NOTICE OF

STANDING COMMITTEES

Scheduled for
Tuesday, May 8, 2018,
beginning at 6:30 p.m. in

Council Chambers
Village Hall of Tinley Park
16250 S. Oak Park Avenue
Tinley Park, Illinois

Public Works Committee
Public Safety Committee
Community Development Committee

A copy of the agendas for these meetings is attached hereto.

Kristin A. Thirion
Clerk
Village of Tinley Park

<div align="center">

NOTICE OF A MEETING
OF THE COMMUNITY DEVELOPMENT COMMITTEE

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Notice is hereby given that a meeting of the Community Development Committee of the Village of Tinley Park, Cook and Will Counties, Illinois, will begin at 6:30 p.m. on Tuesday, May 8, 2018, in Council Chambers at the Village Hall of Tinley Park, 16250 S. Oak Park Avenue, Tinley Park, Illinois.

1. OPEN THE MEETING.

2. CONSIDER APPROVAL OF THE MINUTES OF THE SPECIAL COMMUNITY DEVELOPMENT COMMITTEE MEETING HELD ON APRIL 17, 2018.

3. DISCUSS BUILDING PERMIT AND CODE COMPLIANCE SOFTWARE.

4. RECEIVE COMMENTS FROM THE PUBLIC.

ADJOURNMENT

KRISTIN A. THIRION
VILLAGE CLERK

MINUTES
Special Meeting of the Community Development Committee
April 17, 2018 - 6:30 p.m.
Village Hall of Tinley Park – Council Chambers
16250 S. Oak Park Avenue
Tinley Park, IL 60477

Members Present:	M. Glotz, Chairman
	W. Brady, Village Trustee
	B. Younker, Village Trustee
Members Absent:	None
Other Board Members Present:	C. Berg, Village Trustee
	M. Mangin, Village Trustee
	M. Pannitto, Village Trustee
Staff Present:	D. Niemeyer, Village Manager
	P. Carr, Assistant Village Manager
	B. Bettenhausen, Village Treasurer
	C. Faricelli, Deputy Police Chief
	J. Urbanski, Assistant Public Works Director
	P. Wallrich, Interim Community Development Director
	P. Hoban, Economic Development Manager -Arrived 6:48 p.m.
	K. Clarke, Planning Manager
	D. Framke, Marketing Director
	J. Calomino, Code Enforcement Officer
	P. Connelly, Village Attorney
	R. Zimmer, Executive Assistant to the Mayor
	L. Valley, Executive Assistant to the Manager and Trustees
	L. Godette, Deputy Village Clerk
	L. Carollo, Commission/Committee Secretary

Item #1 - The Special Meeting of the Community Development Committee was called to order at 6:40 p.m.

Item #2 – CONSIDER APPROVAL OF THE MINUTES OF THE SPECIAL COMMUNITY DEVELOPMENT COMMITTEE MEETING HELD ON JANUARY 9, 2018 – Motion was made by Trustee Younker, seconded by Trustee Glotz, to approve the minutes of the Special Community Development Committee Meeting held on January 9, 2018.   Vote by voice call.   Chairman Glotz declared the motion carried.

Item #3 – DISCUSS VACANT PROPERTY MOWING POLICY - Due to high volumes of calls received related to grass and weed violations during spring and summer, the Community Development Department researched how to improve the process for identifying, monitoring and enforcing Village Code for properties in violation of the Grass and Weed ordinances.   Currently, staff manages each violation, which is time consuming and costly.   Data review over the past 2 years revealed noncompliance of the Village Code as vacant properties and identified over 20 properties in chronic violation.

Staff recommended a change in procedure, which will utilize a mowing contractor to maintain vacant properties in chronic violation of the ordinance as opposed to currently having a contractor "on call" to maintain properties on-demand.   Staff would identify vacant properties in violation and after an initial violation notice the mowing contractor would monitor the grass and weeds and maintain them as necessary throughout the season.

Motion was made by Chairman Glotz, seconded by Trustee Younker, to recommend a Request for Proposal (RFP) for a mowing contractor to maintain grass and weeds in accordance with the Village in enforcing the Grass and Weed ordinance.   Vote by voice.   Chairman Glotz declared the motion carried.

Item #4 – RECEIVE COMMENTS FROM THE PUBLIC - No comments from the public.

ADJOURNMENT
Motion was made by Chairman Glotz, seconded by Trustee Younker, to adjourn this Special Meeting of the Community Development Committee. Vote by voice call.   Chairman Glotz declared the motion carried and adjourned the meeting at 6:53 p.m.

lc

Interoffice Memo

Date: May 8, 2018

To: Dave Niemeyer, Village Manager

From: Paula J. Wallrich, AICP
Community Development Director

Subject: Building Permit and Code Compliance Software

BACKGROUND

The Village's Strategic Plan identifies several goals for the Community Development Department including *"Work to analyze and improve our building reviews for quicker, more expedited permitting".* To that end, staff reviewed existing protocols for building permits and discovered the most significant encumbrance to efficient processing was the current software system. In late summer of 2017 staff began outlining the various software needs for the Community Development Department and initiated research on various software systems that provided "off–the-shelf" programs designed specifically for permitting operations. This preliminary investigation allowed staff to focus its research on departmental operations such as permitting, inspections, scheduling, plan review, data retrieval and reporting.

In December of 2017 the Village published a Request for Proposals (2017-RFP-009) for Building Permit and Code Compliance Software; on December 18, 2017, nine (9) proposals were received[1]. A nine (9) member committee was created to analyze the proposals. The Committee was comprised of representatives from the Departments of Community Development, Finance, Administration, Information Technology, Public Works, and Fire along with the Village's GIS Consultant. Each of the Committee members reviewed the proposals and met several times to discuss selection criteria and the ability for each proposal to address the specific criteria identified in the RFP. In early February the Committee narrowed their selection to four firms (Accela, CitizenServe, Davenport Group and Maintstar) and interviews were scheduled for later that month. Prior to the interviews members of the Committee visited nearby communities that currently utilize one of the four selected companies and observed the software in operation. Staff met with their peers in the Community Development, Building, Finance and IT Departments in the Villages of New Lenox, Lansing and Elk Grove Village. Phone calls were also made to other communities in Illinois as well as out-of-state communities who were using the software.

During the interviews with the four selected software companies, staff was able to observe demonstrations of the software and ask questions related to their own departments. Each

member of the Committee provided valuable input to the final selection and ensured their individual department's needs were addressed.

SOFTWARE SELECTION

On April 26, 2018 a second interview was conducted with Maintstar to address some final questions and observe the software's ability to process some standard daily operations necessary for the processing of permits. In addition Maintstar was able to demonstrate its ability to integrate with Finance cashiering and general ledger operations, GIS, Firehouse and Cartegraph software.

At the conclusion of their research and analysis, the Committee selected **Maintstar** as the preferred software for Building Permit and Code Compliance. In addition, Maintstar's proposal provides modules for Health inspections and Planning/Zoning, has a mobile application that will extend processing capabilities to our staff in the field for increased efficiencies and provides a citizen portal that will allow for our residents to apply for permits remotely. Furthermore, Maintstar has committed to onsite training during software implementation, as well as ongoing support to staff and new hires. The proposed cost is $134,500 for the first year which includes an implementation cost of $80,000. There will be on-going operational/maintenance costs with an approximate escalator of 5% annually. Year 2 has been identified as $35,000; year 3 at $37,000. The approved FY 18-19 Budget identified $150,000 for acquisition of permitting software and $50,000 for annual maintenance, therefore the proposal is within budget.

The approval of the Maintstar Software will increase efficiencies in the permitting process as well as improve reporting, plan review and data retrieval systems. It will also significantly improve customer service by not only expediting permitting but will also provide cashiering and acceptance of permit payments at the Community Development reception desk instead of requiring applicants to make payments at the other end of the building in the main reception area. There will also be opportunities to implement increased efficiencies for Planning/Zoning review and data storage.

REQUEST

There are a few outstanding, minor details to finalize internally. Staff has been working through details regarding the amount of authorized users and costs related to data migration and conversion. Therefore, staff is requesting the Community Development Committee authorize Staff to finalize negotiations with Maintstar in an amount not to exceed $150,000 (budgeted amount) and recommend approval of the Committee's selection of the Maintstar Building Permit and Code Compliance Software to the Village Board.

Special thanks to the Committee who put in a lot of hours and thought into this selection: Hannah Lipman, Jean Bruno, Mike Thomas, Ken Karczewski ,Ruth Gibson, Kyle Malmborg, John Urbanski, Dan Riordan, and Kimberly Clarke. Thank You!

[1.] Proposals received from: Tyler Technologies, Davenport Group, Intuitive Municipal Solutions, Accela, IDT Plan LLC, Viewpoint, Citzen Serve, Maintstar, GovPilot.

MAINTSTAR

Building Permit and Code Compliance Software

- Building Permits
- Citizen Portal
- Online Permitting and Payment
- Code Enforcement Case Tracking

Village of Tinley Park, IL

Building Permit and Code Compliance Software
RFP 2017-RFP-012
Due Date: December 18, 2017 4:30 PM CST

28 Hammond
Irvine · CA · 92618
800 · 255 · 5678 phone
949 · 458 · 7626 fax
james@maintstar.com

MAINTSTAR

28 Hammond
Irvine • CA • 92618
800 • 255 • 5675 phone
949 • 458 • 7626 fax
james@maintstar.com

Village of Tinley Park
16250 South Oak Park Avenue
Tinley Park, IL 60477

Ms. Paula Wallrich
Proposal for Building Permit and Code Compliance Software

Ms. Wallrich:

On behalf of MaintStar, we are pleased to provide the following proposal to the Village of Tinley Park for your consideration. The team at MaintStar offers this response as the manufacturer, installation, configuration, training and on going support agent. All Land Management Software modules and user licenses are inclusive for a single cost effective price, including configuration and deployment for the first year at no charge. Only hosting/support fees are required for on-going support, with no licensing costs for additional users.

Our proposal is valid at least 120 days from the due date. MaintStar is an industry leading developer of software for Land Management (permits, inspections, planning and zoning) and Asset/Public Works Management products. With a thirty-two year track record, our products are in use by over 300 local governments through out the United States and Canada.

The solution we are proposing is currently in use with large counties, such as Alameda County, California issuing almost 1 million Land Management activities per year, as well as smaller agencies such as the Village of Lansing which issues 3,000 permits per year. Whether large or small, our success is based on providing the utmost attention to each and every customer project. Take a moment to watch the City of Pleasanton and Microsoft® CityNext™ videos, as they provide independent, candid details on the advantages of selecting MaintStar products and services.

Each detail is given careful consideration to make your deployment a success story as well. As part of this offer, we invite the Village of Tinley Park into our Direct Advantage Program, which allows the city to grow and request new features in the first industry collaboration between agency and manufacturer.

Every effort has been made to provide a complete response, in the manner requested. However, if any questions arise with any part of this response, please feel free to contact me directly. Note: Following this letter is our certificate from the State of California as a California Corporation in Good Standing, and our Certificate as a State of California SB Micro business.

We welcome the team at Village of Tinley Park to be part of the ultimate Civic Software Solution.

RFP Document	Received	Understood
RFP Original RFP Issue 2017-RFP-012	11/13/2017	√
RFP Addendum 1 2017-RFP-012	11/21/2017	√

Best Regards,

James Reid
National Sales Manager
MaintStar
Land Management and Public Works Products
800 • 255 • 5675 x. 206 office
323 • 974 • 3309 mobile
949.458.7626 fax
james@maintstar.com

State of California
Secretary of State

CERTIFICATE OF STATUS

ENTITY NAME:

MAINTSTAR

FILE NUMBER: C1328464
FORMATION DATE: 01/11/1985
TYPE: DOMESTIC CORPORATION
JURISDICTION: CALIFORNIA
STATUS: ACTIVE (GOOD STANDING)

I, ALEX PADILLA, Secretary of State of the State of California, hereby certify:

The records of this office indicate the entity is authorized to exercise all of its powers, rights and privileges in the State of California.

