Village of Tinley Park Community Development Software RFP
Addendum #7
October 11, 2017

Review Schedule

The Village of Tinley Park Community Development Software Request for Proposals (RFP) includes the following schedule:

Preliminary Selection Schedule

<table>
<thead>
<tr>
<th>Task</th>
<th>Completion Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>a) RFP Issuance</td>
<td>September 18, 2017</td>
</tr>
<tr>
<td>b) Bidder Information Meeting</td>
<td>September 25, 2017, 10 a.m.</td>
</tr>
<tr>
<td>(with demonstration of current software system)</td>
<td></td>
</tr>
<tr>
<td>c) RFP due @ 4:30 p.m.</td>
<td>October 16, 2017</td>
</tr>
<tr>
<td>d) Firm Interviews (as necessary)</td>
<td>tentative October 23-28, 2017</td>
</tr>
<tr>
<td>e) Firm recommendation to Village's</td>
<td>November 14, 2017</td>
</tr>
<tr>
<td>Community Development Committee</td>
<td></td>
</tr>
<tr>
<td>f) Approval at Village Board Meeting</td>
<td>November 21, 2017</td>
</tr>
</tbody>
</table>

Please be advised barring any unforeseen circumstances, the Village intends to meet the schedule and interview firms on Thursday, October 26, 2017.

In accordance, our target date to request interviews from firms appearing to most need the Village’s needs will be Friday October 20, 2017. We are releasing this information your planning purposes.

If the interview date is moved to the following week on Thursday, November 2, 2017 we will advise of that on Friday, October 20, 2017.

Please watch the www.tinleypark.org/ rfp site for future addendums. Thank you for continued interest in Tinley Park.
Below are answers to questions which have been submitted an interested firm.

**QUESTION:** I'm sorry to ask this question again, but I am confused as to how many “named” users will be on the new system. From the pre-proposal meeting I thought it was clarified that there would be 25 named users of which 10-15 would have mobility. I see in Addendum 5, Question #11 – “Currently 73 people have access to the EDEN Building Module …” How many people will be on the new system? Our pricing is on “named” users or we can price a site license. I would like to give you both options.

**ANSWER** The Village is sorry if there has been confusion. During the Bidder Information meeting the Village was asked about the number of users on the system and replied “25.” The Question was asked again and addressed in Addendum #5 (repeated below).

In researching after we identified a significant number of Village employees (73) that have access to the EDEN system and might have occasion to look up permit data, but as indicated below 29 actually use on a daily basis and 17 are mobile in the field.

This number could potentially change as processes change (a possibility with the introduction of a new system), and as Village might add staff. Possibly 2-3 more staff could foreseeably be added due to vacant positions, but this number of 29/17 is what you should work with now.

Therefore, it does appear your indication of providing both pricing scenarios may be the best way - “on named users,” or a site license

**From Addendum #5.**

1. **QUESTION:** Total “named” users on the new system would be 25, which would include all reviewers who would be logging into the program to make their reviews and approvals, and of those 25 users, 10-15 would have mobility (field users). Is that correct?

**ANSWER:**
Currently 73 have access to the Eden Building Module with 23 of those having view rights only. The following are heavy units involved in actual plan review and inspections.

- Building Clerks: 5 (4 are mobile)
- Fire Department: 10 (4 are mobile)
- Public Works: 5 (5 are mobile)
- Code: 2 (2 are mobile)
- Inspectors: 5 (5 are mobile)
- Planners: 2 (1 is mobile)

Currently, the Village uses 3rd party review for landscape design, building plan review, and civil engineering review. They do not currently use Eden but could conceivably use the new system.

- 3rd Party: 1 Landscape Reviewer
- 3rd Party: 1 Building Plan Reviewer
- 3rd Party: 1 Engineering Reviewer
Below are answers to questions which have been submitted by interested firms.

1. **QUESTION:** Is the Village open to a cloud hosted solution?

   **ANSWER:** Yes

2. **QUESTION:** How many departments are included in this RFP and the processing of their permits, licenses, complaints (not tied to a permit or license) and their annual totals of issuance on average over the past few years that are in scope for this project?

   **ANSWER:** The RFP involves software that will be utilized by the Community Development Department for building permits, contractor licensing, health inspections, code compliance, and planning/zoning functions. Other departments, such as the Fire Department, Public Works Department and the Village’s engineering consultants, will need access to review permits, conduct inspections, and enter results of plan review and inspections.

   The Village process on average 2500-3000 permits a year. This includes 250-300 Fire Department alarm, pyrotechnic, and sprinkler permits and 700-800 Code Compliance permits. Our Health Inspector participates in building permit application review for restaurants but health inspections are not currently tracked through the system.

   In regards to Planning activities, the Zoning Board hears 10-12 variance requests annually, the Plan Commission reviews 20-30 projects annually, and there are 5-6 cases addressed through Administrative review per year.

3. **QUESTION:** Will any other departments wish to automate their permit/license processes?

   **ANSWER:** No, the Finance Department will stay on the EDEN program.

4. **QUESTION:** Can the Village please provide a list of departments, application types.

   **ANSWER:**

<table>
<thead>
<tr>
<th>Department</th>
<th>Computer Application</th>
</tr>
</thead>
<tbody>
<tr>
<td>Finance</td>
<td>Eden / Tyler Technology Cashiering Module Community</td>
</tr>
<tr>
<td>Development</td>
<td>Eden</td>
</tr>
<tr>
<td>Fire</td>
<td>Firehouse is used to track for annual inspection program. Open violations are tracked in Firehouse. 250-300/year are logged in EDEN</td>
</tr>
<tr>
<td>Public Works</td>
<td>Cartegraph</td>
</tr>
</tbody>
</table>
5. **QUESTION**: Is the Village interested in migrating any of your historical records from the legacy systems to the new platform?

