development Services Software System will only need to RECEIVE data from the third party application.</p> <p>BOTH: The Development Services Software System will need to both SEND and RECEIVE information to/from the third party application.</p>												
Note: Please do not delete rows on this tab of the workbook.												
Req #	System/Interface	Vendor	Version	Database Platform	Desired Type of Data Transfer	Desired Frequency of Data Transfer	Data Involved in Potential Transfer	Criticality	Vendor Response	Included in scope of proposal?	Cost to Develop	Comments
INT.1	ArcGIS	Esri	10.9.2	SQL version 14	File Import Into Selected System	On-Demand	Receive: The system will receive up-to-date parcel information from ArcGIS.	Critical				
INT.2	Constant Contact (multiple accounts)	Constant Contact	N/A	Web platform	File Export from Selected System	On-Demand	Send: The system will export email addresses to Constant Contact to distribute communications and news updates.	Critical				
INT.3	Crystal Reports	SAP	14+	SQL/ODBC	File Export and Import from selected system	On-Demand	Send: The system will send data to Crystal reports for report writing. Receive: The system will receive changes to data and records.	Critical				
INT.4	Drupal (Web page)	Drupal	8	Web platform	Interface - Send data from selected system	Near-Immediate (Real-Time)	Send: The system will send data to the County's Web pages.	Critical				
INT.5	Land Management System	Computronix	7.4.2	Web platform	Interface - Send data from selected system	Near-Immediate (Real-Time)	Send: The system will send application approvals to Computronix.	Desired				
INT.6	ODBC – for Access databases (Read Only)	Microsoft	16	Desktop	Integration - Send data from selected system	On-Demand	Send: The system will allow access to all system data in a read only format.	Critical				
INT.7	Outlook - integration	Microsoft	365	Desktop	Interface - Send data from selected system	Near-Immediate (Real-Time)	Send: The system will send scheduled appointments to staff Outlook calendars and export emails to Outlook.	Critical				
INT.8	OnBase	Hyland Software	18	Desktop	Interface - Send data from selected system	Near-Immediate (Real-Time)	Send: The system will send documents for archiving in OnBase.	Critical				
INT.9	OnlineRME (Responsible Management Entity)	ORME	N/A	Web platform	File Export and Import from selected system	Daily Batch	Follow-Up - The system and OnlineRME will be set up for 2 way communication. OnlineRME will push up the report data, and the system will push up property data. It is an overnight export/import.	Critical				
INT.10	Online Payment	Point and Pay	N/A	Web platform	Interface - Send and Receive Data	Near-Immediate (Real-Time)	The system will send payment/request for transaction to Point and Pay. Receive: The system will receive confirmation of payment.	Critical				
INT.11	Assessor's property database (SQL)	Clark County IT	N/A	SQL	File Import Into Selected System	Daily Batch	Receive: Property information (e.g., owner name, mailing address, section/township/range, etc.)	Critical				

Clark County Public Health - Environmental Public Health Project
Functional and Technical Requirements

Potential Data Conversions

Clark County has developed a list of potential data conversion objects as part of the future system implementation. For each object, proposers should indicate whether the proposed approach to data conversion includes the object or not. Additional information about each source can be found on the preceding interfaces tab. The cost to convert each object should be proposed on a line item basis and totaled in Attachment C - Cost Worksheet by data conversion objects.

Req #	Data Conversion Object	Description	Source	Quantity of Data to be Converted	Attachments Associated with Data Object (Y/N)	CCPH Response	Criticality	Vendor Response	Cost to Convert	Vendor Standard Conversion Scope (Please outline standard scope of conversions for the objects identified)	Vendor Comments
DC.1	Active general program records	Record that indicates type of activity that is permitted to occur at a facility	Accela	2,535	No	Yes	Critical				
DC.2	Active general program permits	Permit status, issue and expiration dates, financial status	Accela	2,421	No	Yes	Critical				
DC.3	Facilities Records	Represents physical structure (address, owner ID and mailing address, geodistrict, descriptive information, status)	Accela	3,590	No	Yes	Critical				
DC.4	Owner Records	Facility owner or school district record ID and information	Accela	3,590	No	Yes	Critical				
DC.5	Accounts Receivable Records	AR records associated with a facility record	Accela	3,800	No	Yes	Critical				
DC.6	Service Requests	Records that represent the initial phase of an application	Accela	Total Active - 11,826 Septic - 8,800 Solid Waste - 3 Drinking Water - 2,740 Rec Water Safety - 18 Food - 250 Schools - 15	No	Yes	Critical				
DC.7	Plan Review Service Requests	Service requests with a plan review PE code	Accela	Septic - 10 Rec Water Safety - 7 Food - 200 Schools - 1	No	Yes	Critical				
DC.8	Active Complaint Cases	Complaint cases that are being actively reviewed or unresolved	Accela	4,057	Yes (photos, document files, emails/correspondence)	Yes	Critical				
DC.9	Closed Complaint Cases	Resolved cases	Accela	17,583	Yes (photos, document files, emails/correspondence)	Yes	Critical				
DC.10	Active Licenses	Certified professionals and their associated certification(s)	Accela	Certified Professionals - 191 Certifications - 431	No	Yes	Critical				
DC.11	Inspections history	Inspections associated with a service request, facility, or issued permit	Accela	8,499 inspections dating back to 2020	No	Yes	Critical				
DC.12	Code tables	Program element codes	Accela	Active - 404 Inactive - 235	No	Yes	Critical				
DC.13	Daily time and activity records	Staff activity time use for productivity and cost of service calculations	Accela	2021 and 2022: Septic - 9444 Solid Waste - 359 Hazardous Waste - 81 Drinking Water - 2,759 Rec Water Safety - 1,602 Food - 11,454 Schools - 2,362 Administrative - 11,499	No	Yes	Critical				
DC.14	Onsite Septic System Records	Records for septic systems on properties	Accela	Approved - Hardship - 58 Approved - Reports to State - 28 INACTIVE - Connect to Public Sewer Utility - 7,996 INACTIVE - DENIED - 46 INACTIVE - DEV REVIEW - 290 INACTIVE - Disapproved - 94 INACTIVE - General - 3,547 INACTIVE - Never Used - 85 INACTIVE - OSS Abandoned - 1,566 INACTIVE - Permit Expired - Not Installed - 2,415 INACTIVE - Transferred to new record - 2,828 Information Only - 324 LMCH-Tank Only - App Insp Prg - 7 LMCH2 - Non-Conforming - 1,487 Operational - 35,073 Pending - Awaiting Construction of Home - 323	Yes	Yes	Critical				

Clark County Public Health - Environmental Public Health Project
Functional and Technical Requirements