No information is available from this office regarding the financial condition, business activities or practices of the entity.

IN WITNESS WHEREOF, I execute this certificate and affix the Great Seal of the State of California this day of May 17, 2016.

ALEX PADILLA
Secretary of State

Supplier Profile

State of California Certification

Certification ID : 60235

Legal Business Name
MAINTSTAR

Doing Business As (DBA) Name1:
MAINTSTAR

Doing Business As (DBA) Name2:

Office Phone Number
949/458-7560

Business Fax Number
949/458-7626

Business Web Address
www.maintstar.com

Address
28 HAMMOND, UNIT D
IRVINE
CA 92618

Email:
louis@maintstar.com

Business Types:
Service

Notification Preference
Email

Service Areas

Alameda , Alameda , Alpine , Alpine , Amador , Amador , Butte , Butte , Calaveras , Calaveras , Colusa , Colusa , Contra Costa , Contra Costa , Del Norte , Del Norte , El Dorado , El Dorado , Fresno , Fresno , Glenn , Glenn , Humboldt , Humboldt , Imperial , Imperial , Inyo , Inyo , Kern , Kern , Kings , Kings , Lake , Lake , Lassen , Lassen , Los Angeles , Los Angeles , Madera , Madera , Marin , Marin , Mariposa , Mariposa , Mendocino , Mendocino , Merced , Merced , Modoc , Modoc , Mono , Mono , Monterey , Monterey , Napa , Napa , Nevada , Nevada , Orange , Orange , Placer , Placer , Plumas , Plumas , Riverside , Riverside , Sacramento , Sacramento , San Benito , San Benito , San Bernardino , San Bernardino , San Diego , San Diego , San Francisco , San Joaquin , San Joaquin , San Luis Obispo , San Luis Obispo , San Mateo , San Mateo , Santa Barbara , Santa Barbara , Santa Clara , Santa Clara , Santa Cruz , Santa Cruz , Shasta , Shasta , Sierra , Sierra , Siskiyou , Siskiyou , Solano , Solano , Sonoma , Sonoma , Stanislaus , Stanislaus , Sutter , Sutter , Tehama , Tehama , Trinity , Trinity , Tulare , Tulare , Tuolumne , Tuolumne , Ventura , Ventura , Yolo , Yolo , Yuba , Yuba

View Keywords	View Classifications

Active Certifications

Certification Type	Status	From	To
SB(Micro)	Approved	06/07/2013	06/30/2017

Village of Tinley Park IL
Building Permit and Code Compliance Software
Your Guide to the Ultimate Community Development System

► **Executive Summary**

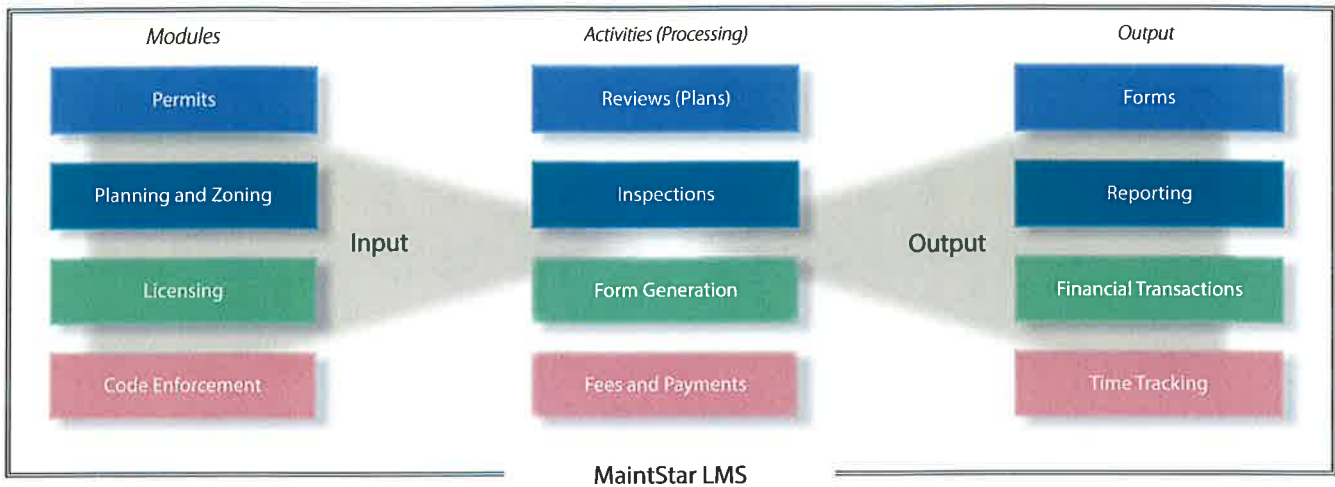**Village of Tinley Park**
RFP 2017-RFP-012

Executive Summary

MaintStar enjoys a success story with over 300 local government accounts in the United States. Most of our clients are repeat customers, the strongest attestment to customer satisfaction. At MaintStar every customer is important, the key in selecting a company that sole revenue source is local government software solutions. Whether large or small, our success is based on providing the utmost attention to each and every customer project. Alameda County, California issues almost 1 million Land Management activities per year, at the same time the Village of Lansing issues 3,000 permits per year, both large and small have found their solution in MaintStar.

There are many more reasons for Village of Tinley Park to select MaintStar; and for ease in reviewing we have outlined those in the tables below. First the advantages of MaintStar - the company, and secondly MaintStar LMS - the solution.

Advantage MaintStar	
Feature or Function	**Details**
100% In-House Development	MaintStar LMS, including every module and aspect is developed in-house by MaintStar. As such: no migration, no interface of dis-similar development teams, paths or methods. It is 100% coherently designed by the same architects and development team.
No Technology Through Acquisition	MaintStar clients receive the best value for the dollar. When purchasing a product from a firm that gained it's technology through corporate acquisition, a premium by customers for the costs of acquisition. No premium is paid for debt or interests with MaintStar, we developed our system 100% in-house.
Direct, Local Customer/Vendor Relationship	MaintStar clients communicate directly with the development and support team in the same time zone - no middle men or off-shore entanglements.
California Small Business	MaintStar is a certified California SBMicro Business. Village of Tinley Park, may take advantage of any federal small business mandates by selecting MaintStar.
Experience	32 years of supplying State and Local Government Software Solutions. • No Product End of Life Notices Ever • No Default on Contract • No Default on RFP Performance
MicroSoft® CityNext™ MaintStar Leading the Pack	MaintStar rates top spot as MicroSoft CityNext Developer. https://www.youtube.com/watch?v=w9kKMlb3bSs
Mobile Citizen™ City of Pleasanton	Customer video showing the advantages of MaintStar Mobile Citizen. https://www.youtube.com/watch?v=BRJIzWu2STY

MaintStar Ultimate Civic Software	
INTEGRATION	MaintStar LMS integrates with Finance - Alameda County MaintStar LMS integrates with GIS - ESRI and more Partnerships MaintStar LMS integrates with PCI compliant Credit Card Processing MaintStar LMS integrates with MicroSoft® Office and Active Directory MaintStar LMS integrates with MaintStar CMMS Public Works
MOBILITY	MaintStar LMS 100% Web Browser. If a browser runs on the device, MaintStar LMS supports it. Leading edge mobile applications at the Apple and Google stores.
CONSUMER PORTAL	MaintStar LMS offers a 100% agency configurable web portal to take all Community Development requests and process payments in a PCI compliant manner
DASHBOARDS	MaintStar LMS has over 100 standard reports, and a full custom Ad Hoc custom report creator. More exciting are the Real Time - KPI based Dashboards, developed by MaintStar for all our products. No API, no partnerships, these reporting features are all developed by MaintStar.

Modules	Activities (Processing)	Output
Permits	Reviews (Plans)	Forms
Planning and Zoning	Inspections	Reporting
Licensing	Form Generation	Financial Transactions
Code Enforcement	Fees and Payments	Time Tracking

Input → Output

MaintStar LMS

Customer Driven Technology

At MaintStar, we believe in customer driven technology. Working closely with our customers, we strive to develop the most functional and efficient product to service agency requirements. Many of the features and functions you will discover while evaluating our products, are innovations that we developed at the request of our customers, like Alameda County. For example, MaintStar developed a true double entry financial transactions interface to their unique posting system. In keeping with this tradition, we are offering the Village of Tinley Park to become part of our Direct Advantage Program. Under this program, Pittsburgh may discover features or function not current part of the CDMS application, communicate the needs to the development team at MaintStar. MaintStar will review the requirement and include it as part of the standard product release offering.

It's Your Community Development System

By offering a very flexible system that allows customers to create their own screen appearances, their own user defined data fields, and deployment of color and style, the system becomes your system. MaintStar LMS has an image library, that allows agencies to load as many logos and images in which to build screens, their web portal and community development forms in order to create a look and feel that is in sync with the agency itself.

Easy to Use

20 percent of the development time at MaintStar is dedicated on ease of use. Besides accuracy and reliability, the success of any software application is the ability of the users to readily take advantage of all features and functions on a regular basis. This comes from both ease of use design, and by using consistent and regular methodology through out the application. Once an administrative user sets up a permit type, they will have all the skills necessary to set up a license type. This is achieved by using the exact same user interface, layout, wizard and operational methods.

Additionally, since this application is intended for use by the public, ease of use becomes more critical to achieve widespread acceptance and praise by the citizenry. With MaintStar LMS, a wizard driven consumer portal, that allows the agency to collect only the required data deemed necessary, and setup ease screen for the greatest ease of use, means you will have an application that is widely accepted and praised.

Best Return on the Investment

With MaintStar we develop 100% of our product without reliance on third license agreements or through costly company acquisitions (financial costs and corporate culture costs). This allows us to sell our applications in the most cost effective manner, while remaining an expert on our technology from front to back. This also significantly reduces the cost to support and maintain the product. First, inter-working modules operate better with less interface problems. Second, upgrades are always in sync and performed in a single instance, since all parts of the system are developed in house with the same team.
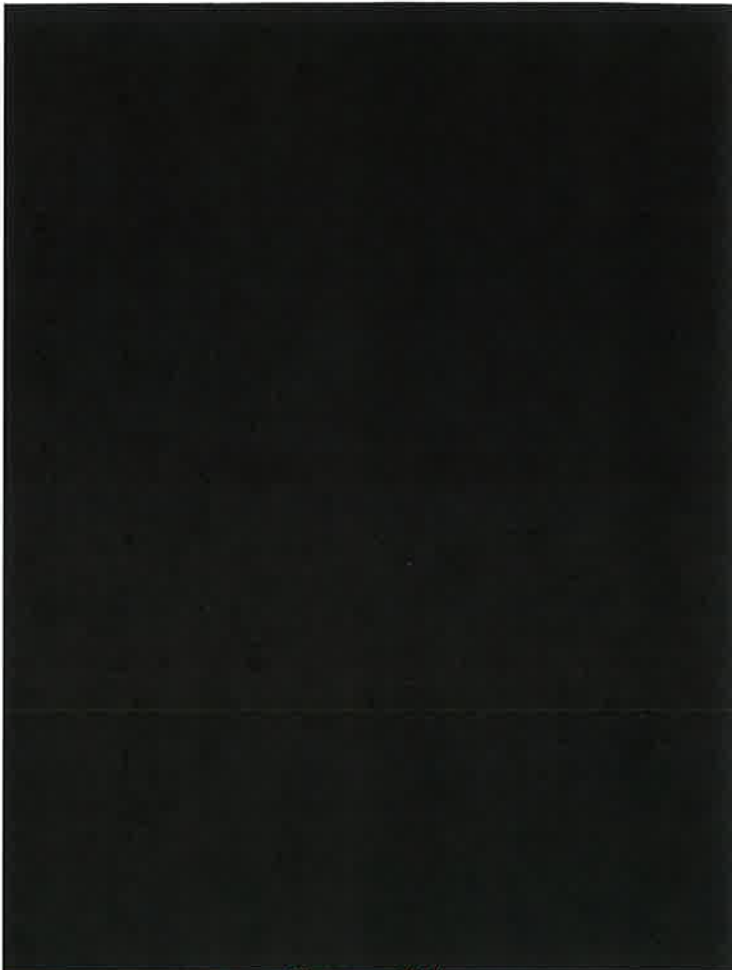
▶ **Company History and Experience**

Village of Tinley Park
RFP 2017-RFP-012

MaintStar - Highly Qualified

MaintStar was founded in 1984.