   - What does that data comprise?
   - Permit, Inspection, Fees --- More? (Please list all business process elements (tables) required for migration)
   - What format can the data be provided in? (SQL?)
   - How many separate data sets will there be
   - Will the Village ensure the data is clean and a unique identifier across all data sets can be used to ensure records are affixed the proper location?

**ANSWER**: This was discussed the vendor information meeting. We need to migrate current permits. Historic documents are reachable through our Papervision system. They can remain there with a portal screen, or without a portal screen.

The system, as of 9/29/17, contains this amount of permits which could potentially be mitigated as historic data:

   - 26,955 XX permit types – old LIPS permits (with limited data fields, these were pulled into Eden 10 years ago) Data includes address identification, permit type, some custom fields, parcel contractor and fees
   - 19,323 BL permit types – building permits (residential and commercial), created in the Eden system. Data includes address identification, permit type, custom fields, parcel, actions routing history, contractor, fees and conditions
   - 1,676 FD permit types – Fire sprinkler/Fire Alarm permits are tracked through Eden
   - 815 PW permit types – Public Works permits tracked through Eden
   - 239 PL permit types – Planning receipts only, not details on the cases. This would change moving forward. Data includes address identification, custom fields, action, routing history, fees.
   - 2200 Code Compliance. Data includes address identification, violations, inspection history.
   - 120 restaurants are inspected annually, but data is not currently captured in Edens.

6. **QUESTION**: Is the Village interested in any integrations? Please provide details (i.e. Address Database, GIS, Finance, Contractor Licensing, other?)

**ANSWER**: This was in the RFP and discussed at the vendor information meeting. Integration into the Tyler Technology Cashier model and Esri GIS is critical. We are interested in connectivity with Firehouse and Cartegraph as well. Permitting must integrate with GIS and contractor licensing for permit processing input and finance for permit payment.
Critical to the Village’s selection will be the chosen software’s capability to integrate to existing Village software systems. The response should demonstrate past experience in integrating with these programs:
- Tyler Technology / EDEN financial and cashiering modules
- Tyler Technology Content Manager (Document Management System)
- PaperVision document management system
- ESRI ArcGIS
- Cartegraph
- Incode
- Firehouse

7. **QUESTION:** How will the Village wish to handle address, parcel & owner (APO) information? o Local dataset? o Other data source? Please list. o Will you wish to have an integrated solution that will provide updates on the APO information on a scheduled basis.

**ANSWER:** This was in the RFP and discussed at the vendor information meeting. Currently the Building and Code systems pull addresses from Eden Parcel Management. With new software we will transition to using Esri GIS as the master address list.

8. **QUESTION:** Has the Village seen any presentations of products related to this RFP in the last 12 months? If yes, what products have you seen?

**ANSWER:** This was discussed at the vendor information meeting. Yes, we did research and view products but don’t believe a list of products reviewed is relevant. We were on a fact-finding mission and from looking at other software systems we developed a list of potential functionality. As the RFP stated, integration into our Cashier module and GIS is key. Connectivity, Customization, and ease of reporting are also key factors.

9. **QUESTION:** Has the Village had any external guidance on the creation of this RFP?

**ANSWER** No, the RFP was written “in-house.”

10. **QUESTION:** Is this a budgeted project? If so what has been budgeted?

**ANSWER:** $125,000 + $15,000 for annual maintenance is in the current year budget.

11. **QUESTION:** Total “named” users on the new system would be 25, which would include all reviewers who would be logging into the program to make their reviews and approvals, and of those 25 users, 10-15 would have mobility (field users). Is that correct?

**ANSWER:**
Currently 73 have access to the Eden Building Module with 23 of those having view rights only. The following are heavy units involved in actual plan review and inspections.
Currently, the Village uses 3rd party review for landscape design, building plan review, and civil engineering review. They do not currently use Eden but could conceivably use the new system.

3rd Party: 1 Landscape Reviewer
3rd Party: 1 Building Plan Reviewer
3rd Party: 1 Engineering Reviewer

12. QUESTION: How many permit case types do you have?

ANSWER: 64. List attached.

13. QUESTION: Our Planning module processes case types such as Conditional Uses, Zoning/Rezonings, Preliminary Plats, Variances, Comprehensive Plans, etc. Planning cases involve a more complex process with various Boards, Hearings, Reviews/Approvals, Notices to property owners, etc. Is this in the scope? If so, how many planning case types do you have? Will we be migrating data into the new system?

ANSWER: We do not have planning cases tracked within one system, so we will not migrate: A Planning Module is within the scope. We bundle the case types together for each project (ex. A new project may require Site Plan Approval, Rezoning, and a Variance and the project is comprehensively presented to the Plan Commission and Village Board). Planning documents are currently saved in well-organized folders within the Village’s file storage drive and specific software is not utilized. The files could be migrated to a new system, but it is not a requirement.

List of planning case types:
1. Annexation
2. Rezoning/Map Amendment
3. Plat (Preliminary, Final)
4. Variance
5. Special Use Permit
6. Special Use Permit for a PUD
7. Substantial Deviation from a PUD
8. Minor Deviation from a PUD
9. Site Plan Approval
10. Administrative Review/approval
11. Text Amendment to Zoning Ordinance
12. Annual adoption of Official Zoning Map
On Average, the ZBA hears 10-12 variance requests annually, PC has 20-30 projects annually, and we do 5-6 Administrative review cases a year.