Req #	Data Conversion Object	Description	Source	Quantity of Data to be Converted	Attachments Associated with Data Object (Y/N)	CCPH Response	Criticality	Vendor Response	Cost to Convert	Vendor Standard Conversion Scope (Please outline standard scope of conversions for the objects identified)	Vendor Comments
DC.15	Water Well Records	Records for water wells on properties	Accela	Approved - 1,123 Conditional - 188 Decommissioned - 1,085 Denied - 14 Non-Operational - 186 Operational - 8,910 Pending Approval - 1,356	Yes	Yes	Critical				
DC.16	Small Public Water Systems	Records for water wells on properties and that are shared by other parcels.	Accela	(status missing) - 3 Active - 987 Inactive - 800 DW Consolidated Contract Group A - N/C - Active - 1 DW Group A Water System - Active - 60 DW Group A Water System - Inactive - 9 DW Group A Water System Appl - Active - 3 DW Group B (General) - Active - 1 DW Group B Water Sys Appl (2-Party Resid) - Active - 9 DW Group B Water Sys Appl (2-Party Resid) - Inactive - 2 DW Group B Water Sys Appl (3-14, Non-Resid) - Inactive - 3 DW Group B Water Sys Appl (3-14, Non-Resid) - Active - 4 DW Group B Water System - Active - 897 DW Group B Water System - (no status) - 3 DW Group B Water System - Inactive - 751 DW Group B Water System Appl (2-14 conn) - Active - 7 DW Individual (General) - Active - 2 DW Individual Well - Active - 3 DW Individual Well - Inactive - 29 DW NOI Decommissioning of a Well - Inactive - 6	Yes	Yes	Critical				
DC.17	Owner Records	Records for permitted facility owner information	Accela	3,592	No	Yes	Critical				



Subscription (SaaS) Cost Worksheet

Cost Worksheet Instructions: Provide a cost response for each cost area, based upon system modules for a software as a service (SaaS) based application. The pricing should be based on the detailed functionality that CCPH requires for each functional area. All additional costs should be captured in the respective areas.

Vendors are responsible for completing all fields highlighted yellow where applicable, and reviewing totals prior to submission.

One-Time Costs Professional Services and Hardware Costs

	Costs	Vendor Notes (optional)
Professional Service Costs		
Project Management Costs		
Training Costs		
Software Customization Costs (Detail to be contained in responses to applicable requirements in Attachment E)		
Data Conversion Costs (Detail to be contained in Attachment E - Data Conversion Tab)		
Interface Costs (Detail to be contained in Attachment E - Interfaces Tab)		
Third-Party Hardware Costs		
Third-Party Services Costs (including training, etc.)		
Expenses (miscellaneous)		
Other (Specify in Vendor Notes)		
Other (Specify in Vendor Notes)		
Other (Specify in Vendor Notes)		
Total One-Time Costs (Before Discounts)	\$0.00	Fee Structure (Fixed fee, Not-to-Exceed, Time & Materials, Hybrid)
Amount Discounted (\$)		
Server and other Hardware Costs		
Server/database licenses (OS, SQL licensing, etc.)		
Additional Environments		
Additional Databases		
Total Discounted One-Time Costs	\$0.00	

	Costs	Vendor Notes (optional)
Estimated Travel Costs (not to exceed basis)		

Recurring Subscription Costs

Subscription Frequency (Indicate whether monthly, quarterly, or annual basis)	
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Vendor Comments on Subscription Costs	
---------------------------------------	--

Year 1 Subscription Costs (Year 1 = Commences at the date of contract signing)

Subscription Cost (Primary Software)	
Third-Party Subscription Cost	
Third-Party Subscription Cost	
Total Subscription Cost (annual)	\$0.00
Amount Discounted (\$)	
Total Discounted Subscription Amount - Year 1 Subscription Fees	\$0.00

Recurring Subscription Fees - Years 2 - 10

	Rate of Increase over Prior Year (as a percentage)	Subscription Costs (as a dollar amount)	Third-Party Subscription Costs (as a dollar amount)	Vendor Comments
Year 2				
Year 3				
Year 4				
Year 5				
Year 6				
Year 7				
Year 8				
Year 9				
Year 10				
Ten Year Subscription Cost		\$0.00		

Other In-Scope Costs (please specify the nature of these costs including whether they are one-time or recurring)

	Cost	Notes
Anticipated Future Upgrade Costs and Frequency Over 10-year Horizon (Licensing)		
Anticipated Future Upgrade Costs and Frequency Over 10-year Horizon (Services)		
Anticipated Future Upgrade Costs and Frequency Over 10-year Horizon (Other)		
Other: (Please describe)		



Subscription (SaaS) Cost Worksheet

Cost Worksheet Instructions: Provide a cost response for each cost area, based upon system modules for a software as a service (SaaS) based application. The pricing should be based on the detailed functionality that CCPH requires for each functional area. All additional costs should be captured in the respective areas.

Vendors are responsible for completing all fields highlighted yellow where applicable, and reviewing totals prior to submission.

Other: (Please describe)		
Other: (Please describe)		
Other: (Please describe)		
Other: (Please describe)		

Recurring Maintenance Costs (If Applicable)

Vendor Comments on Maintenance Costs

Year 1 Maintenance Costs

(Year 1 = Commences at the date of contract signing. CPH requests that Year 1 maintenance fees be waived until go-live of the system. If Year 1 fees are waived, please include the actual costs in rows 69-74, and discount at 100% in row 76)

Annual Maintenance - Year 1	
Custom Modification Maintenance - Year 1 (if applicable)	
Additional Maintenance Fees - Year 1	
Third-Party Maintenance Fees - Year 1	
Ongoing Disaster Recovery Costs (if applicable)	
Ongoing Infrastructure/Hardware Upgrade Costs	
Total Recurring Maintenance Costs - Year 1	\$0.00
Amount Discounted (\$)	
Total Discounted Maintenance Costs - Year 1	\$0.00

Recurring Maintenance Fees - Years 2 - 10

	Rate of Increase over Prior Year (as a percentage)	Maintenance Costs (as a dollar amount)	Third-Party Maintenance Costs (as a dollar amount)	Disaster Recovery Costs (if applicable)	Ongoing Infrastructure/Hardware Upgrade Costs (if applicable)
Year 2					
Year 3					
Year 4					
Year 5					
Year 6					
Year 7					
Year 8					
Year 9					
Year 10					
Ten Year Maintenance Cost		\$0.00			

TOTAL TEN YEAR INVESTMENT

Total Discounted One-Time Costs (Cell B23)	\$0.00
Total Estimated Travel Costs (Cell B26)	\$0.00
Recurring Subscription Costs Years 1-10 (Cell B52)	\$0.00
Other In-Scope Costs (Cells B56:B63)	\$0.00
Recurring Maintenance Years 1-10 (Cell B90)	\$0.00
TOTAL TEN YEAR INVESTMENT	\$0.00

Optional Costs (Not in scope)

Hourly Rates for Professional Services

Hourly Rate for Training Services	
Hourly Rate for Project Management Services	
Hourly Rate for Custom Programming (Customizations, Integrations, etc.)	