In those 32 years, we have built a customer base of over 300 clients across the United States all using our advanced software solutions. All our products are driven based on customer driven requirements, and welcome customer suggestions and feedback. Our products have evolved much in these 32 years, today we are a leader with Mobile Citizen™, an interactive mobile application that allows citizens to report problems with any city assets from anywhere from the convenience of their mobile device. Please see the City of Pleasanton video below (top).

MaintStar develops 100% of our products - no third part licensing

A unique aspect of MaintStar - and a great benefit to our customers - we have developed all our product technology. We have not purchased other companies, or incorporate a licensing of third party technology into our product line. This means several things to our customers: the system is priced most effectively (there is no additional costs associated with the cost of purchasing a company or technology), secondly we are able to design and optimize each module in how they work together.

MaintStar has strong Technology Partnerships and Achievements

We also maintain strong relationships in the technology space as an active member of Microsoft® CityNext and with ESRI® Partners program. At the recent Microsoft® CityNext Smart City Expo World Congress in Barcelona Spain, MaintStar products were a finalist for the best new product - Mobile Citizen™. These partnerships allow us to stay current on technology, and offer our clients the latest tried and true applications. The next generation of civic technology is Augmented Reality. With MaintStar and CRG™ CivicAR, your users can point a mobile device at a civic location and view the status of permits, licenses, or even see the floor plan at a construction site.

Links to More Information

Pleasanton MaintStar Mobile Citizen (top right)
https://www.youtube.com/watch?v=BRJlzWu2STY

MaintStar provides smart technology for cities (bottom right)
https://www.youtube.com/watch?v=w9kKMlb3bSs

MaintStar connects CMMS and CDMS to Augmented Reality
http://www.civicresource.com/Files/CRGI-CC-ar.pdf

MaintStar provides smart technology for cities

MaintStar Network Partnerships

Direct Advantage Program

Customer Driven Technology

At MaintStar our focus is "Customer Driven Technology". Customers drive our product development and feature sets. A company's products mean nothing, if they do not fulfill the customer requirements. To achieve this, we prefer to direct relationships with our customers. The best communication is direct communication. There are no sales channels or third parties between MaintStar and the customer. Customers can speak to us about any feature they would like to see - or any problem encountered with their system - and they are speaking with the experts and the developers. This win-win relationship is a success for all.

Our System is *Your System*

Although the system proposed herein has been designed and manufactured by MaintStar, it ultimately becomes the customer's system. We have designed this system to be flexible in the appearance, data fields used, and workflow so that it becomes your system at the time of implementation. These features are designed so our customers can modify the appearance and the data fields, without a MaintStar assistance or technician - it truly becomes your system. We do not stop here.

The Direct Advantage Program - *Advise Us What is Missing*

With Direct Advantage - during the first year of ownership, we encourage the customer to advise us of any features that are important to their success. Many features will become more apparent after in-use trials. At MaintStar we recognize this, and invite customers to share their experiences and suggestions - and assist us to build the best systems.

After a review, these features we will incorporated into our commercial product offering, so they may be taken advantage by all customers wishing the ultimate solution in Community Development Management Systems. This is the Direct Advantage Program.

A direct connection between customer and manufacturer - really nothing could be better for both.

The Project Team

The MaintStar Team	
Sales Manager	James Reid, National Sales Director – Community Development 800.255.5675 x206 o. 323.974.3309 c. james@maintstar.com
Project Management Training	David McElroy, Director of Training, Implementation Engineer 714.585.0712 c. david@maintstar.com
Implementation	Alan Buth, Project Management 800.255.5675 x204 o. alan@maintstar.com
GIS Engineer	Victor Reinhart, Director GIS Development 800.255.5675 x204 o. victor@maintstar.com
Technical Support	Long Nguyen, Senior Technical Support 800.255.5675 x205 o. long@maintstar.com Stephen Li, Technical Support 800.255.5675 x208 o. stephen@maintstar.com
Configuration Custom Development	Brett Kolve, Head Programming Specialist 800.255.5675 x203 o. brett@maintstar.com Leonid Orlov, Programming Specialist Ram Nambiar, Programming Specialist Vladimir Buskin, Chief Architect
Escalation	Dimitry Poretsky, President 800.255.5675 x202 o. dp1@maintstar.com

PM & Training	David McElroy - Project Manager & System Implementation Engineer
Work History	MaintStar - 20 years As a Project Manager, David practices effective communication to find more cost effective and easier solutions to complex issues. He simultaneously coordinates various departmental resources to execute contracted deadlines utilizing critical thinking, strategic planning and problem solving. He has an extensive knowledge of MaintStar, report writing, and the community development industry, and works closely with his clients to optimize their processes within MaintStar. David's technical expertise and experience working with people from a variety of professional, persona, and international backgrounds ensure a successful project from start to finish.
Project Roles	Ensures an on-time delivery of completed system Manages "scope creep" by effectively holding weekly/daily discussions with client Understands and manages client expectations Recommends business process decisions to client whenever reasonable Possesses a thorough knowledge of our software and a thorough understanding for configuring the system during each project Effectively facilitates regular status meeting with the Project Team Ensures project documents are complete, current, and appropriately documented by reviewing deliverables prepared by team before passing off to client Manages daily operational aspects of a project, scope and client interaction Identifies necessary resources to complete projects and communicates with Technical Staff, Data Conversion, Software, Engineers, and Trainers to assign tasks to available resources while meeting the business needs of each client
Experience	David excels at one on one and group trainings. He has supervised and conducted all major training operations for MaintStar over the past 20 years. Some installations include the following:
Project Experience	City of Orange, CA County of Clark, WA County of Ventura, CA County of Santa Clara, CA Hillsborough County, CA City of Alameda, CA County of Adams, CO County of Washoe, NV County of Contra Costa, CA City of Winter Gardens, FL County of Baltimore, CA AMRI, New York
Education	David has an MBA degree with over 20 years of system experience, and will handle implementation and training.

Support Team	Long Nguyen - Senior Technical Support Engineer
Work History	MaintStar - 20 years Long Nguyen serves as one of the main contacts for all technical support questions and assists with data conversions, implementations, and report writing. He provides client support and technical issue resolution via e-mail, phone and on-line mediums. Additionally, Long helps with configuration of the various interfaces that are needed to connect to the database. He identifies issues, corrects and advises as needed on operational issues.
Project Roles	Provide training to clients in the use of system and applications Configure software to connect to internet application servers Identify and correct or advise, on operational issues in various computer systems Work independently, while successfully meeting time lines and project objectives Possess and execute comprehensive documentation practices Create and maintain detailed records using MaintStar's problem resolution tracking system to report and ultimately conclude outstanding support requests from clients Assist Project Managers with the implementation of software during new client installations Effectively prioritize and operate pro actively Mental dexterity to grasp new ideas and integrate them into desired results
Experience	Long has over 16 years of computer related work that is geared to municipalities and public agencies. His broad exposure to many types of systems during his tenure, offers a well-rounded view for creating optimal implementations. Long is uniquely qualified to provide the highest level of support to our clients.
Project Experience	City of Pleasanton, CA City of Fremont, CA City of Orange, CA City of Timmons, Canada City of Fairfield, CA City of San Bruno, CA City of El Paso, TX City of Culver City, CA City of Thousand Oaks, CA City of Bakersfield, CA City of Reno, NV Memphis Light, Gas & Water, TN
Education	Bachelor of Science – Computer Science, emphasis in Programming Methodology, and Internet Information Services, University of California Santa Barbara

Customer References - Existing and Past Performance (1)

MaintStar References		
Reference Name	Village of Lansing (population 27,400)	
Contact	Kim Follmar	
Address	3141 Ridge Road	
	Lansing · IL · 60438	
Phone/Fax	708 · 895 · 7193 phone	
Email	kfollmar@villageoflansing.org	
System Scope/Services	Permits	GIS Integration
	Code Enforcement	SaaS Cloud Provided Solution + Five years support
	Inspections	
Reference Name	City of Rio Vista	
Contact	Judi Craner	
Address	One Main Street	
	Rio Vista · CA · 94571	
Phone/Fax	707 · 374 · 6447 phone	
Email	jcraner@ci.rio-vista.ca.us	
System Scope/Services	Permits	Microsoft Office
	Planning & Zoning	ESRI Integration
	Mobile Inspections	Payment Portal
		Digital Signatures
		SaaS Cloud Provided Solution + Five years support
Reference Name	Village of Dolton (population 27,000)	
Contact	Sondra Phillips	
Address	14122 Chicago Road	
	Dolton · IL · 60419	
Phone/Fax	708 · 201 · 2173 phone	
Email	sphillips@vodolton.org	
System Scope/Services	Business Licenses	SaaS Cloud Provided Solution + Five years support
	Code Enforcement	
	Permits	

Customer References - Existing and Past Performance (2)

MaintStar References		
Reference Name	Baker County - FL (population 27,400)	
Contact	Chris Milton, Community Development Director	
Address	360 E. Shuey Avenue	
	Macclenny • FL • 32063	
Phone/Fax	904 • 259 • 2403 phone	
Email	chris.milton@bakercountyfl.org	
System Scope/Services	Permits	Sandbox + Production Environment
	Planning and Zoning	ESRI Integration
	Code Enforcement	First Data Payments (Credit Card Processing)
	Inspections	Digital Signatures
	Meeting Agendas	SaaS Cloud Provided Solution + Five years support
Reference Name	Alameda County (population 1.5 million)	
Contact	Bill Lepere - Deputy Director	
Address	399 Elmhurst Street	
	Hayward • CA • 94544	
Phone/Fax	510 • 670 • 5431 phone	
Email	bill@acpwa.org	
System Scope/Services	Permits	Microsoft Office
	Public Works	ESRI Integration
	Mobile Inspections	Premise Solution
Reference Name	City of Fairfield (population 110,000)	
Contact	Pat Giles	
Address	420 Gregory Lane	
	Farifield • CA • 94533	
Phone/Fax	707 • 428 • 7410 phone	
Email	pgiles@fairfield.ca.gov	
System Scope/Services	Public Works	ESRI Integration
	Work Orders/Work Requests	Premise Solution + Five years support
	Inspections/Permits	

Banking Reference

MaintStar Bank Reference

Institution	Bank of America
Location	Laguna Beach Branch
Contact	Judy Jeong
Phone	626.817.0224