Fire does 2500 Periodic inspections per year (some businesses are visited 2x). 400 multi-family apartments and 1500 businesses.

14. QUESTION: 4. Our program has a Licensing module. Will we be migrating data from your old licensing program?

ANSWER: Yes, we would migrate current contractor license information. The Building Counter tracks 9717 active contractor licenses and 2060 inactive contractor licenses.

15. QUESTION: 5. Will data from your Code Enforcement be migrated into the new system?

ANSWER: The Village tracks code enforcement activity as a “building permit” type within the Eden system. Adjudication fees and court actions are tracked in the Incode program, used by the Police Department. It is anticipated that open code cases, would be pulled into the new system. Incode data will not be migrated in. With the new system we’d like to be able to track more information on code compliance.

16. QUESTION: 6. Do you want MS Exchange integration?

ANSWER: System should be capable of sending alerts/notifications to required respondents via e-mail. We do have our own Exchange server.
<table>
<thead>
<tr>
<th>Permit Type Code</th>
<th>Permit Type Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>ac/fur</td>
<td>AC/Furnace</td>
</tr>
<tr>
<td>awning</td>
<td>AWNING</td>
</tr>
<tr>
<td>boiler</td>
<td>BOILER</td>
</tr>
<tr>
<td>brick</td>
<td>Brick Pavers/Flagstone</td>
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<tr>
<td>burgal</td>
<td>BURGLAR ALARM</td>
</tr>
<tr>
<td>carn</td>
<td>Carnival</td>
</tr>
<tr>
<td>cc</td>
<td>Certificate of Completion</td>
</tr>
<tr>
<td>ce-vio</td>
<td>CODE ENFORCEMENT VIOLATION</td>
</tr>
<tr>
<td>com3</td>
<td>New commercial/industrial projects</td>
</tr>
<tr>
<td>comc/u</td>
<td>Change of Use/Change of Owner</td>
</tr>
<tr>
<td>comfdn</td>
<td>Foundation Only - Commercial</td>
</tr>
<tr>
<td>commod</td>
<td>Commercial Remodels/Buildouts</td>
</tr>
<tr>
<td>comocc</td>
<td>Commercial/Industrial Certificate of Occupancy</td>
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<tr>
<td>concov</td>
<td>Condo Conversion</td>
</tr>
<tr>
<td>concre</td>
<td>Concrete/Asphalt</td>
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<td>deck</td>
<td>Deck/Gazebo/Pergola</td>
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<tr>
<td>demo</td>
<td>Demolition</td>
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<tr>
<td>elect</td>
<td>Electrical Only &amp; Service</td>
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<td>Engineering/Utilities</td>
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<td>BONFIRE/CONTROLEd BURNS</td>
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<td>Pyrotechnics</td>
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<td>gas he</td>
<td>GAS HEATER TO POOLS</td>
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<tr>
<td>grade</td>
<td>Grading Permit</td>
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<td>HOT WATER HEATER</td>
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<td>mis pw</td>
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<td>misc</td>
<td>Misc. Building/Plumbing/Electrical/Public Works</td>
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<td>Multi-Family Remodel/Addition</td>
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<td>Plumbing Misc</td>
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<tr>
<td>pool</td>
<td>Above Ground Pool</td>
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<tr>
<td>Code</td>
<td>Description</td>
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<tr>
<td>poolhe</td>
<td>Above Ground Pool with Heater</td>
</tr>
<tr>
<td>poolig</td>
<td>In-Ground Pool</td>
</tr>
<tr>
<td>porch</td>
<td>Porch</td>
</tr>
<tr>
<td>resar</td>
<td>single family remodel/addition</td>
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<tr>
<td>resfdn</td>
<td>Foundation Only - Residential</td>
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<tr>
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<tr>
<td>resmfo</td>
<td>Multi-Family Certificate of Occupancy</td>
</tr>
<tr>
<td>resocc</td>
<td>Single Family Certificate of Occupancy</td>
</tr>
<tr>
<td>ressf</td>
<td>Single Family Residential</td>
</tr>
<tr>
<td>ressun</td>
<td>Sunroom/Three Season</td>
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<tr>
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<tr>
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<td>ROW/EASEMENT PERMIT</td>
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<tr>
<td>rpzfir</td>
<td>RPZ/DCDA INSTALLATION FIRE SYSTEM</td>
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<tr>
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<td>Temporary Sign/Banners/Balloons</td>
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<tr>
<td>storag</td>
<td>Portable Storage Units</td>
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<tr>
<td>tent</td>
<td>Tent Permit</td>
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<tr>
<td>weed</td>
<td>Weed Complaints</td>
</tr>
</tbody>
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MINUTES
Bidder Information Meeting
September 25, 2017
Village of Tinley Park—Fulton Conference Room
2017-RFP-009

Staff Present: 11
Vendors Present: 4 (2 in person, 2 via GoToMeeting)

I. Information meeting began at approximately 10:00am

II. Introductions of the present staff and vendors. Ellen Weber indicated the Village hopes to make several process changes with this new software including: 1) permit fees to be collected at the Building Counter (no longer at the Finance counter), 2) electronic plan review, and 3) addition of electronic tracking for Health, Code Compliance, and Planning/Zoning activity.

The Village seeks an off the shelf product which is easily customized. She referenced the criteria upon which proposals would be compared (page 5 of the RFP). She indicated the Village has included a list of desired functionality options within the RFP and that one of the selection criteria is to identify which system could provide the greatest number of desired functions. A key factor will be the ability to integrate into existing software, including the Village cash register system.

