**IMPORTANT NOTIFICATION:**

The Purchasing Office has moved to a new location. The new address is **8600 Staples Mill Road, Henrico VA 23228**.  The Office is located near the intersection of Staples Mill Road and Parham Road in Henrico County, VA.

Bidders/Offerors who elect to deliver their IFB’s/RFP’s in person or by special courier are encouraged to allow extra time to assure timely receipt of documents.  Call (804) 501-5691 for further information.



COMMONWEALTH OF VIRGINIA

###### COUNTY OF HENRICO

**RFP # 16-1154-3CS**

DEPARTMENT OF FINANCE

CECELIA H. STOWE, CPPO, C.P.M.

PURCHASING DIRECTOR

April 29, 2016

**REQUEST FOR PROPOSAL**

**Enterprise Land Management Solution**

**COUNTY OF HENRICO, VIRGINIA**

Your firm is invited to submit a proposal to provide an Enterprise Land Management Solution (ELMS) software package, implementation services and associated on-going support in accordance with the enclosed specifications. The submittal, consisting of the **original proposal and eight (8) additional copies and one (1) electronic version** marked, **“Enterprise Land Management Solution"**, will be received no later than **3:00 p.m., June 3, 2016, by:**

IN PERSON OR SPECIAL COURIER U.S. POSTAL SERVICE

County of Henrico County of Henrico

Department of Finance Department of Finance

Purchasing Division OR Purchasing Division

8600 Staples Mill Road P O Box 90775

Henrico, Virginia 23228 Henrico, Virginia 23273-0775

**This RFP and any addenda are available on the County of Henrico Purchasing website at** [**http://henrico.us/purchasing/**](http://henrico.us/purchasing/) To receive an email copy of this document, please send a request to: [**bar10@henrico.us**](mailto:bar10@henrico.us)

Time is of the essence and any proposal received after **3:00 p.m., June 3, 2016**, whether by mail or otherwise, will be returned unopened. The time of receipt shall be determined by the time clock stamp in the Purchasing Division, Department of Finance. Proposals shall be placed in a sealed, opaque envelope, marked in the lower left-hand corner with the RFP number, title, and date and hour proposals are scheduled to be received. Offerors are responsible for insuring that their proposal is stamped by Purchasing Division personnel by the deadline indicated.

Nothing herein is intended to exclude any responsible firm or in any way restrain or restrict competition. On the contrary, all responsible firms are encouraged to submit proposals. The County of Henrico reserves the right to accept or reject any or all proposals submitted.

The awarding authority for this contract is the Board of Supervisors.

**Technical questions concerning this Request for Proposal should be submitted to Cecelia H. Stowe sto05@henrico.us no later than May 13, 2016.**

Very truly yours,

Cecelia H. Stowe, CPPO, C.P.M.

Purchasing Director

[Sto05@henrico.us](mailto:Sto05@henrico.us)

804-501-5685

8600 STAPLES MILL ROAD/P O BOX 90775/HENRICO VA 23273-0775

(804) 501-5660 FAX (804) 501-5693

REQUEST FOR PROPOSAL

**ENTERPRISE LAND MANAGEMENT SOLUTION**

**COUNTY OF HENRICO**

**I. PURPOSE**

The intent of this Request for Proposals (RFP) and resulting contract is to obtain the products, expertise, implementation services and associated on-going support to provide an Enterprise Land Management Solution (ELMS), to include permitting, land management, code enforcement, and public maintenance management, for Henrico County hereinafter referred to as the County. The desired solution will greatly improve the Community Development and Community Operations divisions’ ability to share information across processes.

In addition, the County seeks to provide civic engagement tools, including but not limited to the ability to submit applications, pay fees, and report community concerns online 24 hours a day 7 days a week. The desired solution will provide us with state-of-the-art software including built-in best practice processes while allowing the County to deactivate or eliminate multiple commercial off-the-shelf (COTS) and custom applications.

**II. BACKGROUND**

1. **Overview**

The Community Development Division of the County is comprised of five departments: Building Construction and Inspections, Community Revitalization, Permit Centers, Planning, and the Economic Development Authority. The Community Operations Division of the County is comprised of five departments: Public Utilities, Public Works, Recreation and Parks, Real Property, and Virginia Cooperative Extension Services. Major business processes within each department, excluding the Economic Development Authority and Virginia Cooperative Extension Service, integrate with other departments and State agencies including but not limited to Finance, Fire, Health, Police, Real Estate Assessment, and Virginia Department of Transportation (VDOT). The eight departments listed above are committed to transitioning to a system of integrated processes that provides increased efficiency and at a lower cost to our taxpayers.

Accela Tidemark Advantage (Tidemark) is the County’s current system of record for all land management, permitting, and code enforcement. The County implemented Tidemark on July 23, 2001. Tidemark tracks everything as a “case”, with case type definitions for each business process. Initial implementation included 10 case types for the Building Inspections department. Today, 318 employees in fifteen departments use Tidemark. The system includes 30 case types that track all building and auxiliary permits, land use, site and subdivision plans, utility plans, and code enforcement. The County processed 29,234 Tidemark cases in 2015.

The County is using Tidemark and a number of COTS and custom solutions that provide additional functionality needed for the permitting, land management, code enforcement, and public maintenance management processes. The added functionality supports Mobile Inspection, IVR, automated email for case management, along with custom reports and public web inquiry functionality for plan comments, building inspection schedules and results, and building permits valued over $50k.

1. **Existing Applications**

The County currently uses the following business applications to perform the functional requirements.

|  |  |  |
| --- | --- | --- |
| **Function** | **System** | **Notes** |
| Permitting, land development, code enforcement | Accela Tidemark Advantage version 4.5.2 | Oracle 11g database. |
| GIS | ESRI – ArcGIS 10.3.1 | Weekly data transfer to Tidemark via manual process; custom HTML redirect link to GIS Parcel Viewer. SQL Server 2012 database. |
| Real Estate Assessment | Vision release 6.5 | Weekly data transfer to Tidemark via manual process. |
| Mobile Inspections | Selectron InspecTrack version 4.5 | Integrated with Tidemark via Tidemark API. SQL Server 2008 R2 database. |
| Electronic Document Management System (EDMS) | IBM FileNet Content Manager 5.2 | SQL Server 2012 database. Stores all applications related to permits and land development; custom HTML redirect link to FileNet Viewer. |
| Interactive Voice Response (IVR) | Paymentus (formerly Tele-Works) TVP system | Used for scheduling and canceling inspections, checking plan review status. Integrated with Tidemark via Tidemark API. |
| Web Applications | * Comment System * Building Inspections Scheduling & Results * Building Permits Valued > $50k * Elevator Monthly/Annual Billing System * Building Inspections Assignment * Inspection Mapper * Certificate of Occupancy Review * Several APEX interactive report applications | In-house web application written in classic ASP, PHP, ArcGIS, and APEX. These applications fill in some of the functionality gaps in the Tidemark system. |
| Payment Processing | Paymentus (cloud solution; vendor hosted) | Limited use by Building Inspections and the Permit Center. Not integrated with Tidemark. |
| Tidemark Internal Forms and Report | Crystal Reports version XI |  |
| Enterprise Report Server | ChristianSteven CRD/CSSWeb Premium X Edition 7.1 Build 20160225/130 | Used by most Tidemark users to generate reports against the Tidemark database. Also serves Crystal Reports for several other systems. |
| Work Order Management | Cityworks Server AMS 2013, rev. 22927 | Currently used only by Public Utilities. Not integrated with Tidemark. |
| Financial Management | Oracle Financials version 12.1.3 | Process payments submitted for permits, plans, etc. No integration with Tidemark. |

1. **Tidemark System Information**

See **Attachment J** – Tidemark System Information

**III. SCOPE OF SERVICES**

The Successful Offeror will provide a sound, proven project plan that allows for continuity of service to the County’s citizens and customers during installation, cutover and training activities.

The Successful Offeror will provide all labor, supervision, equipment, products and services to provide the following:

1. **General Requirements**
   1. Out-of-the-box software package that includes direct integration with ESRI GIS, Electronic Plan Submission and Review, Project Centric Operation, 24/7 Online Customer Access, Customizable Workflows, solid data validation, flexible configuration capabilities, dynamic reporting and search capabilities, dashboards, fee payment and receipting, and billing functionality. The County is open either to a cloud (vendor-hosted) or on premise (County-hosted) solution. Provide pricing options for both scenarios in the Cost Proposal (Attachment L).
2. **Desired Features**
   1. GIS-Centric: The County has a Geo-Centric Interoperability policy (Attachment G), whereby the County’s GIS geodatabase is the feature dataset for all location based County assets. The goal of this policy is to achieve interoperability among the County’s enterprise applications.
   2. Electronic Plan Submission and Review: The County desires the ability to accept electronic plans and applications from our citizens and the development community. In addition, the County seeks an electronic plan review system, with the ability to review plans in overlay and side-by-side format, add comments and markups, maintain a repository of reviewed documents, and make the reviewed documents available to the applicant online.
   3. Project Centric Operation: The system should provide a way to group cases by project. For example, a Building Permit case should be tied to all related sub-trade permit cases where applicable. In addition, the system should provide a way to view related case information on a single screen, with links or some other method of drilling down to a specific record.
   4. 24/7 Online Customer Access: The County’s goal is excellent customer service and citizen engagement. The County is particularly interested in providing citizens and developers the ability to submit applications and payments online, check application status, report code violations and other concerns, and otherwise engage with County staff. The proposed solution should meet the requirements set forth in the County’s Henrico.us Service-Oriented Policy (Attachment M).
   5. Customizable Workflows: Workflow, Triggers, and Gatekeepers: The selected system should provide the ability to configure multiple workflows for all business processes, allow event triggers to control the flow of information through the system, and the flexibility to allow power users within the departments to act as gatekeepers for specified parts of each workflow.
   6. Data Validation: The County seeks to follow established business processes when possible, which requires a system with a high level of data validation and data requirements. In addition to workflow, data validation and data requirements would ensure collection of the necessary information for an application/contact/project and the accuracy of that same information. For example, a phone number field may be required, and may validate to ensure collection of ten digits.
   7. Reporting and Search Capabilities: County staff would like the ability to create custom searches, analyze system data, produce their own ad-hoc reports, and export data to Excel or CSV format. Search results should include at minimum system data and stored documents. In addition, the County requires several formatted reports, such as permits, receipts, and other documents.
   8. Dashboards and User Screens: Staff in different departments and divisions perform diverse functions in the course of their daily work. The County would like to provide dashboard capabilities, allowing Application Administrators to configure different screens for each user group. The ability for users to customize their own screens via widgets or some other technology is desired, as long as the Application Administrator has control of making this feature available.
   9. Fees, Payments, and Receipts: The County utilizes several different fee schedules to calculate the cost of permits, land development applications, etc. Fee calculations are sometimes based on multiple criteria, such as estimated construction value and land acreage. Fees can be a flat fee, sometimes with an additional dollar amount per acre or other measure. The County uses Paymentus for credit and debit card payment processing. Oracle Financials generates a payment receipt. See Attachment K for Fee Schedules.
   10. Billing: The County issues various bills in relation to Community Development, including annual elevator assessments and code enforcement contractor abatement charges. The new ELMS should have the ability to generate bills one at a time or in batch, keep track of the bill date, due date, and payment receipt date and amount.
   11. Permits and Processes: The selected ELMS should enable permits and processes including but not limited to the following:
       1. Building Permits
       2. Electrical Permits
       3. Elevator Permits
       4. Fire Permits
       5. Mechanical Permits
       6. Miscellaneous Permits
       7. Plumbing Permits
       8. Sign Permits
       9. Code Enforcement Cases
       10. Plans of Development
       11. Subdivisions
       12. Easement Cases
       13. Rezoning Cases
       14. Utility Cases
       15. Construction Cases
       16. Appeals
       17. Conditional Use Permits
       18. Provisional Use Permits
       19. Variances
       20. Zoning Conformance
       21. Land Use Plans
       22. Major Thoroughfare Plans
       23. Small Area Studies
       24. Site Selection Studies
       25. Mobile Classroom Cases
       26. Substantial In Accord Cases
       27. Clearing and Grubbing Permits
       28. Right of Way Dedications
       29. Drainage Projects
       30. Transportation Projects
       31. Retrofit Projects (stream restoration, outfall enhancements, etc.)
       32. Maintenance Agreements
       33. Environmental Compliance Bonds and Agreements
   12. Data Migration: Provide a migration solution for all data necessary to move from the current system to the proposed system. The County may be open to provide historical data to fit into the new system’s database structure, conditional on the Successful Successful Offeror’s ability to provide detailed template(s) and formatting information. The County anticipates migrating, at minimum, the following historical data:
       1. Case information
       2. Case and project relationship information
       3. Activities
       4. Fees
       5. Inspections

Refer to Attachment J – Tidemark System Information for details.

* 1. Interaction with other County systems: The new ELMS should provide a web services API or other industry standard mechanism to support the ability to integrate or interact with other established systems and internally developed applications, including but not limited to Oracle Financials, IBM FileNet Document Management, Vision Real Estate Assessment, Cityworks Server AMS, .Net, PHP, JavaScript, Oracle APEX, etc.
  2. Attachments: The County collects applications, documents, photos, drawings, etc. associated with all aspects of its business. The proposed system should provide the ability to attach these files to any system record (project, parcel, case, activity).
  3. Contractor License Verification: The County requires a valid contractor’s license before issuing a permit. Validation is currently a manual process. The new ELMS should provide the ability to validate professional licenses against the Virginia Department of Professional and Occupational Regulation database or another official, up-to-date source.
  4. Regulatory Compliance: At a minimum, proposed solution should comply with the following federal, state, and local regulations:
     1. Virginia Storm Water Management (VSMP)
     2. Municipal Separate Storm Sewer Permit (MS4)
     3. Virginia Statewide Building Code
     4. Safe Drinking Water Act, Virginia Department of Health
     5. Partnership for Safe Water (EPA and American Water Works Association)
     6. Various County Ordinances (Zoning, Subdivision, and Chesapeake Bay Preservation Ordinance)
     7. Clean Water Act, Virginia Department of Environmental Quality
  5. Microsoft Office 365 Integration: The County uses Microsoft Office 365 in the cloud. The new ELMS should leverage available Office 365 features, including email, calendar, and Office applications.
  6. Web-based Interface: The County desires a web-based user interface, eliminating the need to install software on client PCs during implementation and upgrades. Full functionality on mobile devices is preferred but not required. The County wishes to avoid all browser plug-ins, including Java, Flash, and Silverlight.
  7. Security and access control: The County desires a system integrated with Active Directory, using federated web authentication via Henrico hosted Active Directory Federation Services (AD FS). The system should also include an internal security structure that provides application administrators with the tools to control access to each part of the software based on user roles and functions.
  8. Audit and Logging Capabilities: The system should provide configurable audit and logging capabilities, allowing application administrators to track select transactions, set retention periods, track usage by user, track data changes and updates, etc.
  9. Relational Database Requirement: The selected system must use a relational database.