Optional/Complementary Services

Description of Services	Costs

Optional/Complementary Module Costs

(please specify the nature of these costs including whether they are one-time or recurring)



Subscription (SaaS) Cost Worksheet

Cost Worksheet Instructions: Provide a cost response for each cost area, based upon system modules for a software as a service (SaaS) based application. The pricing should be based on the detailed functionality that CCPH requires for each functional area. All additional costs should be captured in the respective areas.

Vendors are responsible for completing all fields highlighted yellow where applicable, and reviewing totals prior to submission.

Module Name	Recurring Maintenance/Subscription Costs	Implementation Costs	Licensing Costs (if applicable)	



Vendor Hosted Cost Worksheet

<div> <div>One-Time Costs</div> <div>Professional Services and Hardware Costs</div> </div>	
Professional Services	100
Hardware	100
Total	200

	Costs	Vendor Notes (recommended)
Professional Service Costs		
Project Management Costs		
Training Costs		
Software Customization Costs <i>(Detail to be contained in responses to applicable requirements in Attachment E)</i>		
Data Conversion Costs <i>(Detail to be contained in Attachment E - Data Conversion Tab)</i>		
Interface Costs <i>(Detail to be contained in Attachment E - Interfaces Tab)</i>		
Third-Party Hardware Costs		
Third-Party Services Costs (including training, etc.)		
Expenses (miscellaneous)		
Other (Specify in Vendor Notes)		
Other (Specify in Vendor Notes)		
Other (Specify in Vendor Notes)		
Total One-Time Costs (Before Discounts)	\$0.00	<div>Fee Structure (Fixed fee, Not-to-Exceed, Time & Materials, Hybrid)</div>
Amount Discounted (\$)		
Server and other Hardware Costs		
Server/database licenses (OS, SQL licensing, etc.)		
Additional Environments		
Additional Databases		
Total Discounted One-Time Costs	\$0.00	

	Costs	Vendor Notes (optional)
Estimated Travel Costs (not to exceed basis)		

One-Time Licensing Costs

Vendor Comments on Licensing Costs		
	Costs	Vendor Notes (optional)
One-Time Licensing Costs (Primary Software)		
One-Time Licensing Costs (Third-Party Software)		
One-Time Licensing Costs (Third-Party Software)		
Total One-Time Licensing Costs	\$0.00	
Amount Discounted (\$)		
Total Discounted One-Time Costs	\$0.00	

Recurring Hosting/Managed Services Costs	
1. Web Hosting	\$1,200
2. Content Management System (CMS)	\$800
3. Email Hosting	\$300
4. Domain Registration	\$150
5. SSL Certificate	\$100
6. CDN (Content Delivery Network)	\$600
7. Backup Services	\$400
8. Security Monitoring	\$500
9. Analytics	\$200
10. Other Services	\$100
Total	\$5,200

Vendor Comments on Hosting and Managed Services Costs	
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Year 1 Hosting Costs
(Year 1 = Commences at the date of contract signing. CCPH requests that Year 1 hosting fees be waived until go-live of the system. If Year 1 fees are waived, please include the actual costs in rows 46-48, and discount at 100% in row 50)

	Costs	Vendor Comments
Annual Hosting/Services		
Third-party Hosting Costs		
Other Annual Services/Hosting Costs		
Total Hosting Cost (annual)	\$0.00	
Amount Discounted (\$)		
Total Discounted Hosting Amount - Year 1 Hosting Fees	\$0.00	

Recurring Hosting Fees - Years 2 - 10				
	Rate of Increase over Prior Year (as a percentage)	Hosting Costs (as a dollar amount)	Third-Party Hosting Costs (as a dollar amount)	Vendor Comments
Year 2				



Vendor Hosted Cost Worksheet

Cost Worksheet Instructions: Provide a cost response for each cost area, based upon system modules for a Vendor-hosted (e.g. "Managed Services") application. The pricing should be based on the detailed functionality that CPH requires for each functional area. All additional costs should be captured in the respective areas.

Vendors are responsible for completing all fields highlighted yellow where applicable, and reviewing totals prior to submission.

Year 3				
Year 4				
Year 5				
Year 6				
Year 7				
Year 8				
Year 9				
Year 10				
Ten Year Hosting Cost	\$0.00			

Other In-Scope Costs

(please specify the nature of these costs including whether they are one-time or recurring)

	Cost	Notes
Anticipated Future Upgrade Costs and Frequency Over 10-year Horizon (Licensing)		
Anticipated Future Upgrade Costs and Frequency Over 10-year Horizon (Services)		
Anticipated Future Upgrade Costs and Frequency Over 10-year Horizon (Other)		
Other: (Please describe)		
Other: (Please describe)		
Other: (Please describe)		
Other: (Please describe)		
Other: (Please describe)		

Recurring Software Maintenance Costs

Vendor Comments on Software Maintenance Costs

Year 1 Maintenance Costs

(Year 1 = Commences at the date of contract signing. CPH requests that Year 1 maintenance fees be waived until go-live of the system. If Year 1 fees are waived, please include the actual costs in rows 80-85, and discount at 100% in row 87)

	Costs	Vendor Comments
Annual Maintenance - Year 1		
Custom Modification Maintenance - Year 1 (if applicable)		
Additional Maintenance Fees - Year 1		
Third-Party Maintenance Fees - Year 1		
Ongoing Disaster Recovery Costs (if applicable)		
Ongoing Infrastructure/Hardware Upgrade Costs		
Total Recurring Maintenance Costs - Year 1	\$0.00	
Amount Discounted (\$)		
Total Discounted Maintenance Costs - Year 1	\$0.00	

Recurring Maintenance Fees - Years 2 - 10

	Rate of Increase over Prior Year (as a percentage)	Maintenance Costs (as a dollar amount)	Third-Party Maintenance Costs (as a dollar amount)	Disaster Recovery Costs (if applicable)	Ongoing Infrastructure/Hardware Upgrade Costs (if applicable)
Year 2					
Year 3					
Year 4					
Year 5					
Year 6					
Year 7					
Year 8					
Year 9					
Year 10					
Ten Year Maintenance Cost	\$0.00				

TOTAL TEN YEAR INVESTMENT

Total Discounted One-Time Costs (Cell B23)	\$0.00
Total Estimated Travel Costs (Cell B26)	\$0.00
One-Time Licensing Costs (Cell B38)	\$0.00
Other In-Scope Costs (Cells B68:B75)	\$0.00
Recurring Hosting Years 1-10 (Cell B64)	\$0.00



Vendor Hosted Cost Worksheet

Cost Worksheet Instructions: Provide a cost response for each cost area, based upon system modules for a Vendor-hosted (e.g. "Managed Services") application. The pricing should be based on the detailed functionality that CPH requires for each functional area. All additional costs should be captured in the respective areas.