III. Jean Bruno demonstrated the current Eden’s permitting system by walking through a sample residential permit and a commercial permit. She identified several Tinley Park specific needs:

- Jean showed how fees are tied to a subdivision layer (which can vary by subdivision)
- Fees are calculated based on estimated valuation.
It is desired that the custom fields are simpler to add/delete “on the fly,” and electronically capture the addition of folks added into the review of a project. Right now a verbal request is made.

She demonstrated how time consumptive the current process can be because the current system does not auto populate many fields related to the property. It is the Village’s hope that it becomes much quicker and that cells are able to auto populate. The new system will tie into a master address list through ESRI GIS. This is an internal process that needs to be defined. Cook County is behind in updating ownership data and the Building Clerks have to verify ownership at times. The Village manages ESRI through the regional Consortium.

Also, current building codes were not uploaded. These will be entered into the system to provide greater ease for writing review letters and citations. The Village is generally on 2012 ICC codes but has adopted the Tinley Park Building Code with the local amendments.

-QUESTION: Is the same permit process used for remodels as for minor permits.
A: Yes

IV. Kevin Workowski indicated Public Works) has a desire for the new system to track Right of Way permits, bonds, and alerts. For example, if ComEd or another utility completes work in a right of way, we need to be able to track the work and hold them accountable for restoration of the right of way.

-QUESTION: How many permit types?
A: 60

-QUESTION: How many users daily?
A: Around 25

-QUESTION: How many of those users are in the field?
A: 10-15

V. Ruth Gibson (Finance) – The Finance Department will need to track the payments that are received and verify all deposits to the correct accounts. Real time connection for cashiering is desired so Community Development and the Finance Department know as soon as payment is made.

- Finance needs all general ledger distributions for payments received on a daily basis at a minimum.
- The Village currently owns 2 cashiering systems—Tyler Cashiering and Core Cashiering.
- The Village will be interested in seeing the interface with the existing cashiering system. Will it be an individual module?

-QUESTION: How does the Village accept payment?
We accept cash, check, and credit as forms of payment.
Credit cards are not allowed for new Commercial (New or Build Out) or new
  - Residential(single family or multi-family) building permits, or
  - Residential or Commercial Remodel Permits (see Village Ordinance 2010-R-O11)
Open Edge, formerly Pay Pros is who we use for credit card processing.

VI. Kevin Workowski (Public Works) discussed integration of Cartegraph software system. The Village is interested in a program that will push inspection requests into Cartegraph so that staff is receiving scheduling requests from one system. Dan Riordan of the Fire Department referenced the same through Firehouse. Both will be looking at the system’s ability to track public sidewalk inspections, service lines, RPZ inspections, and bonds.

i. The Village would like a “property alert system” which capturing fines/fees/needs from multiple departments.
ii. The Village would like the ability to pull up plan drawings when in the field with the ability to mark up on site and create an “as built.”
iii. The Village would like field inspectors to have greater ease of pulling up data while in the field. This includes pulling up plan sets and linking to the Village utility mapping system to confirm locations.
iv. The Village would like ability to track “fee in lieu” payments

-QUESTION: Is the civil engineer a 3rd party and can they log into the current system?
  -A: Yes, they are a third party, and they cannot currently log in without Kevin approving them first, but he would like for them to be able to access.

-QUESTION: What hardware is used in the field?
  -A: ipads, some Windows laptop with users signing in through a desktop environment. Our preference would be a Browser application.

Inspectors would like to be able to email results while in the field.

VII. Steve Clemmer (IT) discussed integration and interface with Village systems
  -Would like to see the same application utilized throughout—whether it be on the tablets, mobile devices, desktops—so it is easy for all to use
  -Stressed important that apps link and are integrated, in particular Cartegraph and Firehouse

VIII. Dan Riordan (Fire Dept) discussed integration of Firehouse software system
  -FD utilizes Firehouse for all reporting and inspections
  -Needs to have the capability to share information and access while in the field
  -Need for code references—would be ideal to auto populate
- Village pushes data to a CAD vendor to interface with our dispatch
- CAD does interface with GIS

IX. Ken Karczewski (Code Compliance) briefly explained his use of Edens for entering complaints, monitoring complaints, monitoring court dates, etc.
- He hopes to be able to take a photo in the field and attach it to the complaint, instead of having to return to the office to do so.
- Needs an easier way of entering and monitoring because it is currently very time consuming
- Looking for a way to generate a notice of court dates
- Link of up to date addresses from GIS and ownerships

- QUESTION: Are there any printers used in the field?
  A: No, this has been discussed, the Village is open to this idea. The RFP asks that responders indicate any needed hardware/software that would be needed.

X. Stephanie Kisler (Planner) briefly talked about planning department needs
- Could benefit from a simpler way of sharing mark ups, which are currently sent via email in PDFs
- Would like to track activity for change of use/ownership as inspection, because currently done as a permit since there is no proper software
- Would like to better track plan review

XI. Additional Comments
- The Village would like to implement a public portal or where residents could submit permits at, lobby kiosks, or via home computers.

- Need an alert system for licensing

- Browser app preference

- ESRI compliance

- When in the field, staff should not have to open several apps, but one that has everything linked together

XII. Final Questions
  QUESTION: How many code compliance officers?
  A: Two

  QUESTION: Have you had any software demonstrations so far
  A: Yes, 5, and that information was used to help determine desired functionality as the Village prepared the RFP.