Perfect Record Vendor & Dossier

MaintStar Vendor Record

Years in Business	Since 1984, 32 Years
Vendor Performance	No Product End of Life Notices - Supporting all product sold No Default on Contract No Default on RFP Response
Product Ownership	100 % - No Licensed Technology 100 % - In House Developed
Corporate Standing	32 Years, State of California Good Standing
Primary Clientele	Local City and County Government Water Districts Port Authorities
DUNS	18-602-4766
Fed Tax ID	33-0151817
Key Clients	Santa Clara County, CA Alameda County, CA Orange County, CA Contra Costa County, CA City of Pleasanton, CA Hillsborough County, FL County of Baltimore, MD
Total Clients	> 300
Awards	Microsoft® CityNext™
Key Partners	Microsoft® - Business Software Microsoft® CityNext™ - Government Specific Software Technologies ESRI® - GIS Location Mapping CivicAR™ - Augmented Reality
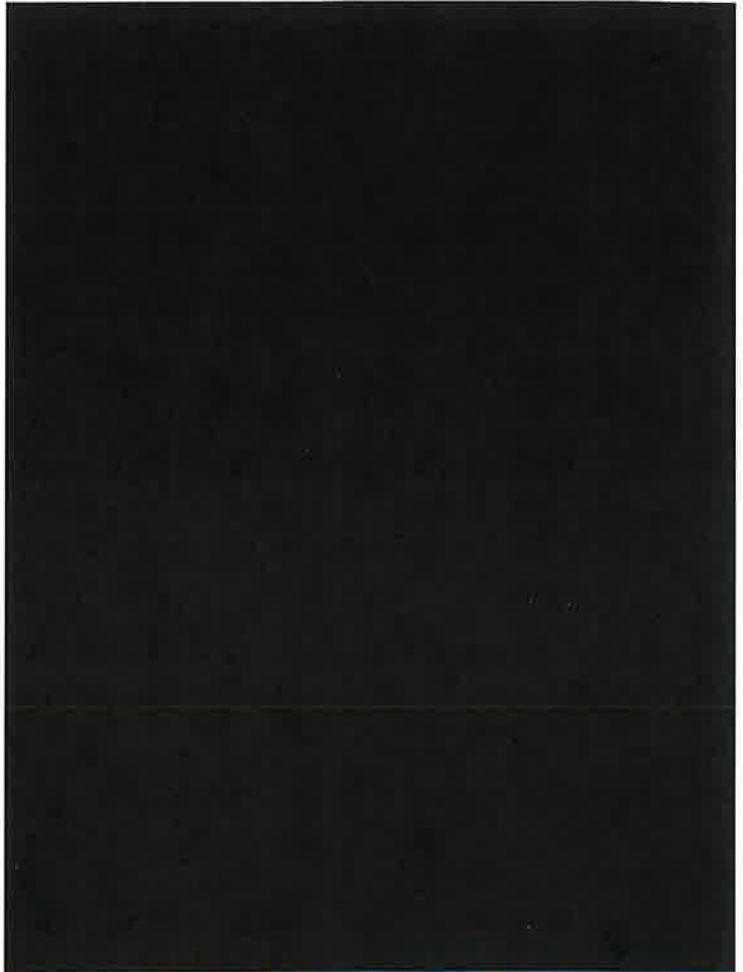
Technical Response

Village of Tinley Park
RFP 2017-RFP-012

	General System Characteristics	COMPLIANT
	Permitting, Inspections and Licensing (building, code compliance, and health)	
	Monitor all public and private building activity	
	MaintStar LMS monitors and tracks all public and private building (property and structures) activity. Users can track and lookup activity by address, parcel, structure, owner.	YES
	Issue a variety of permit types	
	MaintStar LMS can suppport virtually any permit type (including non-building permits - fireworks or dog permits). The system can be configured with any data filed to collect at application and connect to a fee schedule.	YES
	Auto-populate data from master address table	
	MaintStar LMS has a reference database that will populate the application from the address, parcel, owner, structure and establishment table.	YES
	Collect and account for all appropriate fees	
	MaintStar LMS will connect the appropriate fee or fee group to the application automatically and allow for payment as a walk-in (at the kiosk) or via credit card on the provided MaintStar Citizen Profile.	YES
	Provide an ability to override the system for fee calculation	
	MaintStar LMS allows users with authorized credentials to override the system for fee calculation.	YES
	Track plan review status, remarks, and approvals.	
	MaintStar LMS allows users to track all task related to the application, including inspections, plan reviews, meetings and approvals.	YES
	Identify outstanding fees and liens via an "Address Alert" function	
	MaintStar LMS automatically links all activity from an address point for the user, so when a new case or application is recieved, all activity such as outstanding liens, violations, or unpaid fees will appear in the "Alert" panel.	YES
	Perform advanced search and custom query options	
	MaintStar LMS features a advanced search panel to allow users to search against virtually any data field, and they can save or recall these search parameters for future use.	YES
	Generate alert notices for permit inactivity	
	MaintStar LMS has configurable permit types and alerts. Alerts can be set to alarm and notify a user or set of users when a case/permit has had no activity on the file for a set period of time.	YES
	Set user IDs with customizable permissions	
	MaintStar LMS features a comphrensive user privilages configurator, so each user can have a dedicated or unique set of permissions (privilages).	YES
	Ad hoc ability to introduce additional reviewers in a workflow	
	MaintStar LMS offers an ADD STAFF option to allow permit technicians and staff to add additional users to review cases/permit files as required.	YES
	Issue and validate (prior to any permit release) contractor licenses	
	MaintStar LMS tracks contractor licensing at all times, a warning icon (yellow triangle) in various locations to alert the user that invalid credential exists to prohibit issuance or validation of a permit.	YES
	Manage all building inspection scheduling activities	
	MaintStar LMS offers comprehensive inspection scheduling and tracking. A built in calendar with MaintStar allows inspectors to see daily, weekly, monthly workload/inspections. From the calendar drop and drag allows users to move or re-arrange sechdules based on work load. The system can send inspection scheduling to Microsoft Outlook/Exchange.	YES
	Track both routine and periodic inspections of buildings and property	
	MaintStar LMS can track structure fire inspections for annual, bi-annual, tri-annual inspections automatically. Rental property insepctions are managed and tracked as well.	YES

General System Characteristics	COMPLIANT
Permitting, Inspections and Licensing (building, code compliance, and health)	
Conduct and Track health inspections in the field utilizing the FDA form	
MaintStar LMS can incorporate the FDA Health Inspection Form, link these to structures and establishments and provide fully mobile enabled, health inspections.	YES
Capture pictures	
MaintStar LMS features full mobile inspections on tablets, smartphones, and laptops. Additionally, the product is "mobile enabled" - allowing user to take pictures, videos, and audio and attach them to the permit file or inspection activity. More importanly, this is easy to do and requires a single click on the device.	YES
Email inspection reports in the field	
MaintStar LMS allows inspections to email inspection results users (contractors, home owners, and other staff members). They can email other information easily as well such as their current day's inspection's list.	YES
Produce re-inspection reminders	
MaintStar LMS can generation re-inspection reminders to users and groups that are opted in for notifications on their case/application.	YES
Public Portal	
Integrate into existing Village website	
MaintStar LMS features a rich Citizen Web Portal. This allows users to can access from a link or links on the agency website. When using multiple links - data is pushed to the MaintStar Citizen Portal, for example ("Report Code Enforcement" will preset the Citizen Web Portal for Code Enforcement reporting, or "Apply for Electrica Permit" link can preset for an Electrical Permit).	YES
Allow the public to track application status/ approvals, and print status reports	
From the MaintStar Citizen Web Portal users can track progress and respond to message or request made by the agency staff (such as, please supply revised drawings).	YES
Allow the public to submit building permit applications online (at home, or at a Village Hall kiosk)	
MaintStar Citizen Web Portal is fully designed to accept online permit applications, collect payments, allow users to upload files or drawings, request inspection scheduling, and track and respond to requests from the agency regarding the application.	YES
Allow the public to monitor their project from plan check and review, to permit issuance and certificate of occupancy.	
MaintStar Citizen Web Portal allows user to track their applications from cradle to grave. They can download and print their documents and forms as well.	YES
On-line payment of permit fees	
MaintStar Citizen Web Portal is designed to accept payments via credit card or ACH payment portal with a selection of 82 banks or payment providers supported.	YES
Allow public request of inspections	
MaintStar Citizen Web Portal supports inspection scheduling request.	YES
Allow Village ability to override the request and block out time	
MaintStar Citizen Web Portal is integrated with agency inspections calendar, to support block of time, or override the request.	YES
Allow the public to submit code compliance complaints on-line (and subsequently monitor status of their individual complaint)	
MaintStar Citizen Web Portal allows citizens to submit code compliance complaints online, either anonymously or from a online profile account with the Citizen Portal.	YES

	General System Characteristics	COMPLIANT
Reporting		
	Produce customized Template and application form development – review letters, status letters, violation notices, certificate of occupancy, etc.	
	MaintStar LMS Forms Manager, allows users to download and edit forms off-line, and upload back into the system as an new version, or a new form completely for use in the system. The FORM cans be edited in the FREE Microsoft SQL Report Builder Tool (.RDL format). Forms can can alos be edited in Jasper Reports format as well.	YES
	Generate ad-hoc reports using any combination of data maintained by Village land use and permit systems	
	MaintStar LMS features a four step AD HOC report wizard to generate a complete custom report, these can be created from virtually any data field in the system. These can be saved for repetitive use, or for automatic scheduled use.	YES
	Produce standardized operating reports and statistics	
	MaintStar LMS comes with 100 standard reports. Each report can be easily customized by users for there specific needs and save them for future or repeative use. These standard and modified standard reports can be "scheduled" to be sent to designated email addresses on a reqular timed basis. Please see the MaintStar Sample Reports and Dashboards Brochure in the Attachments.	YES
Electronic Plan Review Management		
	Allows for concurrent electronic plan review	YES
	MaintStar LMS offers full integration with EPlansoft electronic plan review. EPlan is a state of the art web based plan review solution. MaintStar LMS allows plan reviewers to click on a single button and start/login/open EPLAN automatically. From Eplan they can markup, comment and render layered files for printing or viewing directly in MaintStar.	
	Allows reviewers to redline, comment, upload, convert plans to PDF, and publish/share with the applicant.	
	MaintStar LMS with EPlanSoft allows users to redline, comment, upload, stamp and convert pland to PDF and post them on the users case/record. They can download them from the MaintStar Public Citizen Portal. Additionally, inspectors can view these easily on tablet and mobile devices in the field. Please see the MaintStar EPlan Integration in the Attachments section of this proposal.	YES
	Request plan review from 3rd party consultants, as appropriate	
	MaintStar LMS with EPlanSoft and set up a External user account(s), and third party plan review is supported in this manner. As an added benefit, MaintStar Time Tracker will track the hours spent by the third party plan reviewer for billing of cost basis	YES

General System Characteristics	COMPLIANT
Electronic Plan Review Management	
Users can easily identify changes made from one submittal to the next	
MaintStar LMS with EPlanSoft features user layers (which can be truned on and off for user based visibility). Users can alos be identified using color coding, so their comments or markups are in a designated color. Alternatively color can be used for types of comments and markups, if layers are the preferred method to identify or filter a specific user's comments/markups.	YES
Mobility/In-field Usage	
View, schedule, and modify inspections and record notes while in the field from laptops, tablets, and cellular devices	
MaintStar LMS is full mobile enabled - which means screen layout and menus are customized to fit and conform with the dedicated devices Operating System. From these mobile devices: inspections can be viewed, scheduled, and checklists completed. Inspection screens allow inspectors to comment at the checklist item level, or for the entire inspection level as well. Please see the MaintStar Foldouts for Mobile Inspections included here.	YES
Access all contact details for the owner, applicant, contractor, or complainant	
MaintStar LMS stores all data for the case under tabs. A Contacts tab has all contact information for the case. Including - email, phone, name, notes, and role (owner, applicant, contractor, general contractor, architect and complainant). Additionally, tabs are available for location(s), documents/drawings, commenting, and history. With clearcut organization, users can easily find any data pertaining to the case in the field.	YES
Planning and zoning applications and fees	
Track planning and zoning applications and fees	
MaintStar LMS has a dedicated Planning and Zoning module. This allows the agency to designate and configure specifica applications and data collection for Planning and Zoning Applications. These applications will be filtered in the Planning and Zoning lists	YES
Interface with building permit release and occupancies	
MaintStar LMS planning and zoning case records will have a tab for permit and documents. This clear ogranization provides users with a single "go-to-click" to get any information regarding permits, tasks (inspections, plan reviews, notifications and approvals). For detailed structures information - building type, materials, occupancy, establishments occuping, etc. - Maintstar features a Lookup Menu, to track all master information for that location. Please see the MaintStar Foldouts for Lookups.	YES

MAINTSTAR CDMS - THE ULTIMATE COMMUNITY DEVELOPMENT SYSTEM

COMMUNITY DEVELOPMENT SYSTEM

THIRD PARTY REPORTING

IVR

WALK-IN APPTS QMinder™

DOCUMENT MANAGEMENT

MicroSoft® SHAREPOINT

AGENDA MGT

PERMITS

LICENSES

CODE ENFORCEMENT

PLANNING & ZONING

CITIZEN REQUEST
▶ PERMIT
▶ LICENSE
▶ CODE ENFORCEMENT
▶ INSPECTION
▶ PAYMENTS
▶ SCHEDULING
▶ CREDENTIALS

MAINTSTAR CDMS

FINANCE / ACCOUNTING
Cash Receipts
General Ledger
Project Accounting
Time Tracking

INSPECTIONS

PLAN REVIEW

PROPERTY MANAGEMENT

DASHBOARDS REPORT MANAGER

OPTIONAL E-PlanSoft®

ActiveNetwork® PARKS & REC RESR.