Vendors are responsible for completing all fields highlighted yellow where applicable, and reviewing totals prior to submission.

Recurring Maintenance Years 1-10 (Cell B103)	\$0.00
TOTAL TEN YEAR INVESTMENT	\$0.00

Optional Costs (Not in scope)

Hourly Rates for Professional Services

Hourly Rate for Training Services	
Hourly Rate for Project Management Services	
Hourly Rate for Custom Programming (Customizations, Integrations, etc.)	

Optional/Complementary Services

Description of Services	Costs

Optional/Complementary Module Costs

(please specify the nature of these costs including whether they are one-time or recurring)

Module Name	Recurring Maintenance/Subscription Costs	Implementation Costs	Licensing Costs (if applicable)

Attachment G– Cost Narrative

Proposer is instructed to complete and submit the Price Proposal under separate cover as identified herein. Proposer to use the following subheader format as provided below.

I. PART I: COST WORKSHEETS

Proposer to submit and complete the Cost Worksheets as contained in **Attachment F**. Proposers shall not modify the worksheets in any way. CCPH understands that there will be potentially four primary types of costs associated with procuring a new system: software licensing, implementation services, annual maintenance costs, and annual subscription costs.

The below statements are provided to further guide the Proposer on how to fill out the cost worksheets.

- a. **Software Licensing Cost:** Software license costs include all costs related to licensing the software application and include third-party software license fees, where applicable. In presenting software license fees, the Proposer shall:
 - Explain all factors that could affect licensing fees in the Vendor Notes field of **Attachment F**.
 - To the extent possible, the Proposer shall show any applicable discounts separately from the prices for products and Services.
- b. **Implementation Services Cost:** Implementation service costs typically include all costs related to professional services (including general implementation, project management, configuration, and other professional services), customization, and training. It is important to note the following:
 - In the event the product or service is provided at no additional cost, the item should be noted as "No charge."
 - In the event the product or service is not being included in the Proposal, the item should be noted as "No bid."
 - Proposer shall make clear the basis of calculation for all fees and costs.
 - All estimated travel expenses and related out-of-pocket costs must be included as a separate line item in **Attachment F** on a not-to-exceed basis. CCPH shall not be liable for additional travel costs or out-of-pocket costs incurred for any reason outside CCPH control. Travel expenses will be paid as incurred on a monthly basis.
- c. **Annual Maintenance Cost:** Annual maintenance costs include the annual maintenance and support fees for the application environment. Unless a standard offering or otherwise included in scope of the Proposal, Proposers shall list any

disaster recovery, enhanced support, or annual hosting server upgrade or other costs as optional.

- d. **Ongoing Software Subscription Cost (If SaaS Deployment):** Ongoing software subscription costs include the annual payments for access to the software, hosting costs, backup costs, and potentially disaster recovery provisions.

II. PART II: TRAVEL AND EXPENSE EXHIBIT

Proposer to submit a travel and expense policy that will apply for the duration of the Project up to final payment and for the future as it relates to any renewal terms.

Confirm Exhibit attached in Price Proposal

III. PART III: PAYMENT AND RETAINAGE TERMS

CCPH requests that the following Payment and Retainage Terms be utilized for the Project. Proposer to submit a brief statement of agreement with the payment and retainage terms identified herein. If a Proposer does not agree with items, a description should be provided for those items for which an exception is taken.

- a. **Software Licensing:** Use of an acceptance-based payment schedule for software licensing.
 - i. Potential milestones including system deployment, Phase Kickoff, Initial Module/System Configuration, Approval of Phase Go-Live, and Acceptance of System. CCPH expects that licensing for any software modules will not be payable until the associated project phase for that module begins. For example, if module X were a part of a potential Phase II to the project, CCPH would expect to have payment milestones for Module X begin with the phase kickoff for Phase II.
 - ii. *Proposer shall fully describe their proposed milestone-based payment schedule for software licensing as part of their Price Proposal.*

Brief Statement:

- b. **Implementation Services Cost:** Implementation service costs typically include all costs related to implementation, configuration, customization, and training.
 - i. CCPH prefers that implementation service costs be proposed as “not-to-exceed” amounts and that CCPH will be charged for Services as incurred up to the not-to-exceed amounts. Establishment of a not-to-exceed amount does not obligate CCPH to expend the full amount.
 - ii. CCPH prefers that services be invoiced on a deliverable, phased, or milestone basis.

- iii. CCPH prefers that twenty percent (20%) of each invoice for the implementation service costs will be retained (as a “holdback”) until successful completion, and CCPH written acceptance, of the Project.

Brief Statement:

- c. **Annual Maintenance Cost:** CCPH's expectation is that it will not pay maintenance fees on functional areas being implemented until formal CCPH acceptance has been provided to approve live processing for the associated Project phase. *For example, the annual maintenance fees associated with public portal module will be paid upon CCPH acceptance of the Project phase associated with the public portal module.* **CCPH expects software maintenance costs will not increase in the first five (5) years upon go-live operation, and will increase by no more than 3% annually thereafter, and that maintenance costs will not be payable until after go-live sign-off.**

Brief Statement:

- d. **Ongoing Software Subscription Cost (If SaaS Deployment):** Ongoing software subscription costs include the annual payments for access to the software, hosting costs, backup costs, and potentially disaster recovery provisions. CCPH expects that subscription costs for software modules will not be payable until the associated project phase for that module begins. For example, if a public portal were a part of a potential Phase II to the project, CCPH would expect to have payment for the public portal module begin with the phase kickoff for Phase II. CCPH **expects annual subscription costs will not increase in the first five (5) years upon go-live operation, and will increase by no more than 3% annually thereafter.**

Brief Statement:

IV. NARRATIVE DESCRIPTION OF PRICE PROPOSAL

Proposers are encouraged to include a narrative description of the proposed costs, including, at a minimum the following;

- a. Any optional services/offerings for professional services

Brief Statement:

- b. Any discounts that have been offered

Brief Statement:

- c. Any additional service offerings that may be out of scope, but may be available on an optional basis to serve to shift some of the implementation work effort from CCPH to the vendor during implementation.