1. **Training** 
   1. The County is open to either on-site train-the-trainer or vendor-led training. Provide pricing options for both scenarios in the Cost Proposal (Attachment L).
   2. Training for application administrators and end users should cover the system’s base functionality, configured features, and customized features.
   3. Training should prepare the County application administration staff to fully and completely administer and maintain the system after go-live and post-production support.
   4. End user training should provide County staff with a complete understanding of the system’s features and functionality. The County expects training to provide users with the ability to accomplish their normal duties without a reduction in service to its customers. End user training should be conducted just prior to go-live.
   5. The Offeror should provide detailed documentation and reference materials for each application administrator and end user.
   6. The Offeror shall propose a complete training strategy for application administrators and end users and include a list of documentation and reference materials the Successful Offeror will provide.
2. **Project Management**
   1. The County will designate a project manager to coordinate all work and make project-related decisions in writing on matters within the scope of the contract.
   2. The Offeror must provide a single project manager, responsible for all aspects of the system implementation. This project manager will be the primary point of contact throughout the entire implementation. The Offeror’s project manager may work at a remote location so long as communication requirements are met. The County will provide space for the project manager when they are on County premises.
   3. The Offeror must propose a plan for implementation of the new system. The proposal should include, at a minimum, the following information:
      1. Project Plan
         1. Deliverables and Milestones: This section should include a list of deliverables and milestones, including a description of what will be provided, how, and by whom (the Successful Offeror or the County staff).
         2. Detailed project schedule: This section should include the dates associated with each deliverable and milestone.
            * Describe how you will manage the project schedule, including the process for submitting schedule change requests.
            * How will you report missed milestones to the County?
         3. Tasks and resources: This section should identify the required County resources, Offeror resources, and the overall project team structure. Include an organizational chart and a detailed description of each assigned role. Identify full time and part time staff requirements.
         4. Dependencies: This section should reflect project predecessors, successors, and dependencies.
         5. The Offeror should use project management software, such as Microsoft Project, or some other project management tool to develop and maintain the project plan.
         6. Provide any assumptions made by Offeror when creating project plan.
      2. Risk Management Plan
         1. How will you document existing and potential project risks, provide recommendations for mitigating the risk, and communicate this to the County?
         2. What do you foresee as potential risks based on previous implementations of similar size and scope?
      3. Communications Plan
         1. Provide a detailed communication plan that includes
            * Discussion of key implementation metrics that will be used to track progress
            * Types of communication methods (memo, email, one-on-one meetings, project team meetings, stakeholder group meetings, online web progress reporting tools, etc.)
            * Frequency of communication that can be expected by the County
            * Key Offeror contact information with overall responsibility for ensuring these communications are provided as scheduled
         2. Describe your plan for handling major issues that may arise during the project that significantly impact the schedule, budget, or related items of the system.
      4. QA Plan
         1. Requirements Traceability Matrix (RTM): Develop and maintain an RTM to track and report to the County which functional and technical requirements have been satisfied during each phase of the project.
         2. Testing and Acceptance: Each requirement in the RTM should include a test case to ensure 100% test coverage.
            * The RTM will record test results.
         3. Data conversion/migration: Propose a data conversion/migration plan. The plan should ensure legacy data migrated to the ELMS would maintain its integrity.
         4. Architectural review of system requirements, integrations, and related services.
            * Pre-implementation: Provide a system design drawing customized for the County’s environment.
            * Post-implementation: Provide an as-built design drawing for the County’s environment.
      5. Implementation Plan
         1. Business Readiness: Provide a business readiness checklist, including all requirements for a smooth implementation.
         2. Training schedule: Provide a training schedule to ensure all users are prepared to use the new system at go-live.
         3. Logistics: Provide a plan to ensure management and delivery of all goods and services during implementation, go-live, and post-implementation.
         4. Resources: Identify the required County and Offeror resources required for a successful implementation.
         5. Vendor support: Provide a plan for vendor support during implementation, go-live, and post-implementation.
3. **Pricing Proposal** 
   1. The Offeror’s proposal shall contain the total cost of the proposed solution. The Offeror must use the format provide in the Pricing Proposal (Attachment L).
   2. Each deliverable item must break down the total project cost. The Offeror should use their best judgement, based on all information contained in this RFP, to determine all core software, optional software, and professional services needed to result in a highly successful project for the County.
   3. The Offeror should explain and provide details for any conditions that might increase or decrease the cost of the proposed services, or any assumptions made to arrive at the cost listed.
   4. The Offeror should provide a detailed explanation for the proposed cost of services, such as hour cost or per employee cost. Proposed costs must include all items, such as professional time, travel, data processing, forms, printing, or other expenses.
4. **Function Requirements Form – Attachment H**

Offeror must complete Attachment H to confirm their understanding of the functional requirements.

**IV. COUNTY RESPONSIBILITIES:**

The County anticipates that implementation will take place in the phases indicated below.

|  |  |
| --- | --- |
| * Distribute Request for Proposals | April 29, 2016 |
| * Advertise in newspaper | May 1, 2016 |
| * Proposal Due Date | 3:00 p.m., June 3, 2016 |
| * Interviews with Selected Vendors | July 2016 |
| * Conduct Contract Negotiations | July 2016 |
| * Finalize Contract Documents | August 2016 |
| * Award by Board of Supervisors | September 2016 |
| * Begin Project | September 2016 |

**V. GENERAL CONTRACT TERMS AND CONDITIONS:**

1. **Annual Appropriations**

It is understood and agreed that the contract resulting from this procurement (“Contract”) shall be subject to annual appropriations by the County of Henrico, Board of Supervisors. Should the Board fail to appropriate funds for this Contract, the Contract shall be terminated when existing funds are exhausted. The Successful Offeror (“Successful Offeror” or “contractor”) shall not be entitled to seek redress from the County or its elected officials, officers, agents, employees, or volunteers should the Board of Supervisors fail to make annual appropriations for the Contract.

**B. Award of the Contract**

1. The County reserves the right to reject any or all proposals and to waive any informalities.

2. The Successful Offeror shall, within fifteen (15) calendar days after Contract documents are presented for signature, execute and deliver to the Purchasing office the Contract documents and any other forms or bonds required by the RFP.

1. The Contract resulting from this RFP is not assignable.

4. Notice of award or intent to award may also appear on the Purchasing Office website: <http://henrico.us/purchasing/>

* 1. **C. Collusion**

By submitting a proposal in response to this Request for Proposal, the Offeror represents that in the preparation and submission of this proposal, said Offeror did not, either directly or indirectly, enter into any combination or arrangement with any person, Offeror or corporation or enter into any agreement, participate in any collusion, or otherwise take any action in the restraint of free, competitive bidding in violation of the Sherman Act (15 U.S.C. § 1 et seq.) or Section 59.1-9.1 through 59.1-9.17 or Sections 59.1-68.6 through 59.1-68.8 of the Code of Virginia.

**D. Compensation**

The Successful Offeror shall submit a complete itemized invoice on each delivery or service that is performed under the Contract. Payment shall be rendered to the Successful Offeror for satisfactory compliance with the Contract within forty-five (45) days after receipt of a proper invoice.

* 1. **E. Controlling Law and Venue**

The Contract will be made, entered into, and shall be performed in the County of Henrico, Virginia, and shall be governed by the applicable laws of the Commonwealth of Virginia without regard to its conflicts of law principles. Any dispute arising out of the Contract, its interpretations, or its performance shall be litigated only in the Henrico County General District Court or the Circuit Court of the County of Henrico, Virginia.

* 1. **F. Default**

1. If the Successful Offeror is wholly responsible for a failure to perform the Contract (including, but not limited to, failure to make delivery of goods, failure to complete implementation and installation, and/or if the goods and/or services fail in any way to perform as specified herein), the County may consider the Successful Offeror to be in default. In the event of default, the County will provide the Successful Offeror with written notice of default, and the Successful Offeror shall provide a plan to correct said default within 20 calendar days of the County’s notice of default.

2. If the Successful Offeror fails to cure said default within 20 days, the County, among other actions, may complete the Contract work through a third party, and the Successful Offeror shall be responsible for any amount in excess of the Contract price incurred by the County in completing the work to a capability equal to that specified in the Contract.

**G. Discussion of Exceptions to the RFP**

This RFP, including but not limited to its venue, termination, and payment schedule provisions, shall be incorporated by reference into the Contract documents as if its provisions were stated verbatim therein. **Therefore, Offerors shall explicitly identify any exception to any provisions of the RFP in a separate “Exceptions to RFP” section of the proposal so that such exceptions may be resolved before execution of the Contract.** In case of any conflict between the RFP and any other Contract documents, the RFP shall control unless the Contract documents explicitly provide otherwise.

**H. Drug-Free Workplace to be Maintained by the Contractor** (Va. Code § 2.2-4312)

1. During the performance of this Contract, the contractor agrees to (i) provide a drug-free workplace for the contractor’s employees; (ii) post in conspicuous places, available to employees and applicants for employment, a statement notifying employees that the unlawful manufacture, sale, distribution, dispensation, possession, or use of a controlled substance or marijuana is prohibited in the contractor’s workplace and specifying the actions that will be taken against employees for violations of such prohibition; (iii) state in all solicitations or advertisements for employees placed by or on behalf of the contractor that the contractor maintains a drug-free workplace; and (iv) include the provisions of the foregoing clauses in every subcontract or purchase order of over $10,000, so that the provisions will be binding upon each subcontractor or vendor.

2. For the purposes of this section, *“drug-free workplace”* means a site for the performance of work done in connection with a specific contract awarded to a contractor in accordance with the Virginia Public Procurement Act, the employees of whom are prohibited from engaging in the unlawful manufacture, sale, distribution, dispensation, possession or use of any controlled substance or marijuana during the performance of the contract.

* 1. **I. Employment Discrimination by Contractor Prohibited**

1. During the performance of this Contract, the contractor agrees as follows (Va. Code § 2.2-4311):

(a) The contractor will not discriminate against any employee or applicant for because of race, religion, color, sex, national origin, age, disability, or other basis prohibited by state law relating to discrimination in employment, except where there is a bona fide occupational qualification reasonably necessary to the normal operation of the contractor. The contractor agrees to post in conspicuous places, available to employees and applicants for employment, notices setting forth the provisions of this nondiscrimination clause.

(b) The contractor, in all solicitations or advertisements for employees placed by or on behalf of the contractor, will state that such contractor is an equal opportunity employer.

(c) Notices, advertisements and solicitations placed in accordance with federal law, rule or regulation shall be deemed sufficient for the purpose of meeting the requirements of this section.

2. The contractor will include the provisions of the foregoing subparagraphs (a), (b), and (c) in every subcontract or purchase order of over $10,000, so that the provisions will be binding upon each subcontractor or vendor.

**J. Employment of Unauthorized Aliens Prohibited**

Any contract that results from this Request for Proposal shall include the following language: “As required by Virginia Code §2.2-4311.1, the contactor does not, and shall not during the performance of this agreement, in the Commonwealth of Virginia knowingly employ an unauthorized alien as defined in the Federal Immigration Reform and Control Act of 1986.”

**K. Indemnification**

The Successful Offeror agrees to indemnify, defend and hold harmless the County of Henrico (including Henrico Public County Schools), the County’s officers, agents and employees, from any claims, damages, suits, actions, liabilities and costs of any kind or nature, including attorneys’ fees, arising from or caused by the provision of any services, the failure to provide any services or the use of any services or materials furnished (or made available) by the Successful Offeror, provided that such liability is not attributable to the County’s sole negligence.

**L. Insurance Requirements**

The Successful Offeror shall maintain insurance to protect itself and Henrico and Henrico’s elected officials, officers, agents, volunteers and employees from claims under the Workers’ Compensation Act, and from any other claim for damages for personal injury, including death, and for damages to property which may arise from the provision of goods and/or services under the Contract, whether such goods and/or services are provided by the Successful Offeror or by any subcontractor or anyone directly employed by either of them. Such insurance shall conform to the Insurance Specifications. **(Attachment A)**

**M.** **No Discrimination against Faith-Based Organizations**

The County does not discriminate against faith-based organizations as that term is defined in Va. Code § 2.2-4343.1.

**N. Offeror’s Performance**

1. The Successful Offeror agrees and covenants that its agents and employees shall comply with all County, State and Federal laws, rules and regulations applicable to the business to be conducted under the Contract.

2. The Successful Offeror shall ensure that its employees shall observe and exercise all necessary caution and discretion so as to avoid injury to person or damage to property of any and all kinds.

3. The Successful Offeror shall cooperate with Henrico officials in performing the Contract work so that interference with normal operations will be held to a minimum.

4. The Successful Offeror shall be an independent contractor and shall not be an employee of the County.

**O. Ownership of Deliverable and Related Products**

1. The County shall have all rights, title, and interest in or to all specified or unspecified interim and final products, work plans, project reports and/or presentations, data, documentation, computer programs and/or applications, and documentation developed or generated during the completion of this project, including, without limitation, unlimited rights to use, duplicate, modify, or disclose any part thereof, in any manner and for any purpose, and the right to permit or prohibit any other person, including the Successful Offeror, from doing so. To the extent that the Successful Offeror may be deemed at any time to have any of the foregoing rights, the Successful Offeror agrees to irrevocably assign and does hereby irrevocably assign such rights to the County.
2. The Successful Offeror is expressly prohibited from receiving additional payments or profit from the items referred to in this paragraph, other than that which is provided for in the general terms and conditions of the Contract.
3. This shall not preclude Offerors from submitting proposals, which may include innovative ownership approaches, in the best interest of the County.

**P. Record Retention and Audits**

1. The Successful Offeror shall retain, during the performance of the Contract and for a period of five years from the completion of the Contract, all records pertaining to the Successful Offeror’s proposal and any Contract awarded pursuant to this Request for Proposal. Such records shall include but not be limited to all paid vouchers including those for out-of-pocket expenses; other reimbursement supported by invoices, including the Successful Offeror’s copies of periodic estimates for partial payment; ledgers, cancelled checks; deposit slips; bank statements; journals; Contract amendments and change orders; insurance documents; payroll documents; timesheets; memoranda; and correspondence. Such records shall be available to the County on demand and without advance notice during the Successful Offeror’s normal working hours.
2. County personnel may perform in-progress and post-audits of the Successful Offeror’s records as a result of a Contract awarded pursuant to this Request for Proposals. Files would be available on demand and without notice during normal working hours.

**Q. Severability**

Each paragraph and provision of the Contract is severable from the entire agreement and if any provision is declared invalid the remaining provisions shall nevertheless remain in effect.

**R. Small, Women-Owned and Minority-Owned (SWAM) Businesses**

The County welcomes and encourages the participation of small businesses and businesses owned by women and minorities in procurement transactions made by the County. The County actively solicits both small business, women-owned and minority (SWAM) businesses to respond to all Invitations for Bids and Requests for Proposals.

All solicitations are posted on the County’s Internet site

<http://henrico.us/purchasing/>

**S. Subcontracts**

1. No portion of the work shall be subcontracted without prior written consent of the County.  In the event that the Successful Offeror desires to subcontract some part of the work specified in the Contract, the Successful Offeror shall furnish the County the names, qualifications, and experience of the proposed subcontractors.  The Successful Offeror shall, however, remain fully liable and responsible for the work to be done by his/her subcontractor(s) and shall assure compliance with all the requirements of the Contract.
2. The County encourages the contractor to utilize small, women-owned, and minority-owned business enterprises.  For assistance in finding subcontractors, contact the Supplier Relations Manager (804-501-5689) or the Virginia Department of Small Business & Supplier Diversity (SBSD)  [sbsd.virginia.gov](http://www.sbsd.virginia.gov).