PARCEL AND ADDRESS MANAGEMENT

PUBLIC VIEW

MicroSoft® OUTLOOK/AD

CREDIT CARD PROCESS

STATE LICENSES

ESRI® GIS

7:30am GoToMeeting
1:00pm James Rock De...

18
9:00am - Roofing
17237 BERNADINE RD

MS Active Directory
.ICS Export - Google, MS, Apple, etc.

ArcGIS - ESRI
with Simultaneous
Google, Bing, etc.

General Permits Interface

Logged as: James Reid | Logout

My View | Supervisor | Admin

Surf City USA®

File: FL16-1148 Permit (On Hold)

Case Manager: Frank (Frank Spark)
Default Citizen: C146981 Sara Lana
Property Address: 17928 Wentworth Avenue, Lansing, IL 60438
Parcel(s):

Request #: RQ16-0001
Brief description: Add Guest House to existing Property and Home
Approx location:
Departments:

Status: On Hold
Priority: Normal
Opened: Apr 28

General Info | Permits | Contacts | Inspections | Fees/Inv. | Payments | Alerts | Add. Info | History

Back | Save | Change Status | Duplicate | Link | Delete

File # FL16-1148 | File Type Permit
Status On Hold | Priority Normal
Open Date 4/28/2016 8:05 AM | Closed Date

Case Manager * Frank (Frank Spark)
File Description * Add Guest House to existing Property and Home.

Property Address * 17928 Wentworth Avenue, Lansing, IL 60438
Apt/Unit
Parcels 04352304

Occupancy Status | Debt owed
Flood Zone
Property Owner Sara Lane
Zoning R-1 | Water Type
Sewer Type
Geometry Point
Map Assets

Requests #: RQ16-0001

Contacts

ID	Type	Citizen	Contact Info	Balance
CNT230447	Contractor	C22122 Hanic Heating & A/C.	Voice: 773-280-1269	View Balance
CNT230446	Contractor	C11202 Hickey Electrical Contractors, Inc., Bill C Lane	Voice: 708-535-1774 Cellular: 708-534-2321 Fax: 708-343-5343 E-Mail: rdevos@hickeyelectric.com	View Balance
CNT230436	Property Owner	C146980 Sara Lane	Voice: 708-123-1234 E-Mail: sarah@home.com	View Balance
CNT230435	Applicant	C146981 Sara Lane	Voice: 708-123-1234 Cellular: 708-777-8888 E-Mail: sara@home.com	View Balance

Primary | Other

File Alerts

Alert #	Details	Type	Date
ALR-16-2404	C11202 Hickey Electrical Contractors, Inc, Bill C Lane	Contact Has Invalid Credential	May 13

File Links

No Links

New File
Existing Files
Calendar
Activities
Inspections
Requests
Plan/Zoning
Permits
Code Enf.
Parcels
Reports

- Agency appearance and logo.
- Quick Summary of File or Case. User can collapse to save space.
- Tabs for all information in the file for easy access.
- Functions buttons: see on map, print forms, link or duplicate file.
- Current status (color coded) and priority.
- File contacts on front page for ease, applicant highlighted in green.
- Parcel and Zoning Fields – User Defined
- Indication of alerts or alarms. This case credential lookup shows invalid.
- Any linked files to this file will appear here of quick access.

Scheduling Inspections

Inspectors Calendar offers "Show on Map" (1) Link, Map offers File Summary (2) and Menu (3) offers complete details back in the File.

Assign by Location (City Areas)

Dropdowns | Violation Codes | Permit Types | Permit Custom
Contractor Categories | Citizen Required Credentials Types

Back | Save | Add City Area Type | Add City Area

City Area Type File City Area
Encroachment
Tree
Building Inspection

Areas of "Tree" Area Type
Name
Area 1
Area 2

Geometry
MultiPolygon
Role
RL4 - Permit Inspector Role
User
Danny (Danny Guzman)

Back | Save | Add City Area Type | Add City Area

Type of Inspection (1) is connected to the City Area (2) defined on the GIS System, is assigned to Inspector Role and Inspector (3).

USER INTERFACES

| External User - Contractor or Citizen | Internal Users - Staff | | External User - Contractor or Citizen | Internal Users - Staff |

1. Login

Request Permit Application

2. Option Attach File(s)

3. Submit Request

Request Permit Application

4. Validate Request to Create Permit File

Permit Application File

Microsoft® Outlook

esri® arcGIS

Permit Application File
Inv.

Permit Application File
Rec.

9. Review and Approve

Permit Application File
Rec.

5a. Automated Workflow Processing
5b. Manual Processing

6. Notifications

7. Payment

8a. Pass

10. Notifications

Inspections Results

8b. Fail

Generate Certificates
Certs.

Establish Fees
Inv.
5c. Invoicing

Establish Inspections
5d. Checklists

Assign / Schedule Inspections
5e. Directions

Generate Forms
Forms
5f. Forms

11. Reports on Permitting
12. Parcel Data and/or Tax Update
13. Finance System Final Posting

WORK FLOW EXAMPLES

License Details Interface

The Village of Lansing

| My View | Supervisor | Admin |

Go to record — Logged as James Reid | Logout

File: FL16-1151 License

Case Manager: James Reid (James Reid)
Default Citizen: C145981 Sara Lane
Property Address: 132 OAK, Lansing, Il 60438
Parcel(s):

Request #: RQ16-0025
Brief description: Beer and Wine License for Charity Event
Approx location:
Departments:

Status: Open
Priority: Normal
Opened: May 9

Quick Summary of File or Case. User can collapse to save space.

| General Info | Licenses | Contacts | Add. Info | History |

Tabs for all information in the file for easy access.

| ◀ Back | Save | Change Status | Duplicate | Link | 🖶 | ◻ | Delete | 🔖 |

Functions buttons: see on map, print forms, link or duplicate file.

File # FL16-1151 — File Type License
Status Open — Priority Normal ▼
Open Date 5/9/2016 3:42 PM — Closed Date

Requests # RQ16-0025

Case Manager * James Reid (James Reid)
File Description * Beer and Wine License for Charity Event

Contacts

ID	Type	Citizen	Contact Info	Balance
CNT230485	Applicant	C145981 Sara Lane	Voice 708-123-1234 Cellular 708-777-8888 E-Mail sara@home.com	View Balance
				Primary Other

Current status (color coded) and priority.

Property Address * 132 OAK, Lansing, Il 60438
Apt/Unit
Parcels

File Links

No Links

Occupancy Status — Debt owed
Flood Zone
Property Owner
Zoning — Water Type
Sewer Type
Geometry Point

Files With the Same Address

	File	Status	Opened	Description	Data
	EL16-1140 Permit	Open	Apr 28	Build a swimming pool	PM16-0624 Pool

Open | Closed | On Hold | Pre Approved | To Delete | Voided

Merge selected

Any files with the same address to this file will appear here, for quick access.

Status in color code, set up by the agency.

Citizen Request License

The Village of Lansing

Requests
Add Request

Add License Request

| Request Type | License Address | Additional Contacts |

Category
* Commercial
Types
☑ Beer and Wine

Area
Request Format: ● PDF ○ DOC ○ XLS
Download | Email | Cancel

Request Description

Next >>

Three step wizard driven, designed to propel citizens and be easy to use.

Once data is entered for the request, citizen can print a "receipt" with request number for the license.

Data collected and data fields are "designed" by the agency based on needs and license type.

Request Printout_180676.pdf

Request Details

Request Number	RQN-0040	Request Type	License
Request Status	Draft	Added By	Sara L (Sara Lane)
Case Manager		Added	3/14/2016 2:23:50 PM

The printed out from may be simple as shown or may include agency logo and all details and data.

USER INTERFACES

| External User - Business or Citizen | Internal Users - Staff | | External User - Business or Citizen | Internal Users - Staff |

1. Login

Request Business License

2. Submit Request

Request License Application

3. Validate Request to Create License File

License Application File

4a. Automated Workflow Processing
4b. Manual Processing

esri® arcGIS

License Application File
Inv.

5. Notification
6. Payment

License Application File
7a. Pass

8. Review and Approve

License Application File
Rec.

Inspections Results
7b. Fail

9. Notifications

Establish Fees
Inv.
4c. Invoicing

Generate Forms
Forms
4d. Forms

Assign / Schedule Inspections
ChkLst
4e. Directions

Generate Licenses
Certs.

10. Reports on Licensing
11. Finance System Final Posting

WORK FLOW EXAMPLES

Violations Details Interface

Quick Summary of File or Case. User can collapse to save space.

Tabs for all information in the file for easy access.

Add Fees or Fee Group

Actual Code Violation selected from dropdown in database. Violation language can insert to comment field.

Any files with the same address to this file will appear here, for quick access.

File Attachements. Unlimited attachments, direct from camera ready mobile device. Video and audio supported as well.

Violation History for an Address

List of Violation by Location.

Color code and status of Violation

Fee Assignment to Violations

Fees tracked in violation file.

Fee Detail Tracking

Fee Payment Status - color coded.

USER INTERFACES

WORK FLOW EXAMPLES

External User - Citizen

1. Login or Anonymous

2. Attach Photo

3. Submit Request

Internal Users - Staff

4. Validate Request against Local Codes

5a. Automated Workflow Processing

5b. Manual Processing

5c. Invoicing

5d. Directions

esri® arcGIS

6. Notification

7. Correction(s)

External User - Business or Citizen

8a. Pass

8b. Fail

Internal Users - Staff

9. Review and Approve

10. Notifications

11. Reports on Code Enforcement
12. Finance System Final Posting

USER INTERFACES

Setting up Agenda
Third Party Comments
Public Hearing and Reviews
Form/Letter Generation

- Dedicated Activities/Agenda Calendar
- Quick View over each meeting/hearing provides a synopsis of the meeting and agenda.
- Click to edit meeting details and see attached P&Z case files.
- Recieve Third Party Comments, and Read/Print for Public Hearings.
- Confirm Attendence and Close of Meeting Time with Date/Time Stamp.
- Manage Attendees List/Approvals/Comments.
- Add Citizens as they Attend or Speak. Track Comments.
- Add Conditions as they are Approved.
- Close with the Minutes Attached.
- Select Format and Type.
- Send via Email as well.