Statement:

- d. Any projected or anticipated cost savings or cost avoidance considerations related to the proposed software and services (savings in CCPH staff time, savings in ongoing hardware acquisition/maintenance costs, etc.)

Statement:

- e. A description of any future upgrade costs, including upgrades to hardware, software, and related professional services costs (such as training, configuration, and other anticipated services costs related to upgrades in the future)

Statement:

- f. A description of the estimated travel costs, including the number of trips, average duration of trips and number of staff included per trip, average cost per trip, and whether seasonality in pricing has been considered in the travel estimate.

Statement:

- g. Other topics or statements related to the price proposal that the Proposer feels will help CCPH better understand the pricing structure or key differentiators for the proposed products and services.

Statement:

General Information

1. **Hard Copy Proposals:** Proposers shall submit one (1) version of the Technical Proposal and one (1) version of the Price Proposal in separate three-ring binders (or other similar organization/format) with tab separators or otherwise under separate cover, clearly marked "Original.", as well as one (1) copy of the proposal under similar format. Technical Proposals shall not include extraneous marketing materials.
2. **Email Proposals:** No emails will be accepted for proposal submission.
3. **Electronic Media Proposal File Formats and Naming:** Proposers shall submit along with the hard copy proposals, one (1) electronic version of the Technical Proposal and one (1) electronic version of the Price Proposal on separate removable devices (e.g., thumb drive). The following table provides the required file formats and naming conventions for the electronic media files.

Table: Proposal Naming and File Formats

Proposal Section	Recommended File Naming Convention	Required File Format
Technical Proposal (Inclusive of Attachments A-E, and any Exhibits/Attachments)	"(<i>Proposer Name</i>)" Technical Proposal	All files combined into one (1) searchable Adobe PDF
Attachment E – Functional and Technical Requirements	"(<i>Proposer Name</i>) Proposal Response to Attachment E"	To be submitted in Microsoft Excel format, in addition to above PDF format
Price Proposal (Inclusive of Attachments F and G, Proposer's Standard Travel and Expense Policy, and any Appendices)	"(<i>Proposer Name</i>)" Price Proposal	All files combined into one (1) searchable Adobe PDF
Attachment G – Cost Worksheets	"(<i>Proposer Name</i>) Proposal Response to Attachment G"	To be submitted in Microsoft Excel format, in addition to above PDF format

4. **Amendment of Proposals:** In the event an Addenda is issued and a Proposer has previously submitted a Proposal in response to this RFP, the Proposer shall notify the CCPH via email of the need to submit an amendment, and clearly outline the reasons in writing. No amendments will be accepted after the deadline unless they are in response to a request of the CCPH.
5. Proposers are advised to carefully read the entire Solicitation Package.

Technical Proposal Organization Guidelines

Proposers are instructed to insert the completed Tab forms (**Attachment D – Proposal Response Tabs**) in the corresponding Tab sections as a part of their response to the Technical Proposal. **The CCPH expects that Proposers will include additional proposal content beyond simply completing the forms and worksheets provided through this RFP.**

The following table contains the organization guidelines for Proposal responses.

Table: Technical Proposal Organization Guidelines

Proposal Tab No.	Proposal Section	Requested Page Limits
		i. Includes tables as part of Attachment D ii. Excludes requested Exhibits
Tab 1	Company Introduction and Relevant Experience	Not to exceed ten (10) pages
Tab 2	Software Solution	Not to exceed thirteen (13) pages
Tab 3	Project Approach and Implementation Methodology	Not to exceed fifteen (15) pages
Tab 4	Key Proposed Personnel and Team Organization	Not to exceed three (3) pages
Tab 5	Project Schedule	Not to exceed five (5) pages
Tab 6	System and Application Architecture	Not to exceed seven (7) pages
Tab 7	Software Hosting	Not to exceed six (6) pages
Tab 8	Testing and Quality Assurance Plan	Not to exceed five (5) pages
Tab 9	Training Plan	Not to exceed seven (7) pages
Tab 10	References	Not to exceed seven (7) pages
Tab 11	Data Conversion Plan	Not to exceed seven (7) pages
Tab 12	Sample Contracts, Warranty, and Escrow	Not to exceed two (2) pages
Tab 13	Exceptions to Project Scope and Contract Terms	No limit
Tab 14	Functional and Technical Requirements Response (Attachment E)	Not Applicable
Supplements	Any Proposer-submitted materials or documentation not specifically requested through this RFP may be included as Supplements to the Proposal in a separately marked “Supplements” tab of the proposal.	CCPH requests that any supplements be kept to a bare minimum as deemed essential by the Proposer.

Content for Tabs 1 – 14

Attachment D – Proposal Response Tabs is a Word document that provides detailed instructions and requirements for the Proposer as it relates to the documents to be submitted as their RFP response and Services required for the Project.

Proposers are instructed to organize Proposals in a tabbed format and to insert the completed Tab forms (**Attachment D – Proposal Response Tabs**) in the corresponding Tabs as a part of their response to the Proposal. In addition to the information captured through the questions and tables in **Attachment D – Proposal Response Tabs**, Proposers are requested to provide complementary narrative information, diagrams, and images to help substantiate and support their proposal response to each Tab section.

Attachment E – Functional and Technical Requirements/Capabilities is an Excel document that provides detailed requirements and capabilities related to software features and functions, as well as potential interfaces and data conversion requirements.

a) Tabs 1 – 13

These tabs are to include the Proposers response as detailed in **Attachment D – Proposal Response Tabs**, including any supplemental attachments or documents identified in **Attachment D – Proposal Response Tabs**. Proposers are directed to **Attachment D – Proposal Response Tabs**, which includes forms, tables, and questions that are to be completed by the Proposer and inserted into each applicable tab of the RFP response (Tab 1 – 13).

b) Tab 14

This tab is to include Proposer's response as detailed in **Attachment E – Functional and Technical Requirements/Capabilities**, which is an Excel document to be filled out by the Proposer. Proposers are required to use the following legend for completing **Attachment E – Functional and Technical Requirements/Capabilities**.

When providing responses to the requirements in **Attachment E – Functional and Technical Requirements/Capabilities**, Proposer shall use the response indicators contained in the following table.

Proposers are instructed to enter only one response indicator in response to each requirement. Responses to an individual requirement that contain more than one indicator (e.g., C/T) will be treated as a response of "N" feature/function not provided.

If a Proposer is not proposing on certain functionality, a response of "No Bid" shall be provided for all applicable areas. A response of "No Bid" should not be

used as a replacement for an “N” response. Requirements submitted without a response will be treated as a response of “N” feature/function not provided.