**T. Taxes**

1. The Successful Offeror shall pay all county, city, state and federal taxes required by law and resulting from the work or traceable thereto, under whatever name levied. Said taxes shall not be in addition to the Contract price between Henrico and the Successful Offeror, as the taxes shall be solely an obligation of the Successful Offeror and not of Henrico, and Henrico shall be held harmless for same by the Successful Offeror.
2. Henrico is exempt from the payment of federal excise taxes and the payment of State Sales and Use Tax on all tangible, personal property for its use or consumption. Tax exemption certificates will be furnished upon request.

**U. Termination of Contract**

1. The County reserves the right to terminate the Contract immediately in the event that the Successful Offeror discontinues or abandons operations; is adjudged bankrupt, or is reorganized under any bankruptcy law; or fails to keep in force any required insurance policies or bonds.
2. Failure of the Successful Offeror to comply with any section or part of the Contract will be considered grounds for immediate termination of the Contract by the County.
3. Notwithstanding anything to the contrary contained in the Contract between the County and the Successful Offeror, the County may, without prejudice to any other rights it may have, terminate the Contract for convenience and without cause, by giving 30 days’ written notice to the Successful Offeror.
4. If the County terminates the Contract, the Successful Offeror will be paid by the County for all scheduled work completed satisfactorily by the Successful Offeror up to the termination date.

**V.** **County License Requirement**

If a business is located in Henrico County, it is unlawful to conduct or engage in that business without obtaining a business license. If your business is located in the County, include a copy of your current business license with your proposal submission. If your business is not located in the County, include a copy of your current business license with your proposal submission. If you have any questions, contact the Business Section, Department of Finance, County of Henrico, telephone (804) 501-4310.

1. **Environmental Management**

The Successful Offeror shall comply with all applicable federal, state, and local environmental regulations.  The Successful Offeror is required to abide by the County’s Environmental Policy Statement:

<http://henrico.us/pdfs/hr/risk/env_policy.pdf> which emphasizes environmental compliance, pollution prevention, continual improvement, and conservation.  The Successful Offeror shall be properly trained and have any necessary certifications to carry out environmental responsibilities. The Successful Offeror shall immediately communicate any environmental concerns or incidents to the appropriate County staff.

1. **Safety**
2. The Successful Offeror shall comply with and ensure that the Successful Offeror’s personnel comply with all current applicable local, state and federal policies, regulations and standards relating to safety and health, including, by way of illustration and not limitation, the standards of the Virginia Occupational Safety and Health Administration for the industry. The provisions of all rules and regulations governing safety as adopted by the Safety and Health Codes Board of the Commonwealth of Virginia and issued by the Department of Labor and Industry under Title 40.1 of the Code of Virginia shall apply to all work under the Contract.

The Successful Offeror shall provide or cause to be provided all technical expertise, qualified personnel, equipment, tools and material to safely accomplish the work specified and performed by the Successful Offeror.

1. Each job site shall have a supervisor who is competent, qualified, or authorized on the worksite, who is familiar with policies, regulations and standards applicable to the work being performed. The supervisor must be capable of identifying existing and predictable hazards in the surroundings or working conditions which are hazardous or dangerous to employees or the public, and is capable of ensuring that applicable safety regulations are complied with, and shall have the authority and responsibility to take prompt corrective measures, which may include removal of the Successful Offeror’s personnel from the work site.
2. In the event the County determines any operations of the Successful Offeror to be hazardous, the Successful Offeror shall immediately discontinue such operations upon receipt of either written or oral notice by the County to discontinue such practice.

1. **Authorization to Transact Business in the Commonwealth**

1. A contractor organized as a stock or nonstock corporation, limited liability company, business trust, or limited partnership or registered as a registered limited liability partnership or other business form shall be authorized to transact business in the Commonwealth as a domestic or foreign business entity if so required by Title 13.1 or Title 50 of the Code of Virginia or as otherwise required by law.
2. An Offeror organized or authorized to transact business in the Commonwealth pursuant to Title 13.1 or Title 50 of the Code of Virginia must include in its proposal the identification number issued to it by the State Corporation Commission. (Attachment D) Any Offeror that is not required to be authorized to transact business in the Commonwealth as a foreign business entity under Title 13.1 or Title 50 of the Code of Virginia or as otherwise required by law shall include in its proposal a statement describing why the Offeror is not required to be so authorized.
3. An Offeror described in subsection 2 that fails to provide the required information shall not receive an award unless a waiver is granted by the Purchasing Director, his designee, or the County Manager.
4. Any falsification or misrepresentation contained in the statement submitted by the Offeror pursuant to Title 13.1 or Title 50 of the Code of Virginia may be cause for debarment.
5. Any business entity described in subsection 1 that enters into a contract with a public body shall not allow its existence to lapse or allow its certificate of authority or registration to transact business in the Commonwealth if so required by Title 13.1 or Title 50 of the Code of Virginia to be revoked or cancelled at any time during the term of the contract.

**Z. Payment Clauses Required by Va. Code § 2.2-4354**

Pursuant to Virginia Code § 2.2-4354:

1. The Successful Offeror shall take one of the two following actions within seven days after receipt of amounts paid to the Successful Offeror by the County for all or portions of the goods and/or services provided by a subcontractor: (a) pay the subcontractor for the proportionate share of the total payment received from the County attributable to the work performed by the subcontractor under that contract; or (b) notify the County and subcontractor, in writing, of the Successful Offeror’s intention to withhold all or a part of the subcontractor’s payment with the reason for nonpayment.
2. Pursuant to Virginia Code § 2.2-4354, the Successful Offeror that is a proprietor, partnership, or corporation shall provide its federal employer identification number to the County. Pursuant to Virginia Code § 2.2-4354, the Successful Offeror who is an individual contractor shall provide his/her social security numbers to the County.
3. The Successful Offeror shall pay interest to its subcontractors on all amounts owed by the Successful Offeror that remain unpaid after seven days following receipt by the Successful Offeror of payment from the County for all or portions of goods and/or services performed by the subcontractors, except for amounts withheld as allowed in Subparagraph 1. Above.
4. Pursuant to Virginia Code § 2.2-4354, unless otherwise provided under the terms of the Contract interest shall accrue at the rate of one percent per month.
5. The Successful Offeror shall include in each of its subcontracts a provision requiring each subcontractor to include or otherwise be subject to the same payment and interest requirements with respect to each lower-tier subcontractor.
6. The Successful Offeror’s obligation to pay an interest charge to a subcontractor pursuant to the payment clause in Virginia Code § 2.2-4354 shall not be construed to be an obligation of the County. A Contract modification shall not be made for the purpose of providing reimbursement for the interest charge. A cost reimbursement claim shall not include any amount for reimbursement for the interest charge.

**AA. Contract Period**

Contract period shall be negotiated with the Successful Offeror and will include any software and hardware licenses and maintenance for a period of five (5) years.

**VI. PROPOSAL SUBMISSION REQUIREMENTS**:

1. The Purchasing Division will not accept oral proposals, nor proposals received by telephone, FAX machine, or other electronic means.
2. All erasures, interpolations, and other changes in the proposal shallbe signed or initialed by the Offeror.
3. The Proposal Signature Sheet **(*Attachment B***) must accompany any proposal(s) submitted and be signed by an authorized representative of the Offeror. If the Offeror is a firm or corporation, the Offeror must print the name and title of the individual executing the proposal. All information requested should be submitted. Failure to submit all information requested may result in the Purchasing Division requiring prompt submission of missing information and/or giving a lowered evaluation of the proposal.
4. The proposal, the proposal security, if any, and any other documents required, shall be enclosed in a sealed opaque envelope. The envelope containing the proposal shall be sealed and marked in the lower left-hand corner with the number, title, hour, and due date of the proposal.
   1. The time proposals are received shall be determined by the time clock stamp in the Purchasing Division. Offerors are responsible for insuring that their proposals are stamped by Purchasing Division personnel by the deadline indicated.
   2. By submitting a proposal in response to this Request for Proposal, the Offeror represents it has read and understand the Scope of Services and has familiarized itself with all federal, state, and local laws, ordinances, and rules and regulations that in any manner may affect the cost, progress, or performance of the Contract work.
   3. The failure or omission of any Offeror to receive or examine any form, instrument, addendum, or other documents or to acquaint itself with conditions existing at the site, shall in no way relieve any Offeror from any obligations with respect to its proposal or to the Contract.
   4. **Trade secrets or proprietary information submitted by an Offeror in response to this Request for Proposal shall not be subject to public disclosure under the Virginia Freedom of Information Act; however, the Offeror must invoke the protection of this section prior to or upon submission of data or materials, and must identify the data or other materials to be protected and state the reasons why protection is necessary (Va. Code § 2.2-4342.F). (Attachment C)**
   5. A proposal may be modified or withdrawn by the Offeror anytime prior to the time and date set for the receipt of proposals. The Offeror shall notify the Purchasing Division in writing of its intentions.
      * 1. If a change in the proposal is requested, the modification must be so worded by the Offeror as to not reveal the original amount of the proposal.
        2. Modified and withdrawn proposals may be resubmitted to the Purchasing Division up to the time and date set for the receipt of proposals.
        3. No proposal can be withdrawn after the time set for the receipt of proposals and for one-hundred twenty (120) days thereafter.
5. The County welcomes comments regarding how the proposal documents, scope of services, or drawings may be improved.  Offerors requesting clarification, interpretation of, or improvements to the proposal general terms, conditions, scope of services or drawings ***shall submit technical questions concerning the Request for Proposal no later than May 13, 2016 in writing*.**  Any changes to the proposal shall be in the form of a written addendum issued by the Purchasing Division and it shall be signed by the Purchasing Director or a duly authorized representative.  **Each Offeror is responsible for determining that it has received all addenda issued by the Purchasing Division before submitting a proposal.**
6. All proposals received in the Purchasing Division on time shall be accepted. All late proposals received by the Purchasing Division shall be returned to the Offeror unopened. Proposals shall be open to public inspection only after award of the Contract.

**VII. PROPOSAL RESPONSE FORMAT**:

1. Offerors shall submit a written proposal that present the Offeror’s qualifications and understanding of the work to be performed. Offerors are asked to address each evaluation criterion and to be specific in presenting their qualifications. Your proposal should provide all the information considered pertinent to your qualifications for this project.
2. The Offeror should include in their proposal the following:
   * + 1. Table of Contents – All pages are to be numbered
       2. Introduction
          1. Cover letter – on company letterhead, signed by a person with the corporate authority to enter into contracts in the amount of the proposal
          2. Proposal Signature Sheet – **Attachment B**
          3. Proprietary/Confidential Information – **Attachment C**
          4. Virginia State Corporation Commission ID – **Attachment D**
          5. Functional Requirement Form – **Attachment H**
       3. Executive Summary

Response to Scope of Services –The Offeror should address each section of the Scope of Services with an indication of the response. The Offeror shall identify any exceptions, referenced to the paragraph number, in a sub section titled “Exceptions”.

Company Profile – Offerors are to present a Company profile that shows the ability, capacity and skill of the Offeror, their staff, and their employees to perform the services required within the specified time.

References – provide a minimum of three (3) references, who could attest to the Offeror’s past performance to provide services similar to those required for the contract. The list should include contact persons and telephone numbers. Offerors may not use Henrico County as one of their references.

**Sub-consultants** – Information on any sub-consultants that is necessary to provide the services required. Provide name, experience, address, telephone number and qualifications**. (If Applicable)**

* + - 1. Pricing Schedule – **Attachment L**
      2. Provide copies of all license agreements, software/hardware maintenance agreements and any other documents that would need to be executed with your firm for a contract award.
      3. Assumptions – list any assumptions made when responding to Scope of Work requirements.
      4. Exceptions – list any exceptions to the Scope of Work in a separate section of Offeror’s proposal response and mark as “Exceptions”.
      5. Appendices – are optional for Offerors who wish to submit additional material that will clarify their response.

**VIII. PROPOSAL EVALUATION/SELECTION PROCESS**:

1. Offerors are to make written proposals, which present the Offeror’s qualifications and understanding of the work to be performed. Offerors are asked to address each evaluation criteria and to be specific in presenting their qualifications. Proposals should be as thorough and detailed as possible so that the County may properly evaluate your capabilities to provide the required goods/services.

1. Selection of the Successful Offeror will be based upon submission of proposals meeting the selection criteria. The minimum selection criteria will include:

|  |  |
| --- | --- |
| Selection Criteria | Weight |
| **Functional Requirements**   * Extent to which the proposed interface, integration, hardware, annual support, data conversion, and software solutions satisfy the RFP’s functional requirements * Compliance with the RFP’s functional requirements * Extent to which the proposed solution meets federal, state, and local regulations * Clearly demonstrated understanding of the services to be performed | 20 |
| **Technical Requirements – Ability to Provide an Enterprise Class Solution**   * Demonstrated ability to support enterprise needs across multiple departments and users * Extent to which the solution can be expanded to provide a greater enterprise level of service among the divisions * Scalability of the solution * Extent of custom modifications required to meet requirements * Ability to interface with existing and proposed systems | 20 |
| **Experience and Qualification**   * Experience in a government setting providing comparable products and services * Financial Stability of Firm * References * Resumes of proposed staff * Team organization; amount of experience as a team | 15 |
| **Implementation Services**   * Demonstrated ability to provide oversight and implementation services using proven project management methodologies * Ability to provide training of the proposed system for multiple users, workflows, and scenarios * Ability to conduct thorough system and user acceptance testing * Ability to provide services and complete required work within he mutually agreed upon schedule * Project implementation plan and schedule * Current workload and ability to complete required tasks in a timely manner | 20 |
| **Price**   * Base price * Recurring costs | 20 |
| **Quality of proposal submission/oral presentation** | 5 |
| TOTAL | 100 |

1. Selection will be made of two or more Offerors deemed to be fully qualified and best suited among those submitting proposals. Negotiations shall then be conducted with each of the Offerors so selected. Price shall be considered, but need not be the sole determining factor. After negotiations have been conducted with each Offeror so selected, the County shall select the Offeror, which, in its opinion, has made the best proposal, and shall award the contract to that Offeror. Should the County determine in writing and in its sole discretion that only one Offeror is fully qualified or that one Offeror is clearly more highly qualified that the others under consideration, a contract may be negotiated and awarded to that Offeror. The award document will be a contract incorporating by reference all the requirements, terms and conditions of the solicitation and the Offeror’s proposal as negotiated.

**ATTACHMENT A**

**INSURANCE SPECIFICATIONS**

The Successful Offeror shall carry Public Liability Insurance in the amount specified below, including contractual liability assumed by the Successful Vendor, and shall deliver a Certificate of Insurance from carriers licensed to do business in the Commonwealth of Virginia. The Certificate shall show the County of Henrico and Henrico County Public Schools named as an additional insured for the Commercial General Liability coverage. The coverage shall be provided by a carrier(s) rated not less than “A-“ with a financial rating of at least VII by A.M. Bests or a rating acceptable to the County. In addition, the insurer shall agree to give the County 30 days notice of its decision to cancel coverage.

**Workers’ Compensation**

Statutory Virginia Limits

Employers’ Liability Insurance - $100,000 for each Accident by employee

$100,000 for each Disease by employee

$500,000 policy limit by Disease

**Commercial General Liability – Combined Single Limit**

$1,000,000 each occurrence including contractual liability for specified agreement

$2,000,000 General Aggregate (other than Products/Completed Operations)

$2,000,000 General Liability-Products/Completed Operations

$1,000,000 Personal and Advertising injury

$ 100,000 Fire Damage Legal Liability

Coverage must include Broad Form property damage and (XCU) Explosion, Collapse and Underground Coverage, unless given the scope of the work this requirement is waived by Risk Management.