WORK FLOW EXAMPLES

- External User - Citizen or Developer
- Internal Users - Staff
- External User - Citizen or Developer
- Internal Users - Staff

1. Login
1a. Plans Attached (optional)
2. Submit Request
3. Validate Request to Create P&Z File
4. Automated Workflow
4a. Set Auto Notifies
4b. Third Party Comments
4c. Set Agenda
4d. Notify Attendees
4e. Mtg Minutes
4f. Forms
5. Notifications
6. Update
7. Recording
9. Review and Approve

- Subdivision or Zoning Application
- Planning & Zoning File
- Public Notices
- Establish Public Hearing
- Public Hearing Review
- Generate Forms
- APN Parcel Update
- Planning & Zoning File

- esri® arcGIS
- Microsoft® Outlook

- Plans
- Letters
- Agenda
- Resolves
- Forms
- Docs

11. Reports on P&Z
12. Parcel Data and/or Tax Update
13. Tax System Final Valuations

Citizen Web Portal - Log In

City of Pleasent Valley USA

17739 ESCANABA, Lansing, IL 60438

≡ Menu   Login

Login In, Menu and Address for One-Click Start

Filters

● Building
○ Enforcement
○ Licensing
○ Planning

Easy Menus Select - Customizable
Users can select prior to Log In

City of
Pleasent Valley USA

Agency Logo and Color Schemes
(1) Menu Bar, (2) User Input Screens

Login to your account

lsmith@home.com

••••••••••

☑ Keep me signed in

By clicking the button below, you agree to the
Disclaimer, Terms of Service and Privacy Statement

Self-Service Password with Persistency
(1) Last Screen (2) Keep Me Signed In

Address Target for Action - Animated

LOGIN

SIGN UP

Color Coded Activity Icons

Slide-In Interfaces - Appear when needed.

Large Full Screen Sized Map Viewer

Search and Find Activity without
User Login

Filter on ID #, Dates, and Type

Current and Historical Permits

Real Time Map Display

City of Pleasent Valley USA

Address, Neighborhood or Zip

≡ Menu   Login

Find   ✕

Search by Case No.

Enter Case No.

When was the permit received?

02/01/2016

mm/dd/yyyy

Permit Type

Plumbing

☑ ● Open
■ Process Complete

○ Building
○ Enforcement
○ Licensing
○ Planning

Hammond

Lansing

Munster

User Login
To apply and update applications.
Applyt - Status - Pay - Inpections - Get Docs.

≡ Menu   Login

1 Item Selected   ✕

**17600 TORRENCE, Lansing, Il
60438**

Permit Number:
PM16-0195

Status
Open ●

Permit Type:
Plumbing

Received Date:
5 February 2016

Applicant:
C136737, Dyno Sewer Pumping & Jetting LLC.
John Denison
2616 W 90th Pl, Evergreen Park, IL. 60805

Description of Work:
SEWER REPAIR

City of
Pleasent Valley USA

Once Selected
Details Window provides Up to Date
Status - Even Workflow Positions

≡ Menu   Login

Welcome to the Pleasent Valley Online Permit System

APPLY   INSPECTION   STATUS

I'd like to apply for...
Permit
License
Planning & Zoning   PERMIT #

Permit Type
Electrical
Plumbing
HVAC
Roofing
Room Addition
Swimming Pool
Solar
Driveway
Demolition
Grading
Dog

Use your "Demon
Key" to select more
than one Permit
Type

Job Address - From Map
0   Addres   Street

☑ Use my profile home address

Comments

NEXT

UPDATE PROFILE   SIGNOUT

City of
Pleasent Valley USA

≡ Menu   Login

e P Pleasent Valley Online Permit System

INSPECTION   STATUS

Date   Time   Status   Notice
        3:30 PM   In Process   Received
        9:30 PM   Approved   Passed

SUBMIT

PAYMENT   COMMENTS

ATE PROFILE   SIGNOUT

sent Valley USA
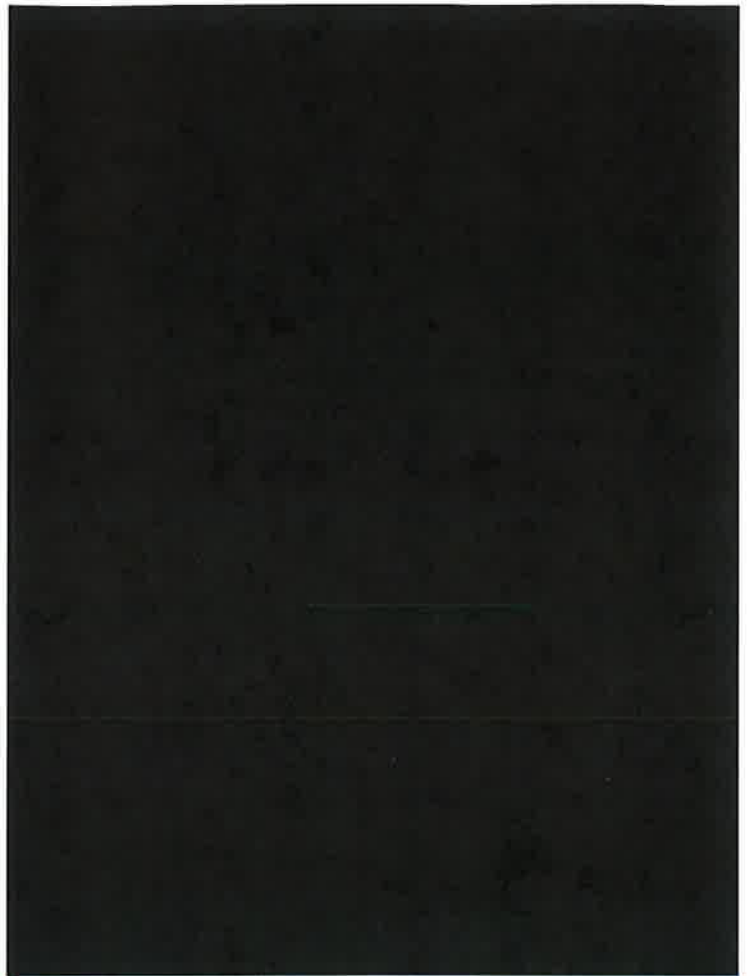
▶ **MaintStar LMS - Detailed Product Proposed**

Village of Tinley Park
RFP 2017-RFP-012

What is MaintStar Community Development Management System ?

MaintStar LMS is a web-based application that will manage permit, license requests; and includes processing and tracking of activities associated with these requests, including plan reviews, inspections, form generation. The customer portal, which may interface with a government web page, allows citizens to request/apply or track an exiting request.
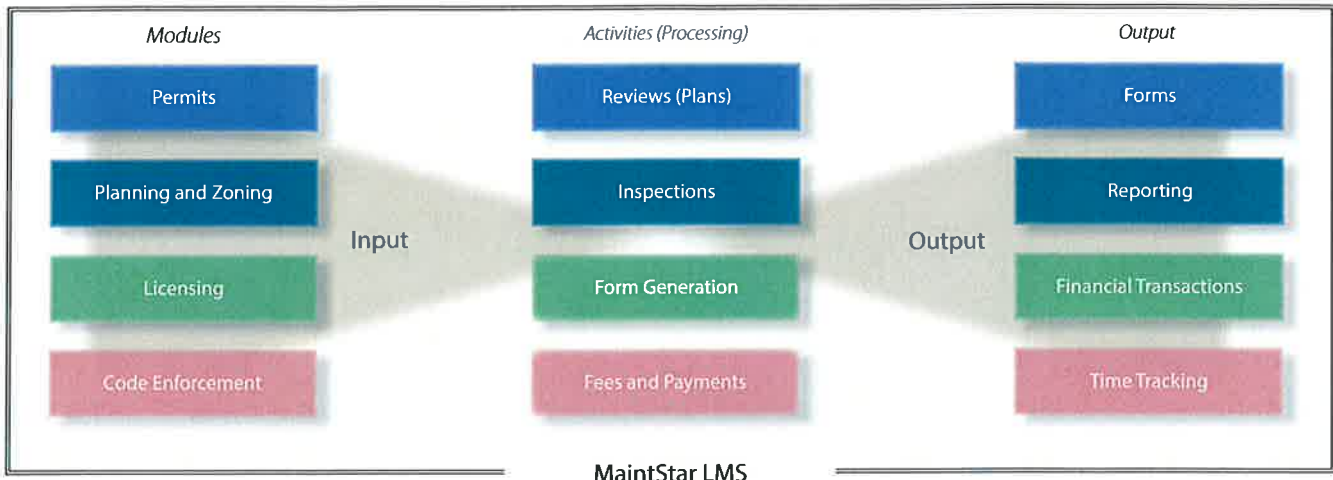
MaintStar LMS offers a complete Community Development solution and can be purchased and deployed in modules as needed.

A 100% Web-Based Solution

Investment in the MaintStar LMS can be done in a variety of ways best suited to the deployment, and in-line with agency finances. MainStar CDMS is browser based and offers all the advantages of a 100% web based system.

- Fast and Easy On-boarding of Users and Departments
- Compatibility on all Platforms and Operating Systems
- Universal Access on Mobile Devices
- Current Versions for all Users
- Consumer Self-Service Portal
- Agency Website Interfacing

MaintStar LMS works across all platforms and devices since it is 100% web-based, and designed on the latest software platforms. Above showing inspections on a smart phone and an entire permit file on a desktop.

User Defined Data Fields

MaintStar LMS is designed to accommodate a wide variety of agencies and work flow. As such, each of the data fields can be user defined at implementation.

For example, Credit Card Payment drop down can be implemented with three items, MasterCard, Visa, American Express. If this changes in the future to include a forth card, Discover, the dropdown can be added in an user-friendly manner by local agency staff. This type of customization requires no special training or user skills. See below.

Figure 2. MaintStar LMS - User Defined Fields and Drop Downs.

Look and Feel of User Screens - Customization

MaintStar LMS allows agencies to set the appearance and layout of the screens to best accommodate their workflow and operation.

Two examples are provided below. At the top below, the setting the minimum data entry for starting a permit application and adding hidden fields is easy and user-friendly and requires no special skills. At the bottom below the look and feel presented to citizens self-servicing is completely different based on agency preference.

Figure 3. MaintStar LMS - Screen Customizing and Configuration Panel (top). Two approaches on the citizen self-service appearance (bottom).

Links to State of Illinois License and Credentials Information Sites

MaintStar LMS allows agencies to configure links to code enforcement, credentials or license look up sites

In the example below, the link is made in seconds in the Admin setup and users can look up current license or credential status from an outside link while continuing to work in MaintStar LMS. Set below to State of Illinois for a real presentation of the ease to configure Linkages.

Configure License check URL.

System provides Link as required.