  QUESTION: Are invoices being generated on current permits?
  A: You currently have to pay on the other side with finance.
QUESTION: Does the Village track rental registrations?
A: No. The Village does have a Crime Free Housing program administered by Police with annual inspections by the Fire Department.

QUESTION: Does the Village have a historic district?
A: Not one that is nationally registered, but there is a special overlay district, the Village Legacy Code which includes 5 separate zoning districts.

QUESTION: Does the Village have rental housing, dog, and vehicle licensing?
A: Yes, but that licensing is not included in the scope of this project.

QUESTION: What will the data conversion be like? How many sources?
A: Data is located in Papervision and Edens. The Village has 20 years of PDF versions of permits, and 10 years of data in Edens. The new system is expected to be a portal to the data.

QUESTION: Where are code violations kept?
A: Code Compliance work is logged as a permit in the Edens system with documentation kept on the drive.

QUESTION: What is the deadline for questions?
A: Five days prior to the RFP deadline; all questions will be posted as an addendum

QUESTION: Does the Village want pricing for cloud or server base?
A: Both preferably

XIII. Meeting ended at roughly 11:30am
ADDENDUM #3

The Village of Tinley Park

September 21, 2017

2017-RFP-009

The Village has been asked if remote streaming will be available for the 10:00 AM Bidder Information Meeting on 9/25/17. There will be remote streaming available for this meeting. Please follow the link below to access the meeting remotely:

**BIDDER INFORMATION WORKSHOP**

Mon, Sep 25, 2017 9:45 AM - 12:45 PM CDT

Please join my meeting from your computer, tablet or smartphone.

https://global.gotomeeting.com/join/495477053

You can also dial in using your phone.

United States: +1 (872) 240-3412

Access Code: 495-477-053

First GoToMeeting? Try a test session: http://link.gotomeeting.com/email-welcome
ADDENDUM #2

The Village of Tinley Park

2017-RFP-009

The Village has been asked if remote streaming will be available for the 10:00 AM Bidder Information Meeting on 9/25/17. Our Information Technology Department is investigating capability for this. We will post the decision on this location. Please look here for the final decision by 5PM September 21, 2017.
ADDENDUM

The Village of Tinley Park

2017-RFP-009

Please note, in the original RFP, the language “Citrix Xen Desktop” was used on page seven (7) under Project Overview and page ten (10) under Submittal Requirements. Where this language was used previously, it has been replaced with “Citrix Xen App”.
Village of Tinley Park, Illinois

REQUEST FOR PROPOSALS

2017-RFP-009

Building Permit and Code Compliance Software

This Request for Proposal (RFP) is for the purpose of establishing a contract with a qualified firm to purchase a comprehensive community development software system; project implementation (including data migration); and subsequent training and support services.

The chosen software will integrate with existing Village software systems to provide workflow automation and tracking services for building permits and inspections; electronic plan review; code compliance tracking; contractor and elevator licensing; mobile capabilities; and a citizen access portal. Additional interest includes planning and zoning management, and health inspections.

GENERAL REQUIREMENTS: Proposers are to submit ten (10) packets, to be opened and evaluated in private. Submit one (1) original plus nine (9) complete copies of the proposals.

SUBMISSION LOCATION: Village of Tinley Park—Clerk’s Office
16250 South Oak Park Avenue
Tinley Park, IL 60477

SUBMISSION DATE: Monday, October 16, 2017 by 4:30 p.m.
Proposals received after the time specified will not be opened.

BIDDER INFORMATION WORKSHOP: Monday, September 25, 2017, 10:00 a.m.
Fulton Conference Room, Village Hall
16250 South Oak Park Avenue, Tinley Park, IL 60477

CONTACT/QUESTIONS: Absolutely no informal communication shall occur regarding this RFP, including requests for information, or speculation between Offeror’s or any of their individual members and any Village elected official or employee. Submit questions via email to The Village of Tinley Park, attention Paula Wallrich, at pwallrich@tinleypark.org.

Questions are required no less than five (5) business days prior to the Proposals opening date.

All questions will be answered, with a copy of the question and answer, to all proposers. To ensure receipt of any additional information distributed, firms intending to submit a proposal should indicate their intent via writing to Paula.
Wallrich, at pwallrich@tinleypark.org by September 25, 2017. Addenda will also be posted at www.tinleypark.org/RFP.

CONTENTS: The following sections, including the cover sheet, shall be considered integral parts of this solicitation:

* Notice of RFP (2 Pages)
* General Terms and Conditions (3 Pages)
* Project Overview (3 Pages)
* Submission Requirements (2 Pages)
GENERAL TERMS AND CONDITIONS

1. Negotiations:
The Village of Tinley Park reserves the right to negotiate specifications, terms and conditions, which may be necessary or appropriate to the accomplishment of the purpose of this RFP.

2. Confidentiality:
RFP’s and the responses thereto, are subject to the Illinois Freedom of Information Act.

3. Reserved Rights:
The Village of Tinley Park Reserves the right at any time and for any reason to cancel this RFP or any portion thereof, to reject any or all RFP’s, and to take any other action determined to be in its best interests. The Village reserves the right to waive any immaterial defect in any RFP. The Village may seek clarification from a responder at any time, after the submission date, and failure to respond promptly is cause for rejection. The Village reserves the right to negotiate with the highest ranked responder. However, should the Village not be able to negotiate a fair and reasonable price with the highest ranked responder, it reserves the right to proceed to negotiations with the next highest ranked responder.

4. Incurred Costs:
The Village of Tinley Park will not be liable for any costs incurred by respondents in replying to this RFP.