**Business Automobile Liability** – including owned, non-owned and hired car coverage

Combined Single Limit - $1,000,000 each accident

NOTE 1: The commercial general liability insurance shall include contractual liability.  The contract documents include an indemnification provision(s).  The County makes no representation or warranty as to how the Vendor’s insurance coverage responds or does not respond.  Insurance coverages that are unresponsive to the indemnification provision(s) do not limit the Vendor’s responsibilities outlined in the contract documents.

NOTE 2: The intent of this insurance specification is to provide the coverage required and the limits expected for each type of coverage. With regard to the Business Automobile Liability and Commercial General Liability, the total amount of coverage can be accomplished through any combination of primary and excess/umbrella insurance. However, the total insurance protection provided for Commercial General Liability or for Business Automobile Liability, either individually or in combination with Excess/Umbrella Liability, must total $3,000,000 per occurrence. This insurance shall apply as primary and non-contributory with respect to any other insurance or self-insurance programs afforded the County of Henrico and Henrico County Public Schools. This policy shall be endorsed to be primary with respect to the additional insured.

NOTE 3: Title 65.2 of the Code of Virginia requires every employer who regularly employs three or more full-time or part-time employees to purchase and maintain workers’ compensation insurance. If you do not purchase a workers’ compensation policy, a signed statement is required documenting that you are in compliance with Title 65.2 of the Code of Virginia.

**Attachment B**

**SUBMIT THIS FORM WITH PROPOSAL**

**PROPOSAL SIGNATURE SHEET**

**Page 1 of 2**

My signature certifies that the proposal as submitted complies with all requirements specified in this Request for Proposal (“RFP”).

My signature also certifies that by submitting a proposal in response to this RFP, the Offeror represents that in the preparation and submission of this proposal, the Offeror did not, either directly or indirectly, enter into any combination or arrangement with any person or business entity, or enter into any agreement, participate in any collusion, or otherwise take any action in the restraining of free, competitive bidding in violation of the Sherman Act (15 U.S.C. Section 1) or Sections 59.1-9.1 through 59.1-9.17 or Sections 59.1-68.6 through 59.1-68.8 of the Code of Virginia.

I hereby certify that I am authorized to sign as a legal representative for the business entity submitting this proposal.

|  |
| --- |
| LEGAL NAME OF OFFEROR (DO NOT USE TRADE NAME): |
|  |
| ADDRESS: |
|  |
|  |
| SIGNATURE: |
| NAME OF PERSON SIGNING (print): |
| TITLE: |
| TELEPHONE: |
| FAX: |
| E-MAIL ADDRESS: |
| DATE: |

**Attachment B**

**Page 2 of 2**

**Company Legal Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**SUPPLIER REGISTRATION** – The County of Henrico encourages all suppliers interested in doing business with the County to register with eVA, the Commonwealth of Virginia’s electronic procurement portal, <http://eva.virginia.gov>.

eVA Registered? **□ Yes □ No**

**Certifications:**

eVA **□ Yes □ No**

NMSDC\* **□ Yes □ No**

WBENC\*\* **□ Yes □ No**

Business Classification Form – Rev. 02/16

**PLEASE SPECIFY YOUR BUSINESS CATEGORY BY**

**CHECKING THE APPROPRIATE BOX(ES) BELOW.**

**(Check all that apply.)**

**□ SMALL BUSINESS**

**□ WOMEN-OWNED BUSINESS**

**□ MINORITY-OWNED BUSINESS**

**□ SERVICE DISABLED VETERAN**

**□ NON-SWAM \*National Minority Supplier Development Council or**

**Affiliate**

**\*\*Women’s Business Enterprise National Council**

**definitions**

For the purpose of determining the appropriate business category, the following definitions apply:

***"Small business"*** means a business, independently owned and controlled by one or more individuals who are U.S. citizens or legal resident aliens, and together with affiliates, has 250 or fewer employees, or annual gross receipts of $10 million or less averaged over the previous three years. One or more of the individual owners shall control both the management and daily business operations of the small business.

***"Women-owned business"*** means a business that is at least 51 percent owned by one or more women who are U.S. citizens or legal resident aliens, or in the case of a corporation, partnership, or limited liability company or other entity, at least 51 percent of the equity ownership interest is owned by one or more women who are U.S. citizens or legal resident aliens, and both the management and daily business operations are controlled by one or more women.

***"Minority-owned business"*** means a business that is at least 51 percent owned by one or more minority individuals who are U.S. citizens or legal resident aliens, or in the case of a corporation, partnership, or limited liability company or other entity, at least 51 percent of the equity ownership interest in the corporation, partnership, or limited liability company or other entity is owned by one or more minority individuals who are U.S. citizens or legal resident aliens, and both the management and daily business operations are controlled by one or more minority individuals, or historically black college or university as defined in § 2.2-1604, regardless of the percentage ownership by minority individuals or, in the case of a corporation, partnership, or limited liability company or other entity, the equity ownership interest in the corporation, partnership, or limited liability company or other entity.

**"Minority individual"** means an individual who is a citizen of the United States or a legal resident alien and who satisfies one or more of the following definitions:

1. "African American" means a person having origins in any of the original peoples of Africa and who is regarded as such by the community of which this person claims to be a part.

2. "Asian American" means a person having origins in any of the original peoples of the Far East, Southeast Asia, the Indian subcontinent, or the Pacific Islands, including but not limited to Japan, China, Vietnam, Samoa, Laos, Cambodia, Taiwan, Northern Mariana Islands, the Philippines, a U.S. territory of the Pacific, India, Pakistan, Bangladesh, or Sri Lanka and who is regarded as such by the community of which this person claims to be a part.

3. "Hispanic American" means a person having origins in any of the Spanish-speaking peoples of Mexico, South or Central America, or the Caribbean Islands or other Spanish or Portuguese cultures and who is regarded as such by the community of which this person claims to be a part.

4. "Native American" means a person having origins in any of the original peoples of North America and who is regarded as such by the community of which this person claims to be a part or who is recognized by a tribal organization.

***"Service disabled veteran business"*** means a business that is at least 51 percent owned by one or more service disabled veterans or, in the case of a corporation, partnership, or limited liability company or other entity, at least 51 percent of the equity ownership interest in the corporation, partnership, or limited liability company or other entity is owned by one or more individuals who are service disabled veterans and both the management and daily business operations are controlled by one or more individuals who are service disabled veterans.

**"Service disabled veteran"** means a veteran who (i) served on active duty in the United States military ground, naval, or air service, (ii) was discharged or released under conditions other than dishonorable, and (iii) has a service-connected disability rating fixed by the United States Department of Veterans Affairs.

***“Non-SWAM”*** means any category other than small, women-owned or minority-owned (i.e., large, non-or not-for-profit, governmental entity).

**ATTACHMENT C**

**PROPRIETARY/CONFIDENTIAL INFORMATION IDENTIFICATION**

NAME OF FIRM/OFFEROR: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Trade secrets or proprietary information submitted by an Offeror shall not be subject to public disclosure under the Virginia Freedom of Information Act; however, the Offeror must invoke the protections of Va. Code § 2.2-4342.F in writing, either before or at the time the data or other material is submitted.  The written notice must specifically identify the data or materials to be protected including the section of the proposal in which it is contained and the page numbers, and state the reasons why protection is necessary.  The proprietary or trade secret material submitted must be identified by some distinct method such as highlighting or underlining and must indicate only the specific words, figures, or paragraphs that constitute trade secret or proprietary information.  In addition, a summary of proprietary information submitted shall be submitted on this form.  The classification of an entire proposal document, line item prices, and/or total proposal prices as proprietary or trade secrets is not acceptable.  If, after being given reasonable time, the Offeror refuses to withdraw such a classification designation, the proposal will be rejected.

|  |  |  |
| --- | --- | --- |
| SECTION/TITLE | PAGE NUMBER(S) | REASON(S) FOR WITHHOLDING FROM DISCLOSURE |
|  |  |  |
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**ATTACHMENT D**

**VIRGINIA STATE CORPORATION COMMISSION (SCC)**

**REGISTRATION INFORMATION**

**The Bidder or Offeror:**

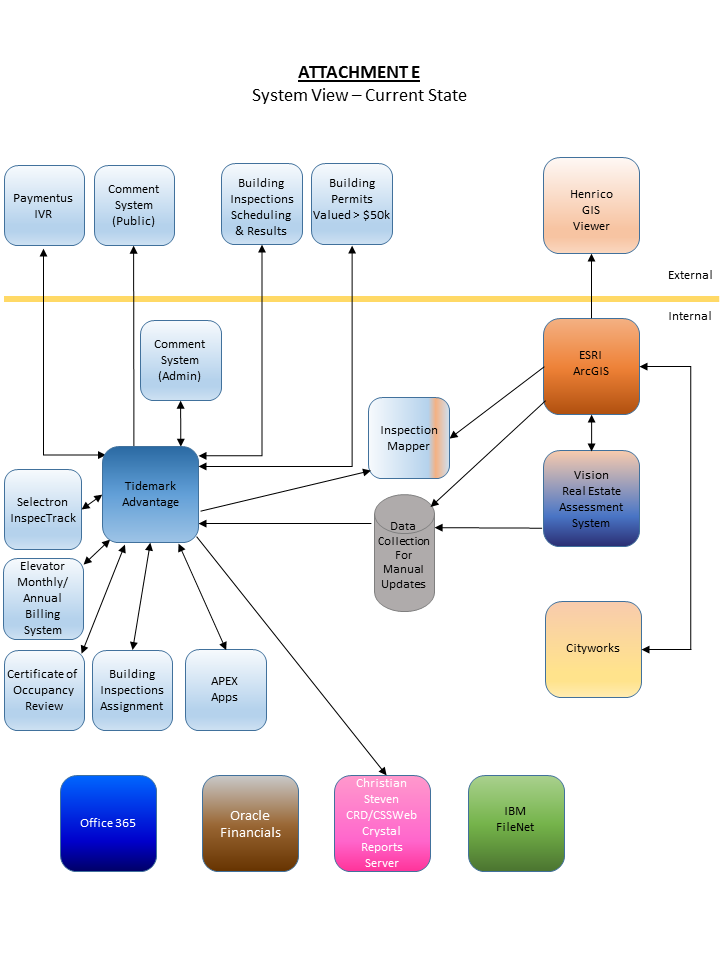
□ is a corporation or other business entity with the following SCC identification number: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ **-OR-**

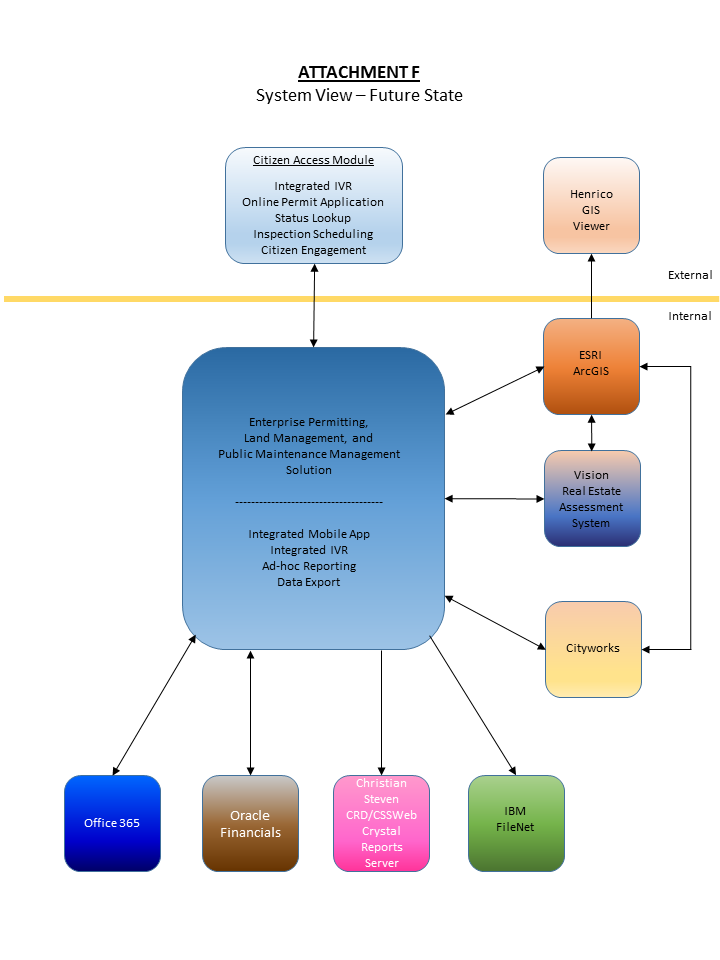
□ is not a corporation, limited liability company, limited partnership, registered limited liability partnership, or business trust **–OR-**

□ is an out-of-state business entity that does not regularly and continuously maintain as part of its ordinary and customary business any employees, agents, offices, facilities, or inventories in Virginia (not counting any employees or agents in Virginia who merely solicit orders that require acceptance outside Virginia before they become contracts, and not counting any incidental presence of the Bidder/Offeror in Virginia that is needed in order to assemble, maintain, and repair goods in accordance with the contracts by which such goods were sold and shipped into Virginia from offer or’s out-of-state location) **–OR-**

□ is an out-of-state business entity that is including with this bid/proposal an opinion of legal counsel which accurately and completely discloses the undersigned Bidder’s/Offeror’s current contacts with Virginia and describes why whose contacts do not constitute the transaction of business in Virginia within the meaning of § 13.1‑757 or other similar provisions in Titles 13.1 or 50 of the Code of Virginia.