Site opens in a new window or tab.
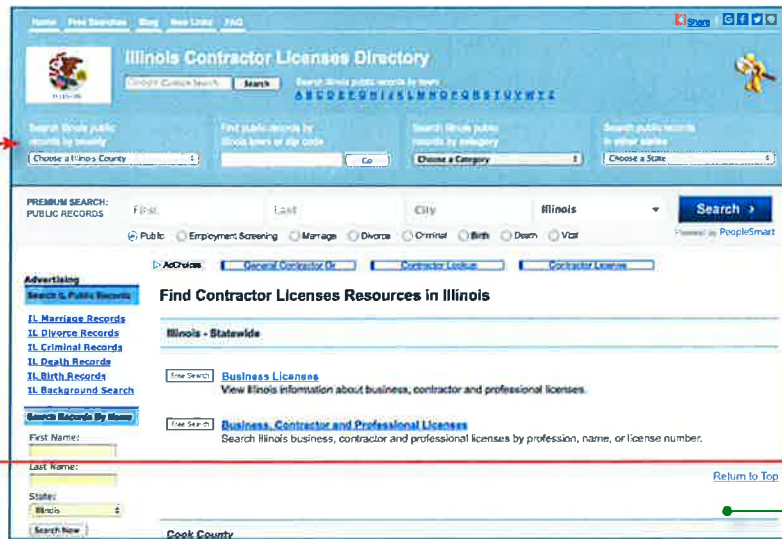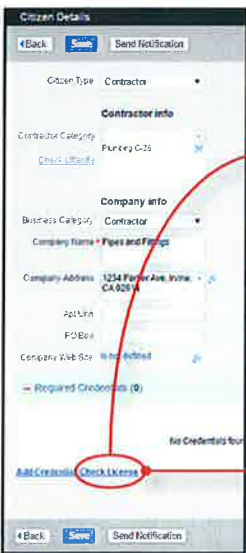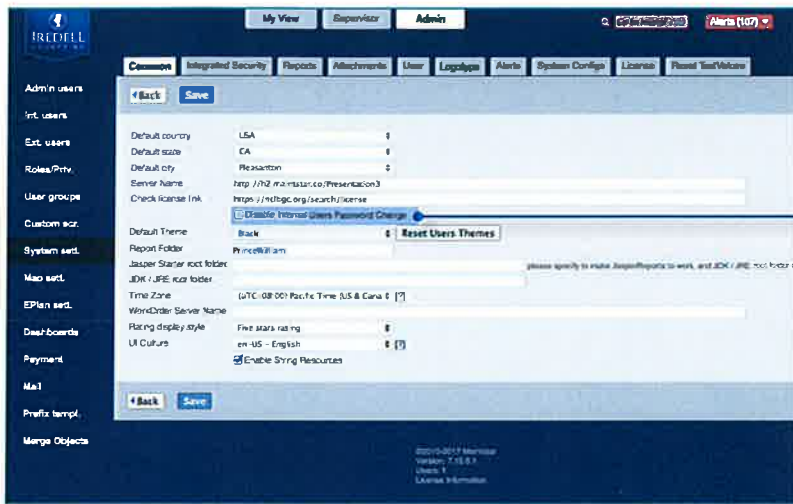
Figure 4. MaintStar LMS - Linkages and Third Party Links. Set to State of Illinois

MaintStar LMS - Case or Project Based System

MaintStar LMS creates a case or folder for each request. This case record forms a central repository for all elements for the license or permit application. From here users can easily find any particular aspect or information pertaining to the file or project. See below. Adding to the folder as the project progresses is easy with context menus. See Bottom.
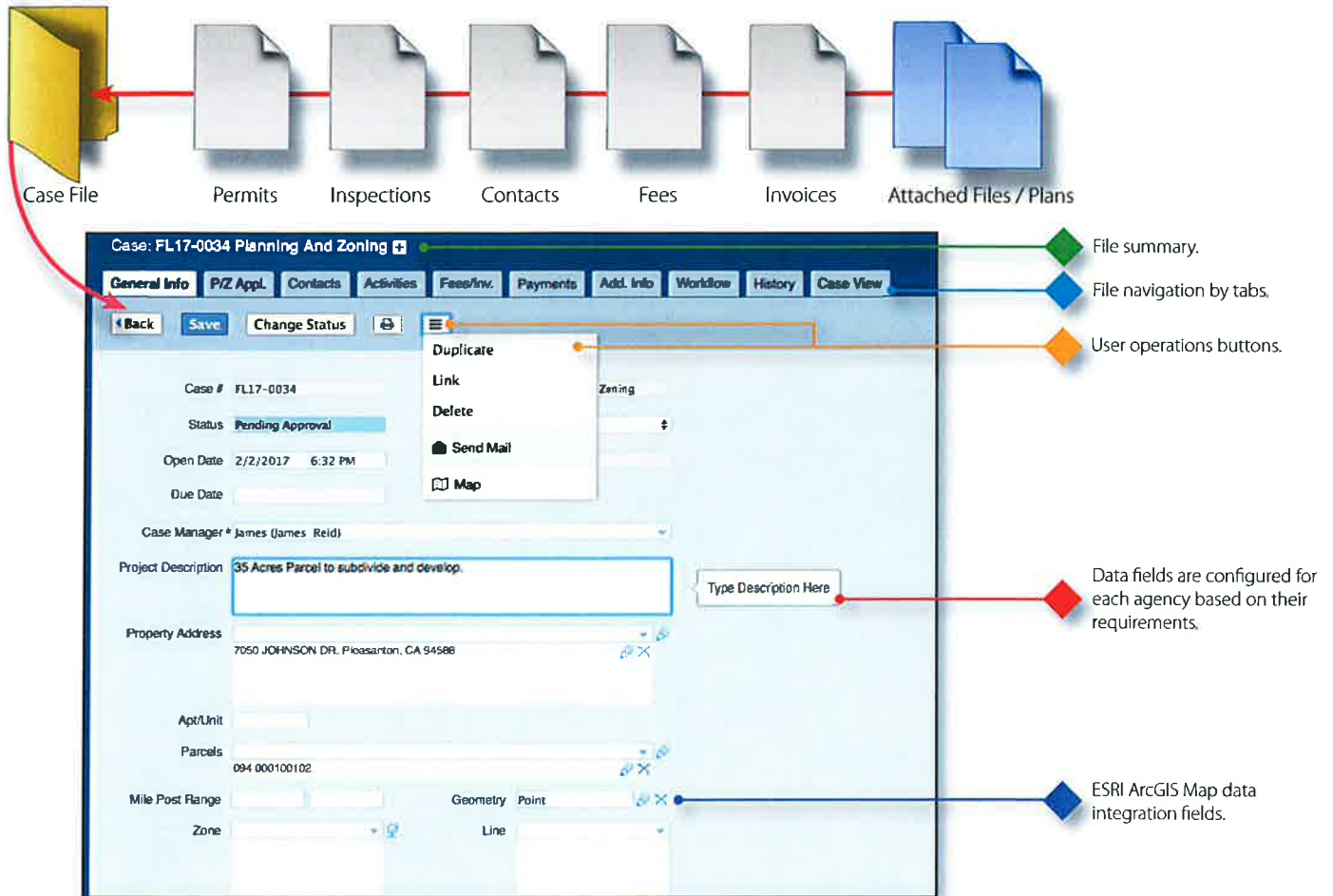
Figure 5. MaintStar LMS - File or Project/Case Based System
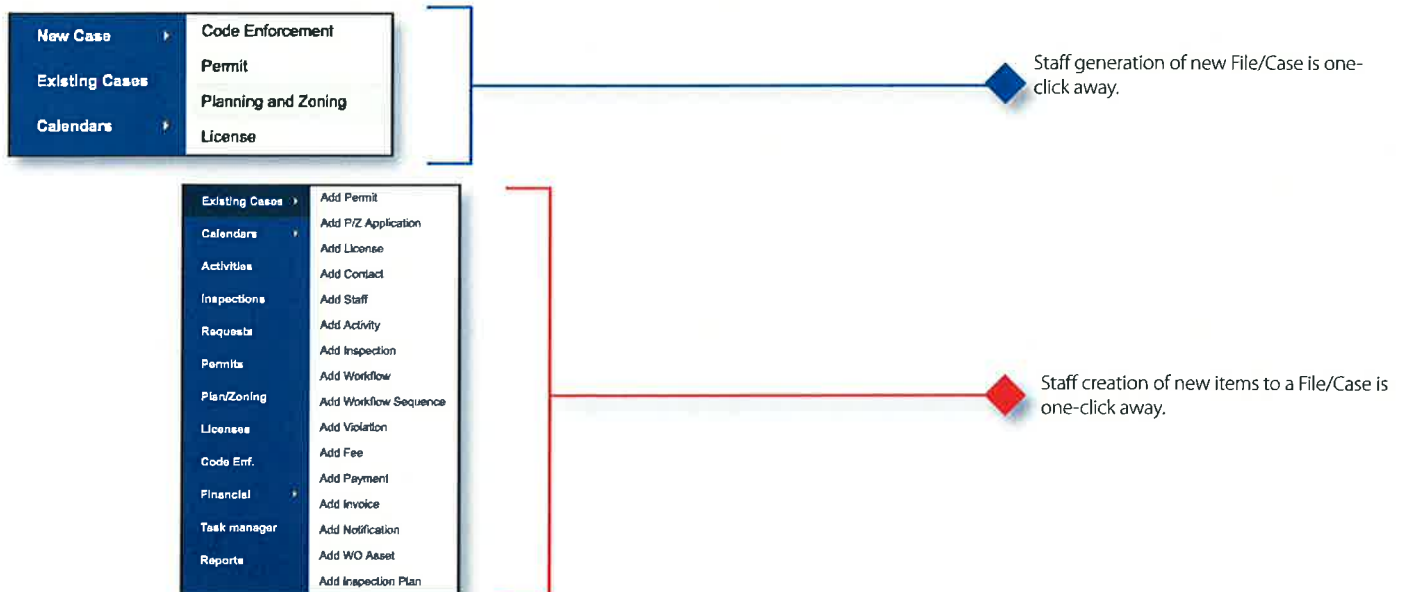
Figure 6. MaintStar LMS - Context Menus for Ease of Use

MaintStar LMS - User Access and User Role Assignment

MaintStar LMS uses a role based access system. Users are assigned to user groups, and user groups in turn support user roles. For example, Permits Processor belongs to Permits User Group, License Processor to the License User Group, a user that substitutes for both can have both User Groups to avoid creation of a third unnecessary group.

This is illustrated in the organization chart and screen shots below.
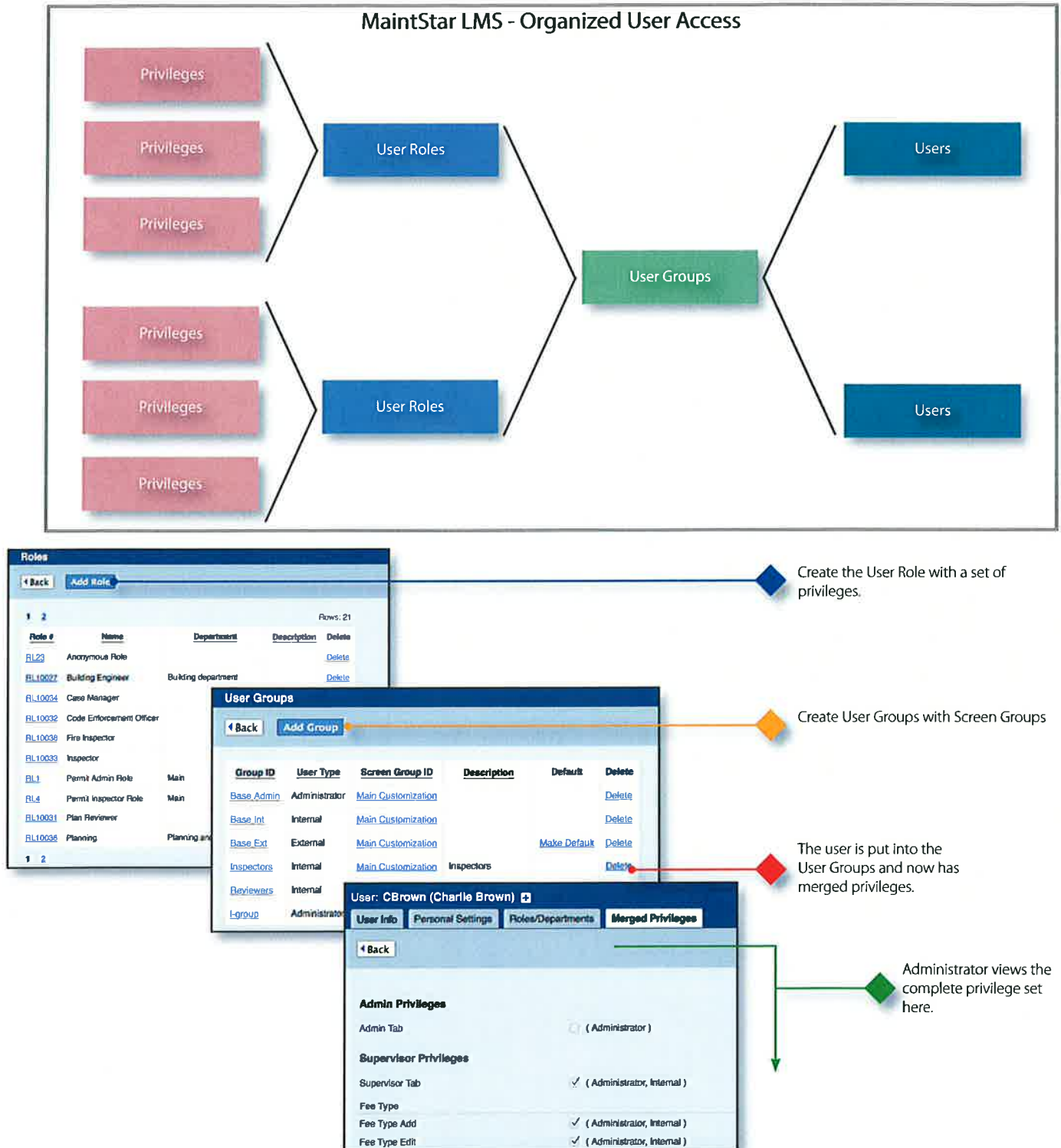
Figure 7. MaintStar LMS - True Role-Based and User-Group Assignment of Privileges and Access.