Table: Requirements Response Indicators

Indicator	Definition	Instruction
S	Standard: Feature/Function is included in the current software release and will be implemented by the planned phase go-live date as part of the proposal from Vendors in accordance with agreed-upon configuration planning with the CCPH.	Proposers are encouraged, but not required, to provide additional information in the Comments column to further demonstrate the system’s ability to meet the requirement.
F	Future: Feature/Function will be available in a future software release available to the CCPH by January 1, 2023, at which point it will be implemented in accordance with agreed-upon configuration planning with the CCPH.	If a response indicator of “F” is provided for a requirement that will be met in a future software release, the Proposer shall indicate the planned release version, as well as the time the release will be generally available.
C	Customization: Feature/Function is not included in the current software release, and is not planned to be a part of a future software release. However, this feature could be provided with custom modifications . All related customization costs should be indicated in Attachment F – Cost Worksheet.	If a response indicator of “C” is provided for a requirement that will be met through a custom modification, the Proposer shall indicate the cost of such a modification.
T	Third Party: Feature/Function is not included in the current software release, and is not planned to be a part of a future software release. However, this feature could be provided with integration with a third-party system . This system should be specified.	If a response indicator of “T” is provided for a requirement that will be met by integration with a third-party system, the Proposer shall identify this third-party system and include a cost proposal to secure this system. If the third-party system is a part of the proposal, the third-party shall respond to the appropriate requirements with a clear notation that the responses are provided by the third-party.
N	No: Feature/Function cannot be provided.	N/A

c) Proposal Supplements

Any Proposer-submitted materials or documentation not specifically requested through this RFP may be included as Supplements appended to the Proposal.

Price Proposal

The Proposer’s Price Proposal shall consist of two sections, as further described below:

1. The completed Cost Worksheets as contained in **Attachment F – Cost Worksheets**. Proposers shall not modify the worksheets in any way.
2. A narrative description of the proposed costs in response to **Attachment G – Cost Narrative**, including:

- The Proposer's standard travel and expense policy.
- The Proposer's pricing as provided in vendor's standard quoting/pricing format.

HDC.XXXX

between

CLARK COUNTY

P.O. Box 9825, Vancouver, WA 98666

and

CONTRACTOR

Address, Address 2, City, State, Zip

Project:

Service Description:

Supplier Contract Number:

Contract Name:

Contract Period:

Total Contract Amount:

Project Name

Service Description

SCN0000XXX

CCPH Contractor Name Few Words HDC.XXXX

Start Date-End Date

\$00,000.00

County Contacts		
Program	Fiscal	Contract
Name 360.555.555 email@yahoo.com	Name 360.555.555 email@yahoo.com	Name 360.555.555 email@yahoo.com

Contractor Contacts		
Program	Fiscal	Contract
Name 360.555.555 email@yahoo.com	Name 360.555.555 email@yahoo.com	Name 360.555.555 email@yahoo.com

By signing below, Clark County, hereinafter referred to as “County,” and _____, hereinafter referred to as “Contractor,” agree to all terms and conditions, exhibits, and requirements of this contract.

CONTRACTOR:

CLARK COUNTY:

Contractor Name, Title

Date

Kathleen Otto, County Manager

Date _____

APPROVED AS TO FORM ONLY:

Amanda Migchelbrink
Deputy Prosecuting Attorney

Date _____

TERMS AND CONDITIONS

1. Services. The Contractor shall perform services as set forth in Exhibit A.
2. Time. The contract shall be effective beginning START DATE and ending END DATE. County reserves the right to extend the contract _____ (X) number (X) year/month periods, with the same terms and conditions, by service of a written notice of its intention to do so prior to the contract termination date.
3. Compensation. County shall pay the Contractor for performing said services net 30 days upon receipt of a written invoice, according to the schedule set forth in _____ (*example, "Exhibit B"*), which is attached hereto and incorporated herein by this reference. The parties mutually agree that in no event may the amount billing exceed \$00,000.00 without prior approval of the County.
4. Termination. The County may terminate this Contract immediately upon any breach by Contractor in the duties of Contractor as set forth in Contract. The waiver by the County of one or more breaches shall not be construed as a waiver of any subsequent breach or breaches. Either party may terminate this Contract without cause upon ninety (90) days prior written notice. Further, County may terminate this Contract upon immediate notice to Contractor in the event that the funding for the project ceases or is reduced in amount. The Contractor will be reimbursed for services expended up to the date of termination. Within fourteen (14) days of any termination, the Contractor will provide all work products and working documents developed within the effective term of the contract.
5. Independent Contractor. The Contractor shall always be an independent Contractor and not an employee of the County and shall not be entitled to compensation or benefits of any kind, except as specifically provided herein.
6. Indemnification/Hold Harmless. The Contractor shall defend, indemnify, and hold the County, its officers, officials, employees, and volunteers harmless from any and all claims, injuries, damages, losses, or suits, including attorney fees, arising out of or resulting from the negligent acts, errors, or omissions of the Contractor in performance of this Contract, except for injuries and damages caused by the sole negligence of the County. Should a court of competent

jurisdiction determine that this Contract is subject to RCW 4.24.115, then, in the event of liability for damages arising out of bodily injury to persons or damages to property caused by or resulting from the concurrent negligence of the Contractor and the County, its officers, officials, employees, and volunteers, the Contractor's liability, including the duty and cost to defend, hereunder shall be only to the extent of the Contractor's negligence. It is further specifically and expressly understood that the indemnification provided herein constitutes the Contractor's waiver of immunity under Industrial Insurance, Title 51 RCW, solely for the purposes of this indemnification. This waiver has been mutually negotiated by the parties. The provisions of this section shall survive the expiration or termination of this Contract.

7. Wage and Hour Compliance. Contractor shall comply with all applicable provisions of the Fair Labor Standards Act and any other legislation affecting its employees and the rules and regulations issued thereunder insofar as applicable to its employees and shall always save County free, clear, and harmless from all actions, claims, demands, and expenses arising out of said act and the rules and regulations that are or may be promulgated in connection therewith.
8. Social Security and Other Taxes. The Contractor assumes full responsibility for the payment of all payroll taxes, use, sales, income, or other form of taxes, fees, licenses, excises, or payments required by any city, federal, or state legislation that is now or may during the term of this contract be enacted as to all persons employed by the Contractor in performance of the work pursuant to this Contract and shall assume exclusive liability therefore, and meet all requirement's thereunder pursuant to any rules and regulations that are now and may be promulgated in connection therewith.
9. Contract Documents. The contract documents included in this contract include Exhibit A, Scope of Work, *Exhibit B, Budget Summary, and Exhibit C, Invoice Example*. If there is a conflict between the provisions of these documents, the provisions of this Contract shall control.
10. Equal Employment Opportunity. The Contractor will not discriminate against any employee or applicant for employment because of race, color, religion, gender, gender identity, sexual orientation, age, disability, marital status, or national origin.
11. Changes. County may, from time to time, require changes in the scope of the services to be performed hereunder. Such changes, including any increase or decrease in the amount of the

Contractor's compensation, which are mutually agreed upon by and between County and the Contractor, shall be in writing, signed by both parties, and incorporated in the written amendments to the Contract.