5. Award:
Award will be based on the highest ranked responder as determined by the Village of Tinley Park. The award, if any, will be based on the Village’s determination as to the best-qualified and most cost effective responder.

6. Discussion of RFP:
The Village of Tinley Park may conduct discussions with any responder who submits a response. During the course of such discussions, the Village shall not disclose any information derived from one RFP to any other responder.

7. Contract Period:
Time is of the essence. The responder shall be able to devote sufficient resources to this project.

8. Responsibility & Default:
The responder shall be required to assume responsibility for all items listed in this RFP. The successful responder shall be considered the sole point of contact purposes for this contract.

9. Payments:
Payments shall be made in accordance with the Local Government Prompt Payment Act.

10. Interpretations or Correction of Request for Proposals:
Responders shall promptly notify the Village of any ambiguity, inconsistency, or error that they may discover upon examination of the RFP’s. Interpretation, correction and changes to the RFP’s will be made by written addendum. Interpretation, corrections or changes made in any other manner will not be binding.

11. Addenda:
Addenda are written instruments issued by the Village of Tinley Park prior to the date of receipt of Proposals, which modify or interpret the RFP by addition, deletions, clarifications, or corrections. Addenda will be sent via email to bidders who have provided a letter of intent to bid (as noted on the Notice of this RFP), and will be placed on the Village website at www.tinleypark.org/RFP.

12. Taxes:
The Village is exempt from paying certain Illinois State Taxes.
13. **Non-Discrimination:**
Proposer shall comply with the Illinois Human Rights Act, 775 ILCS 5/1-101 et seq., as amended and any rules and regulations promulgated in accordance therewith, including, but not limited to the Equal Employment Opportunity Clause and the Illinois Drug Free Workplace Act, Title 44, Chapter 10.

14. **Insurance:** *Please submit certificate with your proposal.*
The responders must obtain, for the Contract term and any extension of it, insurance issued by a company or companies qualified to do business in the State of Illinois and provide the Village with evidence of insurance. Insurance in the following types and amounts is necessary:

- **Worker’s Compensation Insurance** covering all liability of the Proposer arising under the Worker’s Compensation Act and Worker’s Occupational Disease Act at statutory limits.

- **General Liability:**
  - General Aggregate Limit $2,000,000
  - Each Occurrence Limit $1,000,000

- **Professional Liability** to include, but not limited to, coverage for Errors and Omissions to respond to claims for loss therefrom.
  - General Aggregate Limit $2,000,000
  - Each Occurrence Limit $1,000,000

- **Comprehensive Automobile Liability, Bodily Injury, Property Damage:**
  - General Aggregate Limit $1,000,000
  - Each Occurrence Limit $500,000

Responder agrees that with respect to the above-required insurance, the Village of Tinley Park shall:

- Be named as additional insured by endorsement as their interest may appear;
- Be provided within thirty (30) days notice, in writing, of cancellation or material change; and
- Be provided with Certificates of Insurance evidencing the above-required insurance, prior to commencement of this Contract and thereafter with certificates evidencing renewals or replacements of said policies of insurance at least fifteen (15) days prior to the expiration of cancellation of any such policies.

15. **Change in Status:**
The responder shall notify the Village of Tinley Park immediately of any change in its status resulting from any of the following: (a) responder is acquired by another party; (b) responder becomes insolvent; (c) responder, voluntarily or by operation law, becomes subject to the provisions of any chapter of the Bankruptcy Act; (d) responder ceases to conduct its operations in normal course of business. The Village of Tinley Park shall have the option to terminate its contract with the vendor immediately on written notice based on any such change in status.

16. **Precedence:**
Where there appears to be variances or conflicts, the following order of precedence shall prevail: The Owner and Responder Agreement; the Village of Tinley Park Request for Proposals; and the Responders Response to RFP.

17. **Submittal and Evaluation Factors:**
The contract will be awarded to the responder determined by the Village of Tinley Park to be in the best interest of the Village, who meets or exceeds the criteria and provisions sought by the Village. The Village
reserves the right to reject any or all Proposals or to waive any details in the Proposals received whenever such rejection or waiver is in the best interests of the Village. The Village also reserves the right to reject the RFP of a responder who has previously failed to satisfactorily perform a contract.

In determining the most responsive proposal, the following criteria will be considered by the Village. The relative importance of each evaluation criteria is shown in parenthesis to the right of each selection criteria:

A. Integration. The proposal should demonstrate a history of successful municipal building software implementation with specific examples of integration with the existing technology used by the Village of Tinley Park. (35%);

B. Proven and Equal. A proven history of providing “out-of-the-box” municipal technology software solutions and services to municipalities with a similar profile to the Village of Tinley Park. (25%);

C. Customization. The firm’s ability to cost effectively adapt the product to Village needs regarding permit fees, reports, and document storage; and, the software’s capability to allow Village staff to customize reports, templates, routing and reviews, and approvals once the system is implemented. (20%);

D. Complete Capabilities. The Proposer and chosen software product is capable of delivering the products and services described in this RFP. (15%);

E. References. References will be contacted to determine the character, integrity, reputation, judgement, experience and efficiency of the proposer. (5%).

As part of its evaluation process, the Village may seek additional information from firms found to have resources and methodologies best suited to provide services.
PROJECT OVERVIEW:

1. Intent:
   The Village is interested in contracting with a Community Development Software vendor to purchase a comprehensive community development software system; project implementation (including data migration); and subsequent training and support services.