Please check the following box if you have not checked any of the foregoing options but currently have pending before the SCC an application for authority to transact business in the Commonwealth of Virginia and wish to be considered for a waiver to allow you to submit the SCC identification number after the due date for bids/proposals: □





**ATTACHMENT G**

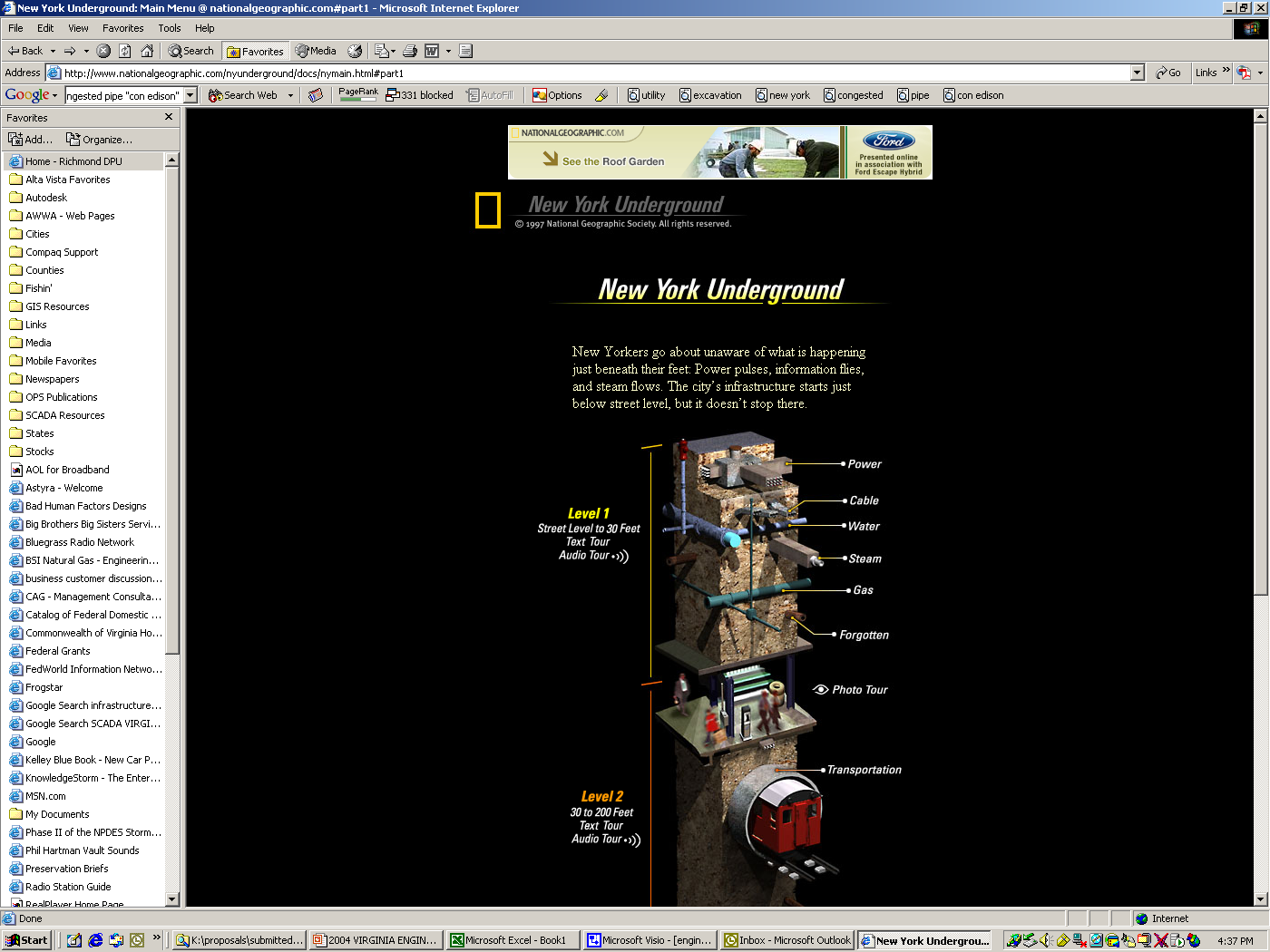
IT Policy: Geo-Centric Interoperability Requirements for Enterprise Systems

February 29, 2016 – Version 9

1. Overview.   
     
   The County of Henrico has a wide variety of information systems which function to support its operations. Most of these systems have in common the fact that they contain information that relates to people, places and things within the geographic confines of the County itself. This geographic commonality forms the basis for achieving interoperability between and among these various systems. Interoperability simply implies that one system is able to benefit from information stored in another system. In order to tap into the benefits that interoperability can afford there are several practices, which this policy enumerates, that will aid the County in acquiring or building systems that will work together through the common medium of the County’s enterprise GIS and the data and services it can provide.
2. Purpose.  
     
   The County of Henrico is establishing this policy to better achieve interoperability among its enterprise IT applications. This policy identifies the County’s enterprise GIS as the key to achieving this goal. The policy defines two types of interoperability: GIS-centric interoperability and location-aware interoperability and sets forth requirements to which prospective enterprise applications must adhere in order for the overall goal of interoperability to be achieved.
3. Abstract.  
     
   This policy sets forth requirements which new enterprise systems must follow for the purpose of achieving location-aware interoperability. Based upon the concept of a GIS-centric architecture, location-aware interoperability leverages the County’s enterprise GIS to enable its enterprise application systems to interoperate based upon the idea that they all contain information relating to places within the County.
4. Scope  
     
   This policy applies to any enterprise information system used within the County of Henrico’s intranet, whether purchased or developed in house.
5. Policy.  
   1. Newly acquired or developed enterprise systems must publish a plan for how they will participate in the concept of a location-aware and / or GIS-centric (for those systems which will affect GIS data) enterprise architecture. This plan must detail the information the system would share at the enterprise level; the means for sharing such information and for GIS-centric integrations it must indicate how the system will interoperate within the County’s enterprise GIS.
   2. Any procurement document (e.g. RFP) which sets forth specifications and terms for acquisition of an enterprise information system must:  
      1. Include verbiage consistent with the intent of this policy.
      2. Require the respondents to indicate in writing how they will conform to the requirements of this policy.
      3. Require the respondents to include the cost of adhering to the requirements of this policy into their proposals.
      4. Include verbiage requiring that:  
         1. The GIS geodatabase is the feature dataset containing all location based County assets.
         2. The feature data model is fully user definable and customizable without vendor support.
   3. Any custom in-house developed enterprise system will set forth in writing its plans for conformance to this policy. These plans must be accepted as part of the authorization to implement the system.
   4. All new systems’ plans require review and approval regarding their conformance with this policy. The Director of Information Technology (or designee) is the signatory authority for this policy.  
      1. Any procurement document (e.g., RFP) must be submitted to the Director’s office prior to its submission to the Purchasing Office, Department of Finance. A cover letter/email indicating the sections of the RFP that represent its conformance with this policy should be attached. Approval will be indicated by means of an approving signature/attachment on the cover letter. The approved cover letter needs to accompany the RPF when it is sent to the Purchasing Office.
      2. Any custom in-house developed enterprise system must submit its plans for conformance to this policy to the Director for approval.
6. Exceptions.  
   1. Systems which have performance, availability or data security/sensitivity requirements of an extraordinary nature may be exempt from some of the above requirements.
   2. Systems may have such pointed scope as to be of little concern to the concept of location-aware interoperability and may as a result be exempt from the above requirements.
   3. Justification for such exception must be approved by the Director of Information Technology (or designee). Application for exception must be made in the form of a letter/email to the Director whose approval will be indicated by an approving signature or attachment on/to the letter. The approved exception needs to accompany the RFP when it is sent to the Purchasing Office, Department of Finance.
7. Cooperation with the Purchasing Office, Department of Finance. This policy cannot work effectively without the cooperation of the Purchasing Office. No RFP for acquisition of an information system should be advanced by the Purchasing Office absent a letter or email from the Director of Information Technology signifying its conformance with this policy, whether by means of approval or exception.
8. Assistance for Conforming to the Policy. The Information Technology Department and the GIS office can offer assistance regarding this policy to agencies planning for new systems. Please contact the IT Project Manager for your application area and/or the GIS Coordinator for assistance.

Appendix 1:

Definitions.

* 1. GIS – Geographic Information System: An information technology system that integrates hardware, software, services and data for capturing, managing, analyzing, and displaying all forms of geographically referenced information.
  2. Enterprise system: a technology platform that enables organizations to integrate and coordinate their [business processes](http://en.wikipedia.org/wiki/Business_processes).
  3. Enterprise architecture: organizing logic for business processes and IT infrastructure reflecting the integration and standardization requirements of the firm’s operating model. Enterprise Architecture describes enterprise applications and systems with their relationships to enterprise business goals.
  4. Enterprise GIS architecture: a geospatial subset of an enterprise architecture that includes databases, software, hardware and services to provide business intelligence to location aware systems.
  5. Location-aware system: a system which has location data as an integral part of its business methods and procedures.   
      ~~~~

**Environmental**



**District Boundaries**

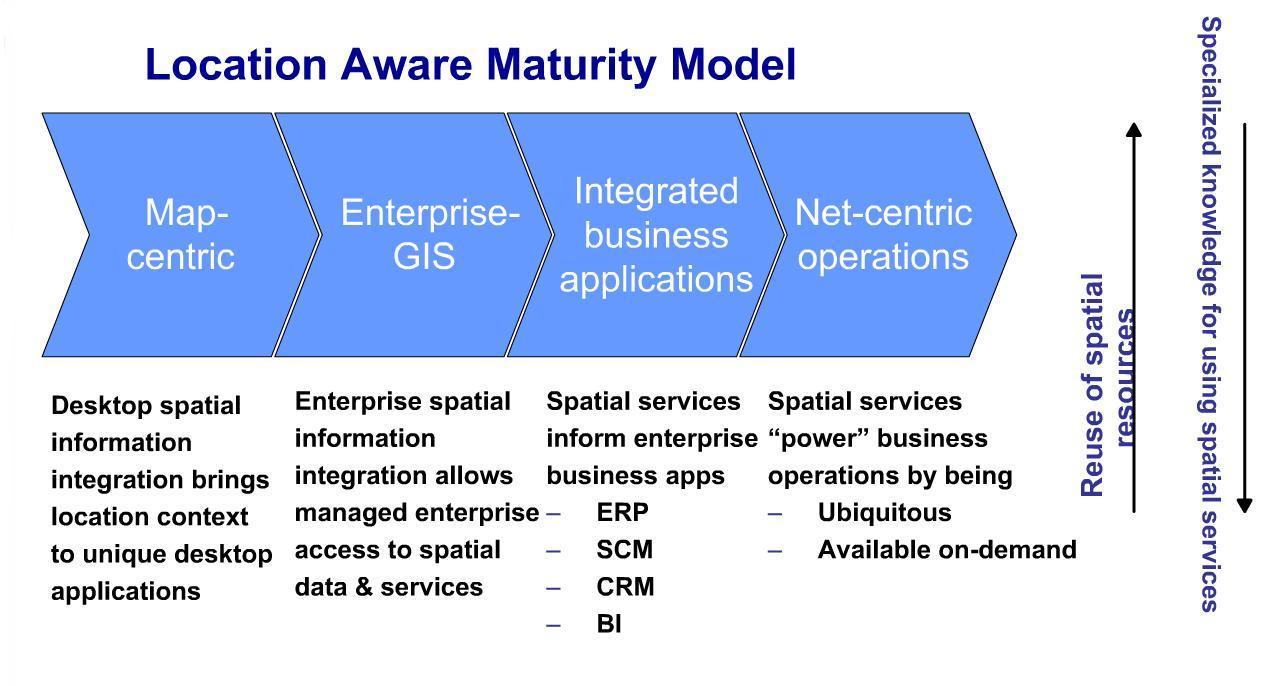
**Master Address Database**

**Zoning**

**Planimetrics**

**Real Estate Parcels**



* 1. Interoperability: the concept that the County’s enterprise systems form part of a whole and have in common the land of the County itself and the County’s service of its citizenry and therefore should be able to work together to better serve the jurisdiction and its populace.
  2. Geo-centric: Relating to, measured from, or with respect to the earth. A geo-centric architecture as it relates to enterprise systems takes into account that features of that system are location based.
  3. Location-aware interoperability: the idea that most County enterprise application systems have “location” as a common component and that the County’s enterprise GIS is the means for using location to enable disparate business systems to communicate with one another for essential information to create a common operation picture for decision support. (Also called geo-centric interoperability). 
  4. GIS-centric architecture: An enterprise architecture that leverages the enterprise GIS and the work that had been done to digitize county spatial assets. These assets act as the link between disparate but location aware systems.

Appendix 2:

Best Practices for a location-aware Enterprise Architecture.

* Systems creating, editing or deleting GIS features should do so within the context of the County’s enterprise GIS architecture.
* Systems should not copy GIS features into their own data space for their own use.
* Systems should not copy application data into the enterprise GIS.
* Address information should be stored in well-formed standardized fashion using planning approved street name information stored in the enterprise GIS.
* Enterprise systems **must provide** an open interface to essential information which would allow for meaningful inclusion in the County’s enterprise architecture for location aware interoperability.
* Data integration within the enterprise GIS should be accomplished by means of loosely coupled data linkages (i.e., by services).

# 

# Attachment H

# Functional Requirements Form

The County project committee conducted meetings to elicit functional requirements for a new ELMS system. Those requirements are included in this section. The requirements are organized by broad areas of functionality. The functional requirements are grouped under each functional area and may be repeated in functional areas by design as, depending on Offeror solution, some functions may be available in some modules but not others.

To be considered a complete response to this section of the RFP Offerors must indicate that their solutions can meet these functional requirements (where applicable), or describe in detail any recommended or alternative solutions for their proposed solutions.

***The County encourages and is open to cloud-based solutions; in such instances, it is acceptable to respond with a “Not Applicable” to these requirements as appropriate.***

Using the tables in the matrix document, Offerors will respond to each individual requirement by entering an ‘X’ in one of the columns provided. Select the appropriate response using the following guidelines below.

|  |  |
| --- | --- |
| **ID** | Unique identifier for reference purposes. |
| **Requirement** | The specific function or behavior necessary to satisfy County business needs. |
| **Standard (S)** | The requirement is satisfied by the solution proposed without configuration. Where the requirement is satisfied by third-party software, indicate the third party product proposed. |
| **Configured (Cf)** | The requirement is not satisfied by the solution out of the box, but is satisfied by configuration. |
| **Customized (Cs)** | A modification to the solution is required to satisfy this requirement. Provide an explanation of the volume of labor and work complexity. In addition, indicate whether the requirement will be satisfied by an upcoming release, and if so, give the version number and date of release. |
| **Unavailable (U)** | The solution will not satisfy the requirement. |
| **Not Applicable (NA)** | The requirement is not applicable to the proposed solution. E.g., a server operating system requirement would not be applicable for a cloud-based or hosted solution. |
| **Describe how requirement will be met** | Details regarding the delivery of the requirement. Narrative must adequately describe how the Vendor solution can satisfy the requirement. Screenshots, sample reports, or supporting documentation may be included in the response. Use extra pages as necessary and include the ID#. |

## 

## Configuration and System Administration

The following requirements relate to functionality used primarily by application administrators and power users to both initially configure the system as well as make modifications to that configuration over time.

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **ID** | **Requirement** | **S** | **Cf** | **Cs** | **U** | **NA** | **Describe how this requirement will be met** |
| 1 | Allow the creation of custom fields that meet the needs of the County to be related to all aspects of the system – projects, businesses, locations, people, organizations or individuals, permits, plans, etc. |  |  |  |  |  |  |
| 2 | County maintainable code tables and lists with the ability to designate defaults, set effective dates, and configure dependent choice rules (e.g. selecting choice A on field 1 limits the users choices on field 2 to options C, D and F). |  |  |  |  |  |  |
| 3 | Specify business rules and formats for data fields including both custom and vendor-defined fields. E.g. check for duplicates, date validation, data length, field type, private vs public, data formats, etc. |  |  |  |  |  |  |
| 4 | Configure and maintain application screens (or electronic forms) for all aspects of the system – projects, businesses, locations, people, organizations or individuals, permits, plans, etc. |  |  |  |  |  |  |
| 5 | Allow the customization of screens to include static or business rule defined links to other websites (internal or external). E.g., a parcel number might link to the County assessor record for the parcel, an inspection of a certain type might link to the County ordinance for that type of inspection. |  |  |  |  |  |  |

## General Functionality and Usability

The following requirements are related to application functionality and end-user experience that is common to all aspects of the system and cannot be categorized into any of the following categories.