12. Public Records Act. Notwithstanding the provisions of this contract to the contrary, to the extent any record, including any electronic, audio, paper, or other media, is required to be kept or indexed as a public record in accordance with the Washington Public Records Act, RCW Chapter 42.56, as may hereafter be amended, Contractor agrees to maintain all records constituting public records and to produce or assist Clark County in producing such records, within the time frames and parameters set forth in state law. Contractor further agrees that upon receipt of any written public record request from the public to the Contractor, Contractor shall, within two business days, notify Clark County of receipt of the request by providing a copy of the request to the Clark County Public Records Officer.
13. Governing Law. This contract shall be governed by the laws of the State of Washington. Venue for any litigation shall be in Superior Court for the State of Washington in Clark County, Washington.
14. Confidentiality. With respect to all information relating to County that is confidential and clearly so designated, the Contractor agrees to keep such information confidential.
15. Conflict of Interest. The Contractor covenants that it has had no interest and shall not acquire any interest, direct or indirect, which would conflict in any manner or degree with the performance of services hereunder. The Contractor further covenants that no person having such interest shall be employed by or shall perform services as an independent contractor with it, in the performance of this contract.
16. Insurance.
 - 16.1. Commercial General Liability Insurance. The Contractor specifically confirms and warrants that it has errors and omissions liability insurance with minimum limits of \$1,000,000 per occurrence and in the aggregate for each one (1) year period. The deductible will not be more than \$50,000 unless prior arrangements are made with Clark County on a case-by-case basis; the criterion is the Contractor's liquidity and ability to pay from its own

resources regardless of coverage status due to cancellation, reservation of rights, or other no-coverage-enforce reason.

- 16.2. Professional Liability. *The Contractor shall obtain, at Contractor's expense, and keep in force during the term of this contract Professional Liability insurance policy to protect against legal liability arising out of contract activity. Such insurance shall provide a minimum of \$1,000,000 per occurrence. The deductible will not be more than \$25,000 unless prior arrangements are made with Clark County on a case-by-case basis; the criterion is the Contractor's liquidity and ability to pay from its own resources. It should be an "Occurrence Form" policy. If the policy is "Claims Made", then Extended Reporting Period Coverage (Tail coverage) shall be purchased for three (3) years after the end of the contract term. At all times, Contractor's policy, limits, and coverage will be primary and non-contributory as respect to the Contractor.*
- 16.3. Automobile. *If the Contractor or its employees use motor vehicles in conducting activities under this Contract, liability insurance covering bodily injury and property damage shall be provided by the Contractor through a commercial automobile insurance policy. The policy shall cover all owned and non-owned vehicles. Such insurance shall have minimum limits of \$1,000,000 per occurrence, combined single limit for bodily injury liability and property damage liability with a \$1,000,000 annual aggregate limit. If vehicles are not used, Contractor shall, on letterhead, provide a letter to County stating the same.*
- 16.4. Waiver of Subrogation. All insurance coverage maintained or procured pursuant to this contract shall be endorsed to waive subrogation against County, its elected or appointed officers, agents, officials, employees and volunteers or shall specifically allow Contractor or others providing insurance evidence in compliance with these specifications to waive their right of recovery prior to a loss. Contractor hereby waives its own right of recovery against County, and if applicable, shall require similar written express waivers and insurance clauses from each of its subcontractors.
- 16.5. Worker's Compensation. *As required by the industrial insurance laws of the State of Washington.*
- 16.6. Proof of Insurance. The Contractor shall provide ACORD certificate(s) which includes the requirements listed above and shall assure that Clark County is listed as an additional insured. All policies must have a Best's Rating of A-VII or better. Failure to provide County proof of insurance within fifteen (15) days upon Contract execution is agreed by both parties to be a material breach of his Contract and may result in termination of this Contract pursuant to Paragraph four (4) above.

17. Consent and Understanding. This contract contains a complete and integrated understanding of the Contract between the parties and supersedes any understandings, contract, or negotiations, whether oral or written, not set forth herein or in written amendments hereto duly executed by both parties.
18. Force Majeure. Neither party will be liable for failure or delay to perform obligations under this Contract, which have become practicably impossible because of circumstances beyond the reasonable control of the applicable party. Such circumstances include without limitation natural disasters or acts of God; acts of terrorism; labor disputes or stoppages; war; government acts or orders; epidemics, pandemics, or outbreak of communicable disease; quarantines; national or regional emergencies; or any other cause, whether similar in kind to the foregoing or otherwise, beyond the party's reasonable control. Written notice of a party's failure or delay in performance due to force majeure must be given to the other party no later than five (5) business days following the force majeure event commencing, which notice shall describe the force majeure event and the actions taken to minimize the impact thereof. All delivery dates under this Contract affected by force majeure shall be tolled for the duration of such force majeure. The parties hereby agree, when feasible, not to cancel but reschedule the pertinent obligations and deliverables for mutually agreed dates as soon as practicable after the force majeure condition ceases to exist.
19. Severability. If any provision of this contract is held invalid, the remainder would then continue to conform to the terms and requirements of applicable law.

**EXHIBIT A
STATEMENT OF WORK**

- 1. Background/Overview**
- 2. Mandatory/Minimum Requirements**
 - 2.1. Requirement 1
 - 2.2. Requirement 2
 - 2.3. Requirement 3
- 3. Scope of Work**
 - 3.1. Description A
 - 3.2. Description B
 - 3.3. Description C
- 4. Schedule/Timeline (*if needed*)**
- 5. Budget**
- 6. Deliverable(s)**

DELIVERABLE ITEM	DUE DATE	PAYMENT DELIVERY

EXHIBIT B
BUDGET SUMMARY

DRAFT

EXHIBIT C
INVOICE EXAMPLE

DRAFT

Third Party Cyber Security Questionnaire

This questionnaire is used to assess the control environment of a third party that may handle, store or process sensitive data provided to them by Clark County. This questionnaire is one component of Clark County's ongoing due diligence and risk management process. This review will evaluate if proper information security controls are in place at the third party location in order to protect the confidentiality, integrity and availability of data.

INSTRUCTIONS

- 1) Complete the "Business Information" tab.
- 2) Answer all questions on the "Cyber Security Questions" tab.
- 3) If applicable, answer all questions on the "Data center" tab.

