

**Request for Information - Permit Tracking and Management Software –**

The Town of Greenwich, Connecticut is soliciting cost and capabilities information from software solution providers regarding permit tracking and management systems. The initial priority of the system is in support of the Town's planning, zoning and other related land use permits and applications. Building permits are already managed by an automated system and may be incorporated later. The Town will evaluate responses to this RFI to establish budgetary and functional requirements for an anticipated future procurement.

**Notice: This is not a Request for Bid or a Request for Proposal**

The purpose of this Request for Information (RFI) is to gather information. No award will be made based on the results of this process. Any procurement by the Town will be the subject of a separate process and subject to budget approval.

**INSTRUCTIONS**

A web site ([www.greenwichpermits.com](http://www.greenwichpermits.com)) has been established for communication with solution providers for this project. Solution providers shall visit this site to register and obtain the instructions for submitting the required information. Solution providers must respond to the mandatory questionnaire in electronic format. Solution providers may submit questions, but only via email as noted on the web site. Answers to questions will be posted at the project web site. Solution providers shall not contact the Town of Greenwich or Brodie Group personnel directly. Solution providers shall submit all questions via the web site email where all solution providers responding to this RFI will see the questions and answers.

RFI responses must be submitted electronically as a PDF or MS Word email attachment sent to [rfi@greenwichpermits.com](mailto:rfi@greenwichpermits.com) with subject line GREENWICH RFI RESPONSE. The email response should include only the questionnaire answers.

CD's with product demonstrations, digital marketing brochures and technical documentation are encouraged but not required for this RFI . If available, marketing materials shall be sent to Greenwich Permits RFI, c/o Brodie Group, 77 Willow Street, New Haven CT 06511 (tel: 203.773.5069). Solution providers may include up to 40 pages of printed marketing collateral or technical comments. Three (3) copies of all hardcopy materials are required.

**Anticipated Schedule**

June xx, 2003 - All Questions submitted via email to [rfi@greenwichpermits.com](mailto:rfi@greenwichpermits.com).

June xx, 2003 – Questionnaires due via email to [rfi@greenwichpermits.com](mailto:rfi@greenwichpermits.com). Hardcopy material (optional) must be postmarked by this date

June/July/August 2003 – Follow-up and evaluations: responders and their referenced customers may be contacted for additional information.

## QUESTIONNAIRE

Solution providers shall review the following then submit responses to the questionnaire electronically in accordance to the instructions.. Solution providers shall complete all questions and answer each as completely and succinctly as possible.

### COMPANY INFORMATION

1. Company Name and Headquarters Mailing Address:
2. Contact Name, telephone and email:
3. Company Website URL:
4. Location of Customer Support Staff for Greenwich, CT customer:
5. Do you have support options including toll-free telephone support?
6. Type of Organization (Corporation, Partnership, etc.):
7. How long has the company been in business in its current form?
8. Do you develop your own permitting software solutions or does your firm re-sell/integrate solutions?

### SOFTWARE PRODUCT INFORMATION

9. Software product name:
10. Brief (200 words or less) Product Description:
11. Recommended/Required hardware and operating system platforms for deployment:
12. Recommended/Required RDBMS for deployment:
13. Do you recommend a dedicated server to support your applications?
14. List the recommended application modules or functions suitable for Greenwich land use agencies and miscellaneous permits. See background document for more information.
15. What is the release version and how long has this product been on the market?
16. What software development language(s) and tools are used to make and maintain the product?
17. How many U.S. customer sites are currently using this version of the product?
18. How many Connecticut customer sites are currently using this version of the product?
19. Describe the application software architecture (desktop, client/server, web, etc.)
20. Do you offer the product on an Application Service Provider (ASP) model basis?

**SOFTWARE FUNCTIONAL INFORMATION**

21. Is there an ad-hoc report writing capability? Briefly describe.
22. Does the solution include a web browser based query and reporting capability available?
23. Does the solution include review process calendar and public meeting agenda management functions?
24. Does the solution include an address-based or parcel-based query and permit cross-reference capability?
25. Does the solution include the ability to store and view electronic documents, images and CAD files with an application?
26. How does the solution organize related applications or permits at a common site or project? What is the common database identifier?
27. Does the solution include a scheduler and tickler mechanism that alerts users regarding upcoming schedule deadlines?
28. Building Permits Interface: The Building Division uses the Cornerstone 2000™ permit management system from Diversified Software systems ([www.diversifiedsoftwaresys.com](http://www.diversifiedsoftwaresys.com)). Please describe how the can integrate, interface and coexist with this building permit management system.
29. GIS Interface: The Town has a parcel-level GIS maintained with ESRI ([www.esri.com](http://www.esri.com)) ARC/INFO™ coverages and ArcView™ shapefiles. ArcGIS™ geodatabases will be considered in the future. Please describe how the product can integrate or interface with ESRI GIS.
30. Assessor Interface: The Assessor uses the ProVal™ CAMA system from Manatron ([www.manatron.com](http://www.manatron.com)). Please describe how the product can integrate or interface with the Assessor CAMA system.
31. Greenwich review procedures vary depending on the type of application and often vary depending on the circumstances of the application. Can the system establish standard review process templates for each type of application?
32. Can the user adjust the standard review schedule (routing, calendar, etc) on an ad hoc, as needed basis?
33. What capabilities support the Town's need to schedule commission and board meetings? Is there an agenda management function?
34. What provision is made for electronic distribution and sign-off?

**IMPLEMENTATION COSTS AND TIMELINE**

35. Complete the table ( detailing typical licensing costs and recurring support costs for a 20-user configuration and a 5-user configuration. Please include typical, estimated costs for all required and optional modules. These numbers are not binding.

Module Name	20-user license costs	20 users Annual Support costs	5-users license cost	5-user Annual Support Cost	Site License

36. How much time do you advise customers to allow for implementing your system? What are the key variables or obstacles affecting implementation schedule?
37. In addition to license costs, what other fee-based services do you offer and recommend for successful implementation? (Training, data migration, consulting, etc.)
38. Please identify your fees hourly consulting fee rates for ad hoc consulting and implementation support.
39. Describe the recommended start-up training program including estimated schedule and costs.

#### REFERENCES

40. Has the proposed product been implemented by any Connecticut municipal agencies?
41. For five (5) customer references, please provide contact information including customer name, contact telephone and email address (if available). Include customers most similar to Greenwich who have already implemented your proposed product solution. State of Connecticut and New England references are preferred. The Town may contact these references to confirm cost and capability issues.

#### COMMENTS

42. Provide a brief (no more than 1 page) statement describing the advantages to the Town of Greenwich should it select to use your software applications. Selection by the Town of Greenwich of a solution provider shall be facilitated through a process separate from this RFI. No award shall be made based upon the responses received from this RFI.