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **ID** | **Requirement** | **S** | **Cf** | **Cs** | **U** | **NA** | **Describe how this requirement will be met** |
| 6 | The ability to aggregate related items into a parent/ child relationship. E.g., Several permits into a “project” or “master permit”. |  |  |  |  |  |  |
| 7 | The ability to easily navigate related plans, permits and inspections that allows for seeing both parent/ child and sibling relationships. E.g. a tree-view type navigation. |  |  |  |  |  |  |
| 8 | Initiate a new child item from the parent. E.g., Create a new child permit on a project. |  |  |  |  |  |  |
| 9 | Select business names to be associated with a project, permit, plan or inspection from a list of stored businesses. |  |  |  |  |  |  |
| 10 | Select individuals or organizations for a project from a complete or filtered master list of stored individuals. |  |  |  |  |  |  |
| 11 | Assign one or more roles to an individual or organization. E.g., person A might be an applicant, a subcontractor, or developer based on the application, permit or project type. However, person A’s contact information should only exist singularly in the database. |  |  |  |  |  |  |
| 12 | Store information about people and organizations in a logical and hierarchical manner (e.g. person A works for company B and so duplicate mailing addresses for A and B are not stored). Allow multiple addresses (e.g. a business with multiple locations), phone numbers, email addresses for an individual or organization. |  |  |  |  |  |  |

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| 13 | Address lookup and validation against the County’s GIS Master Address layer or an address validation web service. |  |  |  |  |  |  |
| 14 | The ability to query, sort or filter all types of geographically reference information by interfacing to the County’s GIS. E.g., is this property in the floodplain or in a historic district? |  |  |  |  |  |  |
| 15 | Draw an outline on a map to return specified data from the system within the outlined area. |  |  |  |  |  |  |
| 16 | Track and manage projects, permits, inspections, etc. related to a polygon (parcel) or point (address) from GIS. Including the transfer of projects for a parcel that has been split or combined. |  |  |  |  |  |  |
| 17 | Track and manage projects, permits, inspections, etc. related to a dynamic, user defined point or area on a map (e.g. to a portion of a parcel that applies to the permit). Assumes the area or point in question does NOT exist in GIS. |  |  |  |  |  |  |
| 18 | Ability to link and easily navigate to/from related records within the system. |  |  |  |  |  |  |
| 19 | Initiate a new record (project, permit, plan, inspection, person, business, etc.) via copying an existing record. Explain the degree of flexibility for copying only certain elements of the original record instead of the entire record. |  |  |  |  |  |  |
| 20 | Perform mass updates across multiple records containing similar information. E.g., update the status of many plans or permits of the same type based on user-defined criteria. |  |  |  |  |  |  |
| 21 | Support for electronic signature functionality. |  |  |  |  |  |  |
| 22 | Spell check and grammar check capabilities for all free form text entry. |  |  |  |  |  |  |
| 23 | Ability for user to subscribe to various notifications and alerts for records (permits, plans, inspections, conditions) or events of interest. |  |  |  |  |  |  |
| 24 | Create a mass email or mailing based on stored project, organization, or location information. E.g. notification to adjacent neighbors of a zoning change, etc. |  |  |  |  |  |  |
| 25 | Capture audit and history information regarding adds, changes, and deletes to projects, applications, permits, plans, workflow activities, businesses, organizations, or individuals records. |  |  |  |  |  |  |
| 26 | Retain and report history for projects, permits, applications, plans and inspections. |  |  |  |  |  |  |
| 27 | Retain and report history of changes for business and locations. |  |  |  |  |  |  |
| 28 | Utilize scannable codes to print on plan or permit documents/certificates. E.g., bar codes or QR codes to enable inspectors to scan codes in the field and retrieve related information. |  |  |  |  |  |  |
| 29 | Provide dashboard capabilities, allowing Application Administrators to configure different screens for each user group. |  |  |  |  |  |  |
| 30 | Allow users to personalize their user interface based on their personal preferences. |  |  |  |  |  |  |
| 31 | Print permits, certificates of occupancy, agendas, schedules, internal memos, receipts, letters and other documents/reports in various formats and sizes, using specific printers, paper trays, or preconfigured forms. |  |  |  |  |  |  |

## Workflow Functionality

A key component of the County’s desired ELMS solution will be the ability to build intelligence into the system for how processes are routed within the solution. E.g. If a condition is placed on an inspection for a specific type of permit, a corresponding follow-up inspection related to that condition must be successfully passed before a certificate of occupancy can be issued. Representatives from X number of departments must satisfactorily complete reviews before issuance of a permit; or notifications sent to applicants or County staff once certain milestones have been met in a review process. These types of behaviors are “workflow” functionality.

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **ID** | **Requirement** | **S** | **Cf** | **Cs** | **U** | **NA** | **Describe how this requirement will be met** |
| 32 | Configure County-defined workflows\* for permits, plans, codes inspections, etc.  *Note – all subsequent references to “workflows” are applicable to plans, permits, inspections, and code enforcement.* |  |  |  |  |  |  |
| 33 | Configure workflow checklist forms by type and workflow task. E.g., a checklist of permits and inspections required for a permit, checklist of permits required for a project, checklist of inspections for a permit, checklist of observations for an inspection, etc. |  |  |  |  |  |  |
| 34 | Wizard-like tools that allow authorized users to configure or copy workflows and tasks. |  |  |  |  |  |  |
| 35 | Configure rules and conditions to generate a notification (email, text message, and/or system displayed message) based on stored data, meeting a defined business rule, or event. |  |  |  |  |  |  |
| 36 | Configure and maintain alerts and notifications for individuals, businesses, organizations, locations and County personnel. E.g., a Permit will expire in 90 days and a renewal application needs to be filed. |  |  |  |  |  |  |
| 37 | Generate notification to both internal staff and associated public users (applicants, contractors, developers, etc.) based on conditions or scheduled events. |  |  |  |  |  |  |
| 38 | Flag a permit or plan application for further review or escalation based on business rules. E.g., 6 months have passed with no inspection activity on a building permit. |  |  |  |  |  |  |
| 39 | Routing of workflow activities/tasks to individuals or workgroups based on roles. |  |  |  |  |  |  |
| 40 | Routing of workflow activities/tasks to individuals or workgroups based on geographic boundaries. |  |  |  |  |  |  |
| 41 | Routing of workflow activities/tasks to individuals or workgroups based on staff qualifications or certifications. |  |  |  |  |  |  |
| 42 | Initiate, route, restrict, schedule or automatically close workflows or workflow tasks based on configured conditions for projects, permits, plans, etc. |  |  |  |  |  |  |
| 43 | Individually add, adjust, override or remove workflow tasks or task due dates based on situational needs. |  |  |  |  |  |  |
| 44 | Present, sort, or filter workflow tasks. E.g., tasks assigned to a particular person, tasks of a particular type, tasks due today, tasks that are past due, combinations of the above, etc. |  |  |  |  |  |  |
| 45 | Manually or automatically assign statuses to projects, applications, permits, plans, or inspections based on workflow step. |  |  |  |  |  |  |
| 46 | Apply checklist criteria to workflow processes (e.g. display a checklist of criteria for rejecting/accepting applications). |  |  |  |  |  |  |
| 47 | Configure workflow checklist items and forms based on permit or plan type. E.g. checklist of drawings and documents required before initiating a construction plan review cycle, list of documents needed for a special event permit, etc. |  |  |  |  |  |  |
| 48 | Record and associate supporting information (e.g. notes, photographs or comments) to a specific workflow task. |  |  |  |  |  |  |
| 49 | Flexibility to implement new workflow version based on effective dates without impacting current workflow versions in progress. |  |  |  |  |  |  |
| 50 | Support for linear and concurrent workflow activities. E.g., task A -> B -> C but does not progress to G until D, E, F, occurring concurrently, are all complete. |  |  |  |  |  |  |
| 51 | Support for automatically or manually adding additional workflow tasks based on defined conditions or events. E.g., a failed inspection automatically adds a re-inspection. |  |  |  |  |  |  |

## Permitting

The following requirements relate specifically to the permitting functionality of the solution. For purposes of clarity, the County understands permits to be a complex type of plan granted by the County that require a formal review process by a person, board, or committee and involve the regulation of development or enforcement of safety standards. Permits typically involve an inspection process prior to issuance and many times require some type of regularly occurring inspection to confirm continued compliance.

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **ID** | **Requirement** | **S** | **Cf** | **Cs** | **U** | **NA** | **Describe how this requirement will be met** |
| 52 | Configure and maintain permit application screens specific to each permit type. |  |  |  |  |  |  |
| 53 | Wizard-like tools that allow authorized users to create new permit types, including database fields, screen layouts, conditions, tasks, fees, etc. |  |  |  |  |  |  |
| 54 | Manual entry of permit applications with validation based on business rules. E.g. received by mail, fax, walk-in or website. |  |  |  |  |  |  |
| 55 | Accept and validate new permit applications submitted through a web user interface. |  |  |  |  |  |  |

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| 56 | Apply for multiple permits using a shopping cart feature in a web user interface. |  |  |  |  |  |  |
| 57 | Validate professional licenses for applicants, contractors, and/or subcontractors against a County master list of licensed contractors, or via web service from a third-party licensing organization, such as the Virginia Department of Professional and Occupational Regulation (<http://www.dpor.virginia.gov/LicenseLookup/>). |  |  |  |  |  |  |
| 58 | Associate multiple people, businesses, or organizations to a permit record in the various roles that they might be serving for that specific permit. E.g. company A is the developer, company B is the general contractor, persons C and D are subcontractors, etc. |  |  |  |  |  |  |
| 59 | Record variances, exceptions or interpretations applied to a permit. E.g., a fee was waived because of a unique circumstance, or a building permit was issued subject to a particular application of a building code section that might have implications for future building additions. |  |  |  |  |  |  |

## Inspections and Code Enforcement

The following requirements pertain to the inspection and code enforcement functionality of the solution. For purposes of clarity, the County understands inspections to be activities performed by County staff to ensure adherence to County standards. Inspections refer to the work of an inspector knowledgeable (and certified) in different disciplines (mechanical, electrical, plumbing, structural, etc.). The inspector reviews a building under construction during different phases to ensure compliance with building safety codes. Inspections are activities tracked in a pass/fail environment that must pass in order to close a permit. Code enforcement is a process whereby the County uses various techniques to work with the community to ensure compliance with duly adopted regulations such as property maintenance and zoning ordinances, health and housing codes, sign standards, building and fire codes. This is accomplished by code inspectors (also known as code enforcement officers) conducting inspections; identifying compliance issues; issuing citations; and working with homeowners, business owners, and contractors.

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **ID** | **Requirement** | **S** | **Cf** | **Cs** | **U** | **NA** | **Describe how this requirement will be met** |
| 60 | Create new or updated inspection schedules with effective dates. |  |  |  |  |  |  |
| 61 | Create and maintain parameters used for inspection scheduling. E.g., Elevators and escalators require a bi-annual inspection; dumbwaiters require an annual inspection; some elevators also require a 5-year test; Conditional Use Permit inspections occur on the due date for condition compliance. |  |  |  |  |  |  |
| 62 | Configure inspectors by geographic area based on geospatial data. |  |  |  |  |  |  |
| 63 | Configure inspectors based on inspector qualifications. |  |  |  |  |  |  |
| 64 | Manual entry of inspection requests with validation based on business rules. |  |  |  |  |  |  |
| 65 | Automatically assign inspectors to inspections based on roles and geographic boundaries. |  |  |  |  |  |  |
| 66 | Manually assign or reassign inspectors to inspections. |  |  |  |  |  |  |
| 67 | Mass assignment or reassignment of inspectors to inspections. |  |  |  |  |  |  |
| 68 | Present, filter, and manage inspection schedules in a calendar view, a sorted or filtered list, or in a map view. |  |  |  |  |  |  |
| 69 | Automatically schedule an inspection based on County-defined business rules. E.g., schedule an automatic follow-up inspection activity on cases with no activity for a specified number of days. |  |  |  |  |  |  |
| 70 | Automatically block, reschedule and cancel inspections based on business rules. |  |  |  |  |  |  |
| 71 | Manually schedule, reschedule or cancel an inspection. |  |  |  |  |  |  |
| 72 | Create new or updated fee schedules with effective dates. E.g., fee X is $10 through the end of this year but increases to $20 as of January 1. |  |  |  |  |  |  |
| 73 | Configure business rules and severity levels for violations. |  |  |  |  |  |  |
| 74 | Reassign complaint cases to other departments. |  |  |  |  |  |  |
| 75 | Prioritize inspections or cases based on business rules. |  |  |  |  |  |  |
| 76 | Generate, maintain, and store routing information. E.g., plan a route for an inspector based on most efficient travel times and destinations. |  |  |  |  |  |  |
| 77 | Capture, validate, and store information about a case or inspection. E.g. nature of the case or inspections, comments, status, due dates, etc. |  |  |  |  |  |  |

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| 78 | Record and maintain violations found during an inspection, and make the violation information available to subsequent inspections (e.g. the last inspection failed because of violations A, B and C) and to management reports, (e.g. there were 89 violations of type X during the first quarter of this year). |  |  |  |  |  |  |
| 79 | Cancel an inspection. |  |  |  |  |  |  |
| 80 | Create corrective orders for property owners or other responsible parties. |  |  |  |  |  |  |
| 81 | Assign due dates for violation abatement. |  |  |  |  |  |  |
| 82 | Create and maintain work orders for violation abatements by contractors and/or other County departments. |  |  |  |  |  |  |
| 83 | Select a contractor for abatement from a master list of contractors. |  |  |  |  |  |  |

## Fee Calculation and Payments/Refunds

The issuance of a permit or a plan or even sometimes the act of scheduling an inspection requires the ability for the County to collect and manage fees related to those items. The following functions pertain to the County’s ability to use the system to define, adjust, collect, and refund fees associated with plans, permits, and inspections.

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **ID** | **Requirement** | **S** | **Cf** | **Cs** | **U** | **NA** | **Describe how this requirement will be met** |
| 84 | Apply fees, discounts, and surcharges to permit or plan applications based on application type and other attributes. E.g. based on permit or plan type, whether property lies in a specially designated geographic area like an enterprise zone, based on square footage, etc. |  |  |  |  |  |  |
| 85 | Allow overrides to fees, discounts, refunds or surcharges for applications. |  |  |  |  |  |  |
| 86 | Record and apply payments to fees and surcharges due to the County. |  |  |  |  |  |  |
| 87 | Support for all standard payment types including electronic payments. E.g. cash, check, credit/debit cards, ACH, electronic bill pay, etc. |  |  |  |  |  |  |
| 88 | PCI compliance for all electronic payment processing via credit/debit cards. |  |  |  |  |  |  |
| 89 | Record and provide receipt of payment. |  |  |  |  |  |  |
| 90 | Bill consolidation or the ability to aggregate outstanding fees and surcharges from various (related and unrelated) activities (permits, inspection fees, etc.) into a single scheduled itemized bill to the applicant. E.g., a contractor paying for multiple building permits in an apartment complex. |  |  |  |  |  |  |
| 91 | Create new or updated permit, plan, or inspection fee schedules with effective dates (not impacting fees on items currently in progress). |  |  |  |  |  |  |
| 92 | Calculate prorated fees or refunds for renewable plans base on the issue and renewal dates or user defined business rules. |  |  |  |  |  |  |
| 93 | Ability to generate bills in a mass bill run. E.g., Elevator Annual Certificate of Compliance fee billing for 545 accounts at one time. |  |  |  |  |  |  |
| 94 | Pro forma test print process to generate, review, correct and sample print bills prior to printing (individual and mass bill generation). |  |  |  |  |  |  |
| 95 | Override fees for a citation. |  |  |  |  |  |  |
| 96 | Support for integration, via web services or other means, to Paymentus (the County’s payment processing vendor) |  |  |  |  |  |  |

## Documents and Electronic Plan Submission/Review

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **ID** | **Requirement** | **S** | **Cf** | **Cs** | **U** | **NA** | **Describe how this requirement will be met** |
| 97 | Store and retrieve supporting documents\* and/or plans for projects, permit applications, geographic locations, workflow tasks, code enforcement violations, etc.  *Note – all subsequent references to “documents” are applicable to multiple file types including but not limited to.doc/.docx, .xls/.xlsx, .pdf, .dwg, .jpg, etc.* |  |  |  |  |  |  |
| 98 | Allow applicants to submit documents or plans electronically as part of the application process. |  |  |  |  |  |  |
| 99 | Send emails and notifications with or without attached documents from the system. |  |  |  |  |  |  |
| 100 | Store and retrieve electronic documents related to an application, including but not limited to emails, drawings, photographs, certifications and studies. |  |  |  |  |  |  |
| 101 | Create packets of documents, images and supporting data related to application, project, permit or plan. |  |  |  |  |  |  |
| 102 | Mark-up plans electronically, consolidate annotations and comments from multiple reviewers, and provide electronic feedback to the customer for changes. |  |  |  |  |  |  |
| 103 | Allow multiple reviewers to review the same plan simultaneously, separately tracking each reviewer’s comments and plan annotations. |  |  |  |  |  |  |
| 104 | Ability to associate annotations with written comments. |  |  |  |  |  |  |

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| 105 | Ability to compare previous and current submissions side-by-side, highlighting differences automatically. |  |  |  |  |  |  |
| 106 | Ability to compare previous and current submissions in overlay, highlighting differences automatically. |  |  |  |  |  |  |
| 107 | Support for integration, via web services or other means, for storing and retrieving documents from IBM FileNet (the County’s document management system). |  |  |  |  |  |  |

## Querying/Reporting

The following requirements pertain to the functionality available for searching for and reporting on information of interest from the ELMS solution.