All answers and supporting documentation will be reviewed by Clark County's Security Committee, who may request further clarification. If Clark County enters into an agreement with you, some or all of the information provided in response to these questions may be incorporated into the agreement. The agreement will also contain a representation by you that all such information is accurate and complete as of the date you are signing the agreement and that no changes are planned as of such date except as specifically set forth in the agreement.

Business Information

Responders Name	
Responders Job Title	
Date of Response	
Clark County may have follow up questions to your responses. Please provide the name, email and phone of the person we should contact for more information.	
Company Profile	
Company name	
Location of data	
Location(s) where scoped systems and data is stored	
Name of third party data center, if applicable	
Provide location	
Name of any other location(s) where scoped system and data is stored	

ISO 27002:2013 Control Family	Questions	Responses
Physical and Environmental Security	Describe what physical security controls are deployed to protect your corporate and data center operation facilities.	
Physical and Environmental Security	Describe the organization's approach to ensuring storage media is wiped and/or destroyed prior to disposal and/or reuse.	
Physical and Environmental Security	Describe policies and controls in place for securing and protecting unattended infrastructure devices and network connections.	
Ops Security	How are the development, test, and production environments separated?	
	What is the process for introducing changes to the environment? Please address how changes are planned and tested; this should include hardware, software, and configuration changes.	
Ops Security	What controls are in place to prevent malicious code from executing on information systems? Describe the approach to both prevention and detection of successful execution.	
Ops Security	Describe your organization's service and data backup strategy? When was your last successful test recovery of that environment?	
Ops Security	What kind of audit and event logs are being stored and reviewed? In your answer please address: What constitutes an event What systems are included	
	How are audit logs protected and stored? Do they include authorization and access authentication logs?	
Ops Security	What tampering prevention and detection controls are in place over log collection systems?	
Ops Security	How are SysAdmin/operator actions and sessions monitored and reviewed on a regular basis?	
Ops Security	What are the controls in place to control and manage the installation and modification of installed software?	
Ops Security	Describe the process in place to handle vulnerability discovery and management? Please be sure to include how endpoint or "client-side" vulnerabilities are included in the process.	
Ops Security	What policies exist governing the installation of software by non-admin users on company assets? For this question, please focus on local administration privileges on end-user devices and software.	

Communication Security	Please describe control and monitoring systems in place to protect the information residing within your system. Scope should include mechanisms such as IDS and IPS systems.	
Communication Security	What controls are in place to ensure confidentiality and availability of inbound and outbound data?	
Communication Security	Describe how systems, applications and processes are segregated from each other to ensure data integrity and confidentiality.	
System Acquisition, Development, and Management	How are modifications to installed systems and software monitored, restricted, and controlled?	
System Acquisition, Development, and	Please indicate whether or not an Enterprise Information Security Policy exists within the organization and what frameworks went into the development?	
System Acquisition, Development, and Management	How is security testing conducted during the development of an application or piece of software?	
Information Security Incident Management	Describe your organization's approach how information security incidents/events are reported.	
Information Security Incident Management	Describe the incident response plan's process flow from initial incident reporting to closure.	
Human Resource Security	Describe your organization's background screening process as it pertains to employees, contractors, consultants, etc. .	
Human Resource Security	Describe the organization's approach to providing information security awareness training to all users of their corporate network (employees, contractors, consultants etc.)	
Asset Management	Describe how the organization maintains an hardware inventory of all the devices on the network.	
	Describe how the organization maintains an software inventory of all the software that is allowed for use on the network.	
Asset Management	Describe how the organization controls and manages the use of removable media on the network.	
Access Control	Describe how the organization's Access Control policy is utilized in the provisioning and de-provisioning of access to their information systems.	
Access Control	Describe how the organization establishes the appropriate levels of access for its users.	
Access Control	Describe the approval process for granting privileged access.	
Access Control	Describe the organization's password reset procedures.	
Access Control	Describe the organization's approach to user access reviews.	
Access Control	Describe the organization's termination and/or role change process as it pertains to access control.	
Access Control	Describe what guidance is given users in regards to managing their authentication credentials.	

Access Control	Describe the authentication mechanisms used in order for a user to log onto the organization's network (locally and remotely).	
	Describe the authentication mechanisms in which privileged users log onto the organization's network (locally and remotely).	
	Describe the organization's approach to handling session inactivity.	
Access Control	Describe the organization's password management system: Number of characters? Complexity? History/Reuse? Frequency of change? Visible when enter? Encrypted in storage? Encrypted in transit?	
Access Control	How is access to program source code controlled/restricted?	
	Is that access logged?	
Supplier Relationships	Describe what security controls are in place for suppliers/vendors/consultants who will have access to information systems that contain data	
Information Security Aspects of Business Continuity Management	Describe what processes, procedures and controls your organization will leverage during a disaster recovery/business continuity event in order to safeguard data and resume their contracted support services.	
Information Security Aspects of Business Continuity Management	Describe how your organization will review and tests processes, procedures and controls leveraged to safeguard data during a disaster recovery/business continuity event.	

Questions	Responses
Data Center Network Security:	
Are up to date network diagrams maintained? If so, how is access to them restricted	
How is access to network devices (routers, hubs, etc.) controlled	
Do situations exist where the User ID and password are shared between individuals? If so, provide your controls.	
Do formal documented, detailed procedures for handling security incidents exist?	
Are established, documented, procedures in place for patching against vulnerabilities	
Are security violation events logged, monitored/reviewed/reported and followed up on	
How many security violations were investigated in the last 12 months	
Briefly explain the procedures used to perform vulnerability assessments.	
Are external penetration/vulnerability tests performed internally or by a third party on a regular basis?	
Are automatic alerts generated when critical systems reach specific thresholds (for instance, a sustained and unexpected spike in traffic)	
What solutions are used to provide remote access to your network? Please provide details.	
Are the security services that provide protection from the Internet owned and administered by your company?	
Please describe the solution used to protect servers and workstations from viruses.	
Are procedures in place to facilitate configuration change management? If yes, please explain.	
Data Center Physical Security:	
Please provide the address for all locations where Clark County data will reside if a contract is entered into with your company. Then answer the following questions as they pertain to those locations.	
How is physical access to rooms and buildings controlled	
How is physical access to network devices and systems controlled	
Is disk storage media ever sent offsite for any reason? If so, state each reason or circumstance for which such media may be sent offsite (such as for repairs) and state what precautions are taken to protect information contained on such media.	
Are visitors required to sign guest logs indicating purpose of visit and arrival/departure times	
Are visitors escorted at all times by authorized security personnel	
Do other tenants reside in your building? If so, what physical security separates the tenants	