   The chosen software will integrate with existing Village software systems to provide workflow automation and tracking services for building permits and inspections; electronic plan review; code compliance tracking; contractor and elevator licensing; mobile capabilities; and a citizen access portal. Additional interest includes planning and zoning management, and health inspections.

   Preference will be given to products that address required capabilities “out-of-the-box” with minimal customization; seamless interface with the Village’s existing financial application financial application (Tyler Technology/EDEN); robust Esri ArcGIS interface; the ease and ability for Village staff to create customized reports, letters, notices, and work flows; and integration of planning, zoning, code compliance, and health inspection functions.

2. Current Village Software Systems and Context
   The Village of Tinley Park’s population was certified at 56,831 in 2016 and 17,897 parcels are incorporated into the Village. The Village issues approximately 2800 permits per year and conducts on average 2500 inspections. The Village conducts approximately 2500 property maintenance inspections per year.

   The Village operates within a Citrix Xen App system. Software used throughout the Village to which the new software may potentially be integrated with includes Tyler Technology/EDEN, PaperVision document management system, Cartegraph, Incode, Firehouse, Esri ArcGIS. The Building Division currently uses the “EDEN” software building module. Ideally the chosen product will interface in real-time with the Finance Department’s EDEN financial application with an ability to accurately charge, receive, and administer fees and on-line payments, contractor licensing fees, and building permit fees and fines. Parcel management should be through the Village GIS system.

   The preferred system will allow for document and photo updates with these files stored within the Village document management system. The preferred system will allow for automatic generation of an inspection request to the Village Public Works and Fire Departments, possibly within their service request systems (Firehouse and Cartegraph).

3. Project Scope of Services:
   The Village is interested in contracting with a Community Development Software vendor to purchase a comprehensive community development software system; project implementation (including data migration); and subsequent training and support services. The chosen software will integrate with existing Village software systems to provide workflow automation and tracking services for building permits and inspections; electronic plan review; code compliance tracking; contractor and elevator licensing; mobile capabilities; and a citizen access portal. Additional interest includes planning and zoning management, and health inspections.

   Through this Request for Proposal (RFP), the Village seeks a customizable off-the-shelf software solution that will support automation of all necessary functions related to the overall permitting and inspection process and operation of the Community Development Department.

   Critical to the Village’s selection will be the chosen software’s capability to integrate to existing Village software systems. The response should demonstrate past experience in integrating with these programs:
   - Tyler Technology / EDEN financial and cashiering modules
   - Tyler Technology Content Manager (Document Management System)
   - PaperVision document management system
• The chosen software will contain the following functions to the greatest extent possible:
  
  o **Permitting**
    Monitor all public and private building activity
    Issue a variety of permit types
    Auto-populate data from master address table
    Link to parcel related records (such as old permits and zoning decisions)
    Account for all appropriate fees
    Provide an ability to override the system for fee calculation
    Track plan review status, remarks, and approvals.
    Auto-notify license holders of pending expirations
    Identify outstanding fees and liens via an “Address Alert” function
    Perform advanced search and custom query options
    Generate alert notices for permit inactivity
    Set user IDs with customizable permissions
    Ad hoc ability to introduce additional reviewers in a workflow

  o **Inspection Tracking and Scheduling**
    Track both routine and periodic inspections of buildings and property
    Manage all building inspection scheduling activities
    Export inspection requests into FIREHOUSE and Cartegraph software
    Issue elevator licenses
    Issue and validate contractor licenses

  o **Health Inspections**
    Track inspections
    Conduct inspections in the field utilizing the FDA form
    Capture pictures
    Email inspection reports in the field
    Produce re-inspection reminders
    Customizable reports

  o **Public Portal – Building Permits**
    Integrate into existing Village website
    Allow the public to track their application status and approvals, and print status reports
    Allow the public to submit building permit applications online (at home, or at a Village Hall kiosk)
    Allow the public to monitor their project from plan check and review to permit issuance
    On-line payment of permit fees
    Allow public request of inspections
    Allow Village ability to override the request and block out time

  o **Code Compliance**
    Log and track status of complaints and inspections
    Link to associated building permits
    Link to digital documents
    Generate correspondence and tickets
    Monitor violations associated with an individual property
    Link to adjudication status

  o **Public Portal – Code Enforcement**
    Integrate into existing Village website
Allow the public to submit code compliance complaints on-line (and subsequently monitor status of their individual complaint)

On-line payment of permit fees

- **Reporting**
  - Produce customized Template and application form development – review letters, status letters, violation notices, certificate of occupancy, etc.
  - Generate ad-hoc reports using any combination of data maintained by Village land use and permit systems
  - Produce standardized operating reports and statistics

- **Development Review and Tracking**
  - Provide necessary software tools and integrated databases for central coordination, and tracking of the general development review processes

- **Electronic Plan Review Management**
  - Fully integrate electronic plan review – allows concurrent review of plans
  - Capability for reviewers to redline, comment, upload, convert plans to PDF, and publish/share with the applicant.
  - Request plan review from 3rd party consultants, as appropriate
  - Users can easily identify changes made from one submittal to the next

- **Mobility/In-field Usage**
  - Real time interface to Tyler Technology cash register module
  - View, schedule, and modify inspections and record notes while in the field from laptops, tablets, and cellular devices
  - Access all contact details for the owner, applicant, contractor, or complainant
  - Identify if a property is vacant
  - Retrieve data by searching any parameter, (e.g., permit #, contractor, address, etc.)