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **ID** | **Requirement** | **S** | **Cf** | **Cs** | **U** | **NA** | **Describe how this requirement will be met** |
| 108 | Set of standard queries and reports for tracking permits, plans, inspections, accounting activities, and workflow tasks. Provide a list of out-of-the-box reports and queries including a brief description of each. |  |  |  |  |  |  |
| 109 | Ability to tailor standard reports by adding or removing columns, specifying sort or filter criteria, an option to print details or summaries and an option to save for later re-use. |  |  |  |  |  |  |
| 110 | Create reports for consumption on the County’s internet site and/or social media. E.g., publish a report of building permits valued over $50,000. |  |  |  |  |  |  |

## Online Public Access

The County envisions a solution that offers a public facing component that will service multiple types of users as follows:

* The **general public** (no login required) could utilize the public access component for simple searches and display of general information related to development within the County or the ability to file a complaint, etc.
* An **individual** (secure login required) could utilize the public access component to submit an application (e.g. a residential building permit), pay applicable fees, track application progress, etc.
* A **developer**, working with the County on a large site development project, might be able to access the system (through a secured login) and submit an application, pay applicable fees, track progress on plan reviews, review County comments, and review related child permits and inspections associated with their project.
* A **contractor** (secure login required) could utilize the public access component to submit an application, pay applicable fees, and retrieve a list of permits associated with their organization and schedule corresponding inspections associated with each of those permits.
* An **external entity** (secure login required) such as Virginia Department of Transportation or Dominion Virginia Power could utilize access to the system to review permits or activities and/or sign off on specific workflow tasks.

The County is open to a solution that provides for the above scenarios and below requirements, either as a single comprehensive solution or different applications or modules focused for a specific purpose. However, a robust public access component is a high priority for the County.

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **ID** | **Requirement** | | **S** | **Cf** | **Cs** | **U** | **NA** | **Describe how this requirement will be met** |
| 111 | Online account set up and maintenance by external users for public facing user accounts. | |  |  |  |  |  |  |
| 112 | Varying levels of access for public access users. E.g. generic public may require no login but be presented generic, public information. Business owners/contractors/developers would require a login but be able to complete more complex tasks such as initial applications, schedule inspections, view inspection results, print permits or certificates, etc. | |  |  |  |  |  |  |
| 113 | Ability for authorized users to see list of active permits that they are involved with, a list of associated inspections by type of permit, and then schedule those inspections accordingly. |  | |  |  |  |  |  |
| 114 | Ability for authorized users to view project or permit status, County staff comments, etc. |  | |  |  |  |  |  |
| 115 | Ability for authorized users, including citizens, developers, contractors, etc., to submit applications and pay fees through a web user interface. |  | |  |  |  |  |  |
| 116 | Create and maintain accounts for authorized external entities to record inspection results and code enforcement actions. |  | |  |  |  |  |  |

## Mobile

The County currently uses Selectron InspecTrack to better field-enable County personnel in the Building Inspections department. The County would like to expand mobile capability to other areas. The following requirements pertain to the County’s anticipated use of a mobile platform within this environment.

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **ID** | **Requirement** | **S** | **Cf** | **Cs** | **U** | **NA** | **Describe how this requirement will be met** |
| 117 | Provide a mobile application with full system capability in the field. |  |  |  |  |  |  |
| 118 | Provide a mobile application with store and forward functionality, allowing for continuous work in the field when a network connection is unavailable. E.g., the application will continue to work in the absence of a live connection to the network, and then automatically send/receive data when a connection is reestablished. |  |  |  |  |  |  |
| 119 | Allow users to personalize the mobile user interface based on their personal preferences. |  |  |  |  |  |  |
| 120 | Allow for extensive use of pick lists, check boxes, radio buttons, and common lists of comments to minimize free form text entry where possible. |  |  |  |  |  |  |
| 121 | Ability to capture and associate photos or video to the inspection, work order, or case utilizing the built-in camera capabilities of the mobile device. |  |  |  |  |  |  |
| 122 | Initiate a new case, inspection, or work order through the mobile application. |  |  |  |  |  |  |
| 123 | Accept and record payments through the mobile application. |  |  |  |  |  |  |
| 124 | Ability to print a ticket detailing inspection results. The ticket output, size, etc. should be customizable to meet County standards. |  |  |  |  |  |  |

## Regulatory Compliance

Describe how your software complies with federal, state, and local regulations. Include information regarding ongoing compliance with modified and new regulations.

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **ID** | **Requirement** | **S** | **Cf** | **Cs** | **U** | **NA** | **Describe how this requirement will be met** |
| 125 | Compliance with Virginia Storm Water Management (VSMP) |  |  |  |  |  |  |
| 126 | Compliance with Municipal Separate Storm Sewer Permit (MS4) |  |  |  |  |  |  |
| 127 | Compliance with Virginia Statewide Building Code |  |  |  |  |  |  |
| 128 | Compliance with Safe Drinking Water Act, Virginia Department of Health |  |  |  |  |  |  |
| 129 | Compliance with Partnership for Safe Water (EPA and American Water Works Association) |  |  |  |  |  |  |
| 130 | Compliance with the Henrico County Ordinances (e.g. Zoning, Subdivision, and Chesapeake Bay Preservation Ordinance) |  |  |  |  |  |  |
| 131 | Compliance with Clean Water Act, Virginia Department of Environmental Quality |  |  |  |  |  |  |

## Work Order Management and Inventory

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **ID** | **Requirement** | **S** | **Cf** | **Cs** | **U** | **NA** | **Describe how this requirement will be met** |
| 132 | Ability to create a work order tied to a specific GIS asset or location. |  |  |  |  |  |  |
| 133 | Ability to assign a work order to an individual based on business rules. |  |  |  |  |  |  |
| 134 | Ability to route work orders. |  |  |  |  |  |  |
| 135 | Ability to report statistics related to work orders, inventory, etc. |  |  |  |  |  |  |
| 136 | Ability to track inventory, including current levels, use, etc. |  |  |  |  |  |  |
| 137 | Ability to link inventory usage to a workorder. E.g., removed two cases of trash bags from inventory for a work order at Deep Run Park. |  |  |  |  |  |  |
| 138 | Ability to track equipment usage related to a work order or service request. |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |

# Attachment I

# Technical Requirements Form

The County has an established technology architecture that describes standard services and operating requirements for desktop, data center environments, and network communications. Vendor systems hosted in the County environment are expected to operate within these standards.

To be considered a complete response to this section of the RFP, Vendors must indicate that their systems can operate within standards and/or meet these requirements (where applicable), or describe in detail any recommended or required variations to optimize performance of their installed products.

***The County encourages and is open to cloud-based solutions and, in such instances, it is acceptable to respond with a “Not Applicable” to these requirements as appropriate.***

Using the tables in the matrix document, the Vendor will respond to each individual requirement by entering an ‘X’ in one of the columns provided. Select the appropriate response using the following guidelines below.

|  |  |
| --- | --- |
| **ID** | Unique identifier for reference purposes. |
| **Requirement** | The specific function or behavior necessary to satisfy County business needs. |
| **Standard (S)** | The requirement is satisfied by the solution proposed without configuration. Where the requirement is satisfied by third-party software, indicate the third party product proposed. |
| **Configured (Cf)** | The requirement is not satisfied by the solution out of the box, but is satisfied by configuration. |
| **Customized (Cs)** | A modification to the solution is required to satisfy this requirement. Provide an explanation of the volume of labor and work complexity. In addition, indicate whether the requirement will be satisfied by an upcoming release, and if so, give the version number and date of release. |
| **Unavailable (U)** | The solution will not satisfy the requirement. |
| **Not Applicable (NA)** | The requirement is not applicable to the proposed solution. E.g. a server operating system requirement would not be applicable for a cloud-based or hosted solution. |
| **Describe how requirement will be met** | Details regarding the delivery of the requirement. Narrative must adequately describe how the Vendor solution can satisfy the requirement. Screenshots, sample reports, or supporting documentation may be included in the response. |

## Operating Environment Requirements

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **ID** | **Requirement** | **S** | **Cf** | **Cs** | **U** | **NA** | **Describe how this requirement  will be met** |
| 139 | Web-based end-user interface |  |  |  |  |  |  |
| 140 | Web-based administrative user interface |  |  |  |  |  |  |
| 141 | Describe your system’s interface platform, including any browser and/or browser plug-in requirements. |  |  |  |  |  |  |
| 142 | Relational Database: describe the database requirements and structure of your system. |  |  |  |  |  |  |

## Security Requirements

The following requirements relate the security and auditability of the solution.

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **ID** | **Requirement** | **S** | **Cf** | **Cs** | **U** | **NA** | **Describe how this requirement  will be met** |
| 143 | Supports federated web authentication via Henrico hosted Active Directory Federation Services (AD FS). |  |  |  |  |  |  |
| 144 | Includes an internal security structure that provides application administrators with the tools to control access to each part of the software based on user roles and functions. |  |  |  |  |  |  |
| 145 | System passwords encrypted during transmission and storage. |  |  |  |  |  |  |
| 146 | Ability to terminate temporary or emergency user access automatically after a defined period. |  |  |  |  |  |  |

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| 147 | Ability to lock out a user after a set number of unsuccessful login attempts. |  |  |  |  |  |  |
| 148 | Ability to logout a user session after inactivity for a defined period. |  |  |  |  |  |  |
| 149 | Support for electronic signature functionality through biometric, digital signature certificate, physical signature capture device or identity verification services. |  |  |  |  |  |  |
| 150 | Ability to log basic information about user access activity, system events, errors, and access violation reports. Logs must capture at least the following:   * user authentication * type of event * date and time * success or failure indication * origination of event * identity or name of affected data, system, component or resource |  |  |  |  |  |  |
| 151 | Ability to enforce audit trails for administrator-defined record types and transactions including:   * log on attempts * account creation and modification * workflow activities * licenses * permits * inspections * inspection tasks * citations |  |  |  |  |  |  |

## Integration Requirements

Please refer to **Attachment E – System View - Current State** for a diagram of the current integrations between County information systems and Tidemark. In general, it is the desire of the County to replace several integrated systems with the ELMS solution and develop similar integrations between the remaining systems and the ELMS solution. The County recognizes that the vast majority of these integrations will require custom development. Even so, please complete the following table using the “Describe how this requirement will be met” field to discuss the initial recommended approach for performing each of the listed integrations.

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **ID** | **Requirement** | **S** | **Cf** | **Cs** | **U** | **NA** | **Describe how this requirement  will be met** |
| 152 | Web services API to support integration with other information systems\*.  *Note – “other information systems” includes both packages and internally developed applications including but not limited to .Net, PHP, JavaScript, Oracle APEX, etc.* |  |  |  |  |  |  |
| 153 | Documented data model provided to customers as part of licensing. |  |  |  |  |  |  |
| 154 | Integration with GIS (ESRI ArcGIS Server 10.1). Describe how your system integrates with ESRI ArcGIS, including any GIS architecture/integration dependencies (e.g. software/versions, APIs used, etc.), and the costs involved. Refer to Attachment G for the County’s Geo-Centric Interoperability requirements. |  |  |  |  |  |  |
| 155 | Integration with Financial Management System for fees, refunds, etc. (Oracle Financials version 12.1.3) |  |  |  |  |  |  |

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| 156 | Integration with Document Imaging for relating documents to permits, inspections, code violations, etc. (IBM FileNet Content Manager 5.2). Include a description of the way this integration makes it easier to retrieve relevant documents and makes it easier to store documents with accurate attribute data (e.g. permit number, permit location, etc.) |  |  |  |  |  |  |
| 157 | Integration with Office 365:  Describe your system’s ability to integrate/interface/call Office 365 applications. Does your system provide the ability to send email and/or text notifications to staff, applicants, developers, etc.? |  |  |  |  |  |  |
| 158 | Integration with Henrico.us: Describe your system’s ability to integrate with the County’s public-facing website. Refer to Attachment M for the County’s Henrico.us Service-Oriented Policy requirements. |  |  |  |  |  |  |
| 159 | Integration with Cityworks Server AMS: Describe your system’s ability to integrate/interact with Cityworks AMS. |  |  |  |  |  |  |

**ATTACHMENT J**

**Tidemark System Information**

*Data pulled on March 6, 2016*

1. **Case Types**

Active:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Description** | **Case Type** | **Department(s)** | **Total Cases** | **Case Implementation Year** |
| Appeals | APL | Planning | 14 | 2011 |
| Building Permit | BLD | Building Inspections | 74,697 | 2001 |
| Business License Review | BUS | Permit Center | 19,698 | 2004 |
| Code Enforcement | COD | Building Inspections | 9,061 | 2001 |
| Community Maintenance Case | COM | Community Revitalization | 92,471 | 2005 |
| Conditional Use Permit | CUP | Planning | 186 | 2011 |
| Electrical Permit | ELE | Building Inspections | 77,572 | 2001 |
| Elevator Permit | ELV | Building Inspections | 1,175 | 2001 |
| Fire Permit | FIR | Building Inspections | 10,636 | 2001 |
| Fats, Oils and Greases | FOG | Building Inspections | 1,018 | 2009 |
| Mechanical Permit | MEC | Building Inspections | 71,099 | 2001 |
| Miscellaneous Permit | MIS | Building Inspections | 317 | 2001 |
| Plumbing Permit | PLM | Building Inspections | 68,067 | 2001 |
| Plan of Development | POD | Planning | 4,890 | 2002 |
| Project | PRJ | System-wide | 40,399 | 2001 |
| Provisional Use Permit | PUP | Planning | 44 | 2013 |
| Rezoning Case | REZ | Planning | 120 | 2012 |
| Right of Way Case | ROW | Community Revitalization | 369 | 2006 |
| Substantial In Accord | SIA | Planning | 2 | 2013 |
| Sign Permit | SIG | Building Inspections | 5,350 | 2001 |
| Subdivision | SUB | Planning | 1,619 | 2006 |
| Public Utilities - Construction | UCN | Public Utilities | 7,152 | 2008 |
| Utilities Case | UTL | Public Utilities | 2,232 | 2006 |
| Variance | VAR | Planning | 60 | 2011 |
| Zoning Conformance Letter | ZCL | Planning | 729 | 2013 |
| Land Use Plan Amendment | LUP | Planning | 1,456\* | 2013 |
| Mobile Classroom Case | MCR | Planning | 0\* | 2013 |
| Major Thoroughfare Plan Amendment | MTP | Planning | 45\* | 2013 |
| Small Area Study | SAS | Planning | 13\* | 2013 |
| Site Selection Study | SSS | Planning | 38\* | 2013 |

\*Data migration in progress, scheduled for completion before implementation of new ELMS

1. **Table Data – Number of Records**

|  |  |
| --- | --- |
| **Table Name** | **Record Count** |
| casemain | 488,886 |
| case\_action | 3,876,564 |
| case\_address | 491,599 |
| case\_fee | 575,334 |
| case\_parcel | 493,705 |
| case\_people | 1,217,862 |
| td\_case\_tables | 1,134 |

1. **Tidemark TD\_CASE\_TABLES Data**

|  |  |
| --- | --- |
| **COUNT (TD\_TBLS\_TABLE\_NAME)** | **TD\_TBLS\_TABLE\_NAME** |
| 9 | case\_apl |
| 6 | case\_apl\_act |
| 4 | case\_apl\_cod |
| 12 | case\_apl\_ppl |
| 4 | case\_apl\_zng |
| 101 | case\_bld |
| 6 | case\_bld\_dev |
| 23 | case\_bus |
| 21 | case\_cod |
| 21 | case\_com |
| 21 | case\_com\_cal |
| 16 | case\_com\_con |
| 23 | case\_com\_tow |
| 34 | case\_cup |
| 6 | case\_cup\_act |
| 4 | case\_cup\_cod |
| 12 | case\_cup\_ppl |
| 9 | case\_cup\_rec |
| 4 | case\_cup\_zng |
| 8 | case\_ele |
| 5 | case\_ele\_fxt |
| 38 | case\_elv |
| 13 | case\_elv\_eqp |
| 10 | case\_extended |
| 13 | case\_fir |
| 4 | case\_fir\_haz |
| 4 | case\_fir\_prm |
| 4 | case\_fog |
| 6 | case\_fog\_fix |
| 19 | case\_lup |
| 8 | case\_lup\_act |
| 4 | case\_lup\_ftr |
| 6 | case\_lup\_mtg |
| 4 | case\_lup\_ref |
| 4 | case\_lup\_use |
| 4 | case\_lup\_zng |
| 6 | case\_mcr |
| 5 | case\_mcr\_ref |
| 6 | case\_mcr\_use |
| 4 | case\_mcr\_zng |
| 7 | case\_mec |
| 5 | case\_mec\_eqp |
| 5 | case\_mis |
| 20 | case\_mtp |
| 8 | case\_mtp\_act |
| 4 | case\_mtp\_ftr |
| 6 | case\_mtp\_mtg |
| 4 | case\_mtp\_ref |
| 4 | case\_mtp\_use |
| 4 | case\_mtp\_zng |
| 7 | case\_plm |
| 5 | case\_plm\_fxt |
| 34 | case\_pod |
| 8 | case\_pod\_act |
| 5 | case\_pod\_asn |
| 7 | case\_pod\_des |
| 4 | case\_pod\_exc |
| 6 | case\_pod\_mtg |
| 4 | case\_pod\_ppl |
| 5 | case\_pod\_prj |
| 5 | case\_pod\_ref |
| 4 | case\_pod\_zng |
| 25 | case\_pup |
| 9 | case\_pup\_act |
| 4 | case\_pup\_ftr |
| 6 | case\_pup\_mtg |
| 4 | case\_pup\_ppl |
| 4 | case\_pup\_ref |
| 4 | case\_pup\_use |
| 4 | case\_pup\_zng |
| 28 | case\_rez |
| 8 | case\_rez\_act |
| 4 | case\_rez\_ftr |
| 6 | case\_rez\_mtg |
| 4 | case\_rez\_ppl |
| 4 | case\_rez\_ref |
| 4 | case\_rez\_use |
| 7 | case\_rez\_zng |
| 16 | case\_row |
| 19 | case\_sas |
| 8 | case\_sas\_act |
| 4 | case\_sas\_ftr |
| 6 | case\_sas\_mtg |
| 4 | case\_sas\_ref |
| 4 | case\_sas\_use |
| 4 | case\_sas\_zng |
| 22 | case\_sia |
| 9 | case\_sia\_act |
| 4 | case\_sia\_ftr |
| 6 | case\_sia\_mtg |
| 4 | case\_sia\_ppl |
| 4 | case\_sia\_ref |
| 4 | case\_sia\_use |
| 4 | case\_sia\_zng |
| 8 | case\_sig |
| 7 | case\_sig\_det |
| 12 | case\_sss |
| 4 | case\_sss\_ftr |
| 6 | case\_sss\_mtg |
| 4 | case\_sss\_ref |
| 4 | case\_sss\_use |
| 4 | case\_sss\_zng |
| 26 | case\_sub |
| 11 | case\_sub\_act |
| 4 | case\_sub\_exc |
| 6 | case\_sub\_mtg |
| 4 | case\_sub\_ppl |
| 5 | case\_sub\_prj |
| 4 | case\_sub\_ref |
| 5 | case\_sub\_use |
| 4 | case\_sub\_zng |
| 14 | case\_ucn |
| 4 | case\_ucn\_svc |
| 7 | case\_ucn\_wtr |
| 11 | case\_utl |
| 5 | case\_utl\_aka |
| 8 | case\_utl\_dbk |
| 12 | case\_var |
| 6 | case\_var\_act |
| 4 | case\_var\_cod |
| 12 | case\_var\_ppl |
| 4 | case\_var\_zng |
| 5 | case\_zcl |
| 5 | case\_zcl\_ref |

1. **Tidemark Users by Department**

|  |  |
| --- | --- |
| **Department** | **Total Users** |
| Building Inspections | 53 |
| Community Revitalization | 22 |
| County Manager's Office | 3 |
| Finance | 20 |
| Fire | 13 |
| General Services | 6 |
| Health | 5 |
| Information Technology | 14 |
| Permit Center | 16 |
| Planning | 44 |
| Police | 1 |
| Public Utilities | 33 |
| Public Works | 52 |
| Real Estate Assessment | 28 |
| Real Property | 7 |
| Recreation and Parks | 1 |
| **Total** | **318** |

**Attachment K**

**Henrico County Fee Schedules**

**Permit Fees**

1. **Building Permit Fees**

* **New One- and Two- Family Dwellings:** $680
* **Existing One- and Two- Family Dwellings:** $100 + $6.00/$1,000 of value over $5,000; fee shall not exceed $680  
  (based on the cost of labor and material)  
  (includes decks, porches, sheds, garages, swimming pools, demolitions, additions and other appurtenances to one- and two- family dwellings)
* **Commercial Buildings:** $100 + $7.00/$1,000 of value over $5,000  
  (based on the cost of labor and material)  
  (includes signs, moving or demolition of structures)

1. **Electrical, Mechanical & Plumbing Fees** (includes Elevators & Fire Protection)

* **New One- and Two- Family Dwellings:** $100
* **Existing One- and Two- Family Dwellings:** $100 + $6.00/$1,000 of value over $5,000  
  (based on the cost of labor and material)  
  (includes decks, porches, sheds, garages, swimming pools, demolitions, additions and other appurtenances to one- and two- family dwellings)
* **Commercial Buildings:** $100 + $7.00/$1,000 of value over $5,000  
  (based on the cost of labor and material)  
  (includes signs, moving or demolition of structures)

1. **Current State Levy**

* Section 107.2 of the 2006 Virginia Uniform Statewide Building Code (USBC) requires that the state levy on all permits increase to 2% beginning July 2, 2009.  
  The total fee owed is the permit fee (see above) plus the State levy (permit fee times .02).

1. **Other Fees**

* **Inspection Surcharge Fee:** $75  
  (Applied for each inspection of a new one- or two- family dwelling that exceeds the average number of inspections.  Currently the average is 38 for dwellings without a fire suppression system and 45 for dwellings with a fire suppression system.  Add 2 inspections for an elevator.)
* **Temporary Certificate of Occupancy (Issuance and Renewals):** $25
* **Plan Amendments & Re-reviews:** $25  
  (Applied for each review after the Department of Building Construction & Inspections has reviewed the plan twice because of plan deficiencies or plan amendments.)

**Planning Applications Fee Schedule**

1. **Regular Rezoning (for each zoning district requested)**

* One-family residential (districts A-1, I-1, and R-0 through R-4A): $650 plus $15/acre up to 30 acres, thereafter $8/acre
* Conservation (C-1): $125 (no charge when filed with other districts)
* Multi-family residential and Office (districts R-5, R-5A, R-6, RTH, RMP, O-1, O-2, O-3, and O/S): $800 plus $15/acre up to 30 acres, thereafter $8/acre
* Business and Industrial (districts B-1 through B-3, M-1 through M-3, PMD): $800 plus $50/acre
* Provisional use permit (except for recycling facilities to be operated by organizations exempt from taxation under 26 U.S.C. Section 501): $750
* Transfer of provisional use permit: $150

1. **Conditional Rezoning (for each zoning district requested)**

* One-family residential (same districts shown above for regular rezonings): $1,050 plus $15/acre up to 30 acres, thereafter $8/acre
* Conservation (C-1): $125 (no charge when filed with other districts)
* Multi-family residential and Office (districts R-5, R-5A, R-6, RTH, RMP, O-1, O-2, O-3, and O/S): $1,400 plus $15/acre up to 30 acres, thereafter $8/acre
* Business and Industrial (districts B-1 through B-3, M-1 through M-3, PMD): $1,400 plus $50/acre
* Amendment of proffered conditions: Base fee for applicable regular rezoning

1. **Subdivision**

* Conditional subdivision (conventional residential): $200 plus $5/lot
* Conditional subdivision (all others: zero lot line, townhouses, street dedication): $200 plus $10/lot
* Final subdivision approval (conventional and recorded undeveloped lots): $200 plus $15/lot
* Final subdivision approval (all others: zero lot line, townhouses, street dedication): $95 plus $5/lot
* Extension of approval (subdivision): $50
* Subdivision name change (after conditional approval but prior to final subdivision approval): $25
* Technical check: $50
* Vacation of plat of part thereof: $150

1. **Plan of Development (POD)**

* POD - initial plan: $440 plus $30/acre
* POD - revision of previously approved POD: $300 plus $20/acre
* Preliminary POD or master plan review: No fee
* Landscape plan: $100 plus $10/acre
* Lighting plan (if submitted separately): $100 plus $10/acre
* Administrative review and approval: $275
* POD - extension of approval: $50
* POD - transfer of approval: $150
* POD - appeal to Board of Supervisors: $350

1. **Variance:**  $300
2. **Conditional Use Permit**

* Sand and gravel: $300 plus $15/acre
* Landfills: $300 plus $15/acre
* Human care facilities: $600
* Height variations by special exception: $600
* Public utility uses: $600
* Recreational uses: $600
* Office trailers: $600
* Accessory structure in a front or side yard: $300
* Others (Turkey shoots, kennels, homing pigeon lofts, temporary uses): $450

1. **Appeal to the Board of Zoning Appeals:** $300
2. **Other Fees**

* Street name change: $150
* Code conformance letter: $25
* Deferral at request of applicant**1:**  $100
* Chesapeake Bay Resource Protection Area exception request: $300
* Temporary family health care structure: $100

**1**Deferrals for rezonings, plans of development, landscaping and lighting plans, alternative fence height plans, or conditional subdivisions when requested by the applicant.

Fees shall not be charged to agencies of the Federal, State, or County government, or non-profit organizations for use of Federal, State, or County property. Fees for variance and conditional use permit applications may not apply to sites owned by non-profit organizations with real estate tax exempt status upon the filing and approval of a fee waiver request.

Application fees are not refundable except for rezoning and POD applications that are withdrawn prior to advertising and mailing of notices (in which case all but $100 will be refunded). Refunds for other types of withdrawals will be determined on a case-by-case basis.

**Attachment L –**

**Pricing Proposal (separate document)**

**Attachment M**

Henrico.us Service-Oriented Policy

# Policy

The Henrico County website has taken a service-oriented approach in content organization and presentation. Items of like types (like services, projects, data, events, and more) should be primarily organized by similar types, and not just by departments (as the website had been previously).

There are several reasons for this:

* Users should not have to directly know the County organization to know which department to work with to complete a service
* All information about a service should be found in one place
* Editors can use metadata to organize services in more logical groupings, like categories (like Family or Construction), tags, and actions (like Apply For, Register For, Pay)

For each service the county provides, a singular service page should be created in the system to represent its online presence. This includes services from applying for a building permit to filling a zoning complaint.

Service pages should be a ‘one stop’ place for all information about the service, including the start actions for that service. Therefore, if the service provides online functionality, the user should be able to complete the service on that page if possible. If this is not possible, the web application that handles the service must support direct linking to a location in the application to begin working on the service.

# General Guidelines

* System should provide a direct URL to the ‘service’ in the application
* User should not be required to select from a list of ‘services’ in the system if they used a direct URL to the ‘service’
* The system can provide a list of the services it offers incase the user navigates into the system from outside of Henrico.us, but as an added benefit, not a required means of navigation to the service in the system.
* If authentication is required to use the service, it is preferable if the navigation understands the user may have clicked from somewhere on the web to directly submit a request. Therefore, after login, the user should be redirected to the service in the application. If this type of navigation is not available, the user should be immediately presented with a list of actions they can take with their authenticated account.
* APIs may be provided to allow developers to create their own forms to then enter information into the system.

# Examples

The following provide a simple use case scenario for the primary ways a user would access a web application to complete a service. A final example (non-permitted workflow) is provided as an example of what is not allowed (presenting a secondary list of navigation to complete a service)

## Public Workflow (non-authenticated) – File a Zoning Complaint

1. User visits the service page for filling the complaint
2. Depending on presentation, the user has several possibilities:
   1. User fills out a form directly on the page maintained by the County
   2. User fills out a form from a third party system that has been framed into the site
   3. User is presented a URL they can click on to go directly into the third party system and enter the complaint.

## Authenticated Workflow – Apply for a Building Permit

1. User visits the service page for applying for a permit
2. User is presented a URL that takes them to third party system to login
   1. Ability to redirect to third party system’s service after login is preferable.
3. Depending on presentation, the user has several possibilities:
   1. User is automatically redirected to the page to begin applying for the permit in the third party system
   2. User is presented with a very simple list of options of services to complete depending on their authentication role. The user must then navigate on their own from this page to the form to fill out for applying for a permit

## Example of a public workflow that is not permitted

1. User visits Henrico.us/services, and selects that they would like to file a zoning complaint.
2. The user is presented the information about this service, and is asked to click a link to a third party site to complete the service.
3. User is presented with a list asking what their next step is
4. User is required to click on item in list to fill out a zoning complaint (*at this point, the user had already told the site what they wanted to do, should not be required to mention this again*)