- **Planning and zoning applications and fees**
  - Track planning and zoning applications and fees
  - Interface with building permit release and occupancies

- The Scope of Work must include implementation services, including, but not limited to:
  - Software installation and setup
  - Data conversion and migration
  - Existing software application integration services
  - Web integration services
  - Testing of fee and report validity
  - Training for support staff, end users, and administrators
  - Associated vendor project management, as agreed upon
  - Software maintenance and warranty services

- The Scope of Work must also include a schedule of deliverables and milestones associated with each of the above modules or phases. A solution that will provide a high level of functionality with ease of use is desired. Indicate if functionality is built into base system, or if individual software modules are required. Consideration will be given to a well designed and proven software system that has excellent vendor support, rich capabilities, and robust ad hoc reporting tools.

Please note the task list above does not represent the final scope of the work for each technological service area. The Village will begin negotiations with the top firm(s) on actual scope and fee.
**SUBMITTAL REQUIREMENTS**

Responders are instructed to submit their Proposals (A-E above), Firm References, and Firm Proposals in a bound format. To simplify the evaluation process, the Vendor’s proposal shall be submitted in the format outlined below:

- **Letter of Transmittal** – The proposal letter shall be addressed to the contact listed and shall include the complete name of the firm or person(s) submitting the proposal, the main office address, primary contact person’s name, title, telephone number, email as well as a signature of representative legally authorized to bind the proposal.

- **Table of Contents** – Clearly defined sections and pages numbered.

- **Executive Summary** – A summary of the proposal stating the proposer’s understanding of the requested system and highlights of the proposed solution.

- **Vendor Profile and Qualifications** – Include vendor and executive information, including management team, resumes and qualifications of key staff that would be assigned to the implementation project, training, and ongoing support.

- **Experience** – Provide a description of experience completing similar projects in similar communities. Include a brief summary, which describes and highlights your firm’s experience, qualifications, and expertise and why your team would be the best choice for the Village. Please state your firm’s business organization type (Sole Proprietor, Partnership, Corporation, etc.)

- **References** – Provide at least five (5) references of current clients of similar scope with the proposal. Include name, title, address, phone number and email of contact person.

- **Software Description** – Provide screen shots and an overview of the system’s features. Ensure your description includes at a minimum a description of the software’s ability to provide the services described in the Project Overview. Responses should identify the following:
  - Electronic plan review process (e.g. by Bluebeam or Adobe, etc.)
  - Standard report templates;
  - Ease and ability to create additional report, letter, and ticket templates;
  - Standard codes loaded into the software, e.g. building permit types, ICC code reference number and text;
  - A description of document management system;
  - Search function capability;
  - Whether there is a way to track Special Inspections;
  - Applications and modules which exist for this product; and
  - Available customizing features or options and associated costs.

- **Technical Requirements** – All hardware requirements, system software, and application requirements must be listed. Describe the ideal and minimum system requirements to run proposed software solution concurrent with EDEN, Esri ArcGIS, and Citrix. Identify supported programming languages for any application interface modules required.

- **Compatibility** – Identify other supported software applications and versions, including but not limited to operating systems, database engines and other common office products. The Submittal should identify the firm’s ability to integrate the recommended software with the current Village software systems (Tyler Technology/EDEN financial system, Firehouse, Cartegraph, and Citrix Xen App) in real time. Provide a list of other software applications your firm has integrated the proposed software with.
• Implementation Services/Scope of Work – Provide a sample project management plan including reasonable target dates. This section must also outline key activities, work products and assumptions.

• Training – Provide an overview of proposed training, including options for on-site or training center services, end users, and system administrators. This section should also include an implementation and training plan with an estimated time-frame and deliverables for each stage of the project and training documentation provided. Identify any local support network groups (other municipalities using the system).

• Support and Maintenance – Provide support services including provisions of regular updates and new releases, as well as technical consultation and support. Identify the date and version number of the last five (5) software updates (e.g. version 3.2.1build 1520) and the last three (3) major releases (e.g. versions 3, 4, and 5. Identify the software’s ability to produce standardized operating reports and statistics, create custom reports. Please explain quality control measures available for data entry. Identify the ability to customize permit routing flows.

• Cost Proposal – Please provide costs for:
  o Software (Initial purchase price and identify any recurring charges or update fees)
  o Initial software setup (describe what is included with setup charge)
  o User license pricing if applicable (or similar scaled pricing tiers)
  o Document storage, if relevant
  o Data conversion and migration of approximately 55,000 records
  o Costs for additional hardware or software for electronic plan review and field mobility
  o Customization charge – estimate a charge with hourly rates identified
  o Regularly scheduled software updates
  o Training costs
  o Tech support options and availability
  o Any other project costs

• Additional Information – Please provide any other information you feel is important for consideration during our evaluation of proposals.

4. Preliminary Selection Schedule

<table>
<thead>
<tr>
<th>Task</th>
<th>Completion Date</th>
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<tbody>
<tr>
<td>g) RFP Issuance</td>
<td>September 18, 2017</td>
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<tr>
<td>h) Bidder Information Meeting</td>
<td>September 25, 2017, 10 a.m.</td>
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<tr>
<td>(with demonstration of current software system)</td>
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<tr>
<td>i) RFP due @ 4:30 p.m.</td>
<td>October 16, 2017</td>
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<tr>
<td>j) Firm Interviews (as necessary)</td>
<td>tentative October 23-28, 2017</td>
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<td>k) Firm recommendation to Village’s</td>
<td>November 14, 2017</td>
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<td>Community Development Committee</td>
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<tr>
<td>l) Approval at Village Board Meeting</td>
<td>November 21, 2017</td>
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