MaintStar CDMS - Map Integration Inspection from Calendar to Map, and Map to Calendar

Inspector Calendar events (1) to Map (2) shows inspections with automatic directional routing (3).

Draw polygon (1) around inspections (2) and view inspections details in the file information (inspections tab) or in the calendar(3).
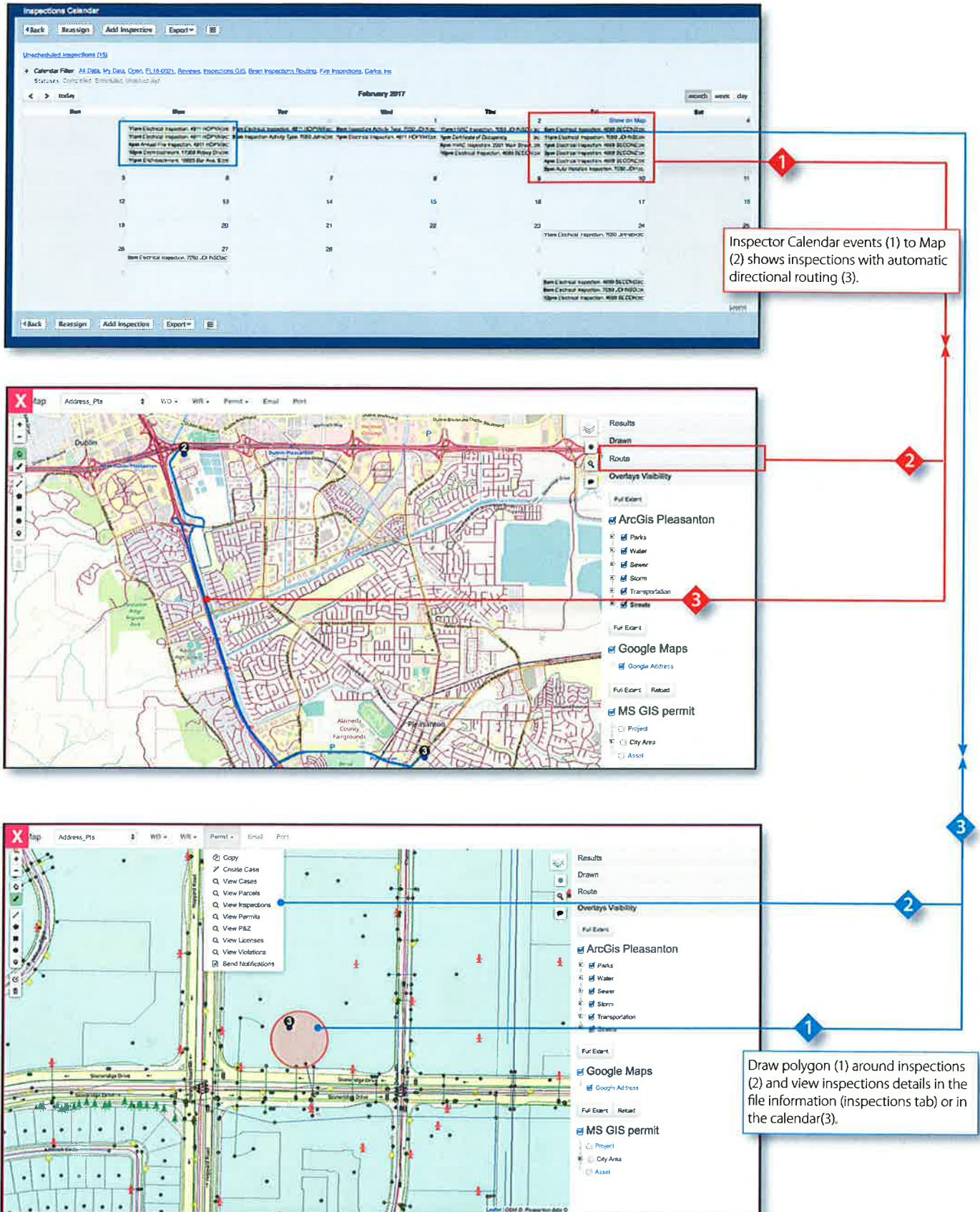
Figure 8A. MaintStar CDMS - GIS Bidirectional Integration - Inspector Scheduling (File to GIS - Red) and (GIS to File - Blue).

MaintStar CDMS - Map Integration from File to Map, and Map to File
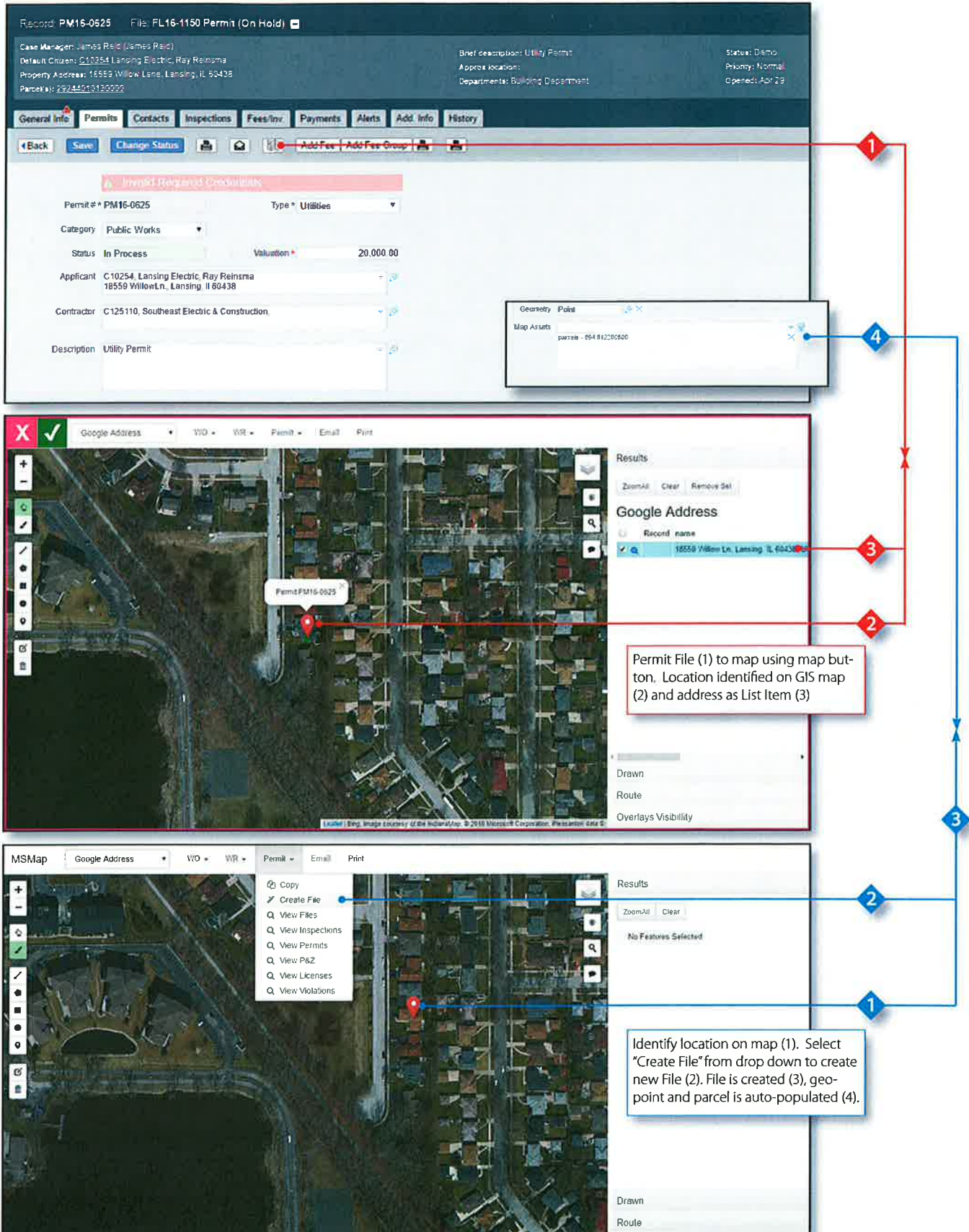
Figure 8B. MaintStar CDMS - GIS Bidirectional Integration - Permit to Map (red) and Map to Permit (blue).

MaintStar CDMS - Map Integration Inspection Assignment based on Map Area

MaintStar CDMS is fully integrated to mapping. Here inspectors are assigned by specialty and map area. When inspections are required the location and speciality we assign an appropriate inspector. Manual change is support.

Unlimited Map Areas are supported. Naturally manual assignment, or re-assignment, or availability based assignment is supported as well.

Create additional City Areas as required for each permit type. MaintStar is designed to be straightforward and easy to add and edit.

Inspector (1) assigned to City Area (2) function then to the Map (2), drawn with multi-polygon for area (3).

Figure 9. MaintStar CDMS - Inspector Assignment Based on GIS City Area

MaintStar CDMS - Full Digital Signature Support

Figure 10. MaintStar CDMS - Electronic Signature Support

Manufacturer	Application / Tool	Supported
Microsoft	Dynamics CRM	Yes
Microsoft	SharePoint	Yes
Workday	WorkDay HCM	Yes
Salesforce	Salesforce CRM	Yes
SAP	Ariba	Yes
Apttus	eAgreement	Yes
Xero	Xero Tax	Yes
Google	Google Drive	Yes
Dropbox	Dropbox File Cloud	Yes
Box	Box Account	Yes
iOS	Apple Mobile	Yes
Android	Google Mobile	Yes

Table 1. MaintStar CDMS - Adobe Sign (form. echoSign) - Third Party Electronic Signature Current Support

MaintStar CDMS - Full Automated Workflow Support and Progress Look-Up

Select a Workflow Template. Identified by type.

View Workflow process visually.

Click on item to edit the Workflow Event.

View file status in the workflow here.

Double-click event in Calendar (1) opens the detail window (2), click on view in Workflow see bold type status in process (3).

Workflow

Wait Permit fees paid	
Architecture Review	RW16-0053
Zoning and Planning Review	RW16-0054
Fire Review	RW16-0055
Environmental Review	RW16-0056
Check status "Architecture Review,Zoning and Planning Review,Fire Review,Environmental Review"	
T Success	
Final Review	RW16-0057
Check status "Final Review"	
T Success	
Create fee "Inspection Fee"	FEE16-0056
Wait Permit fees paid	
Set permit status to "Issued"	
Foundation Inspection	IN16-0058
Framing Inspection	IN16-0059
Electrical Inspection	IN16-0060
Plumbing Inspection	IN16-0061
Mechanical Inspection	IN16-0062

Click on any line item in workflow to open a detail window for the item.

Figure 11. MaintStar CDMS - Workflow Templates Setup and Use

MaintStar CDMS - Full Integrated Calendar Scheduling and Integration

Figure 12. MaintStar CDMS - Feature Rich Calendar Tool

MaintStar CDMS - Using City or Map Areas for any GIS-based Assignment or Routing

City Areas tab supports assignment of area by activity type, such as inspections.

Editing is user friendly and can be performed by your in-house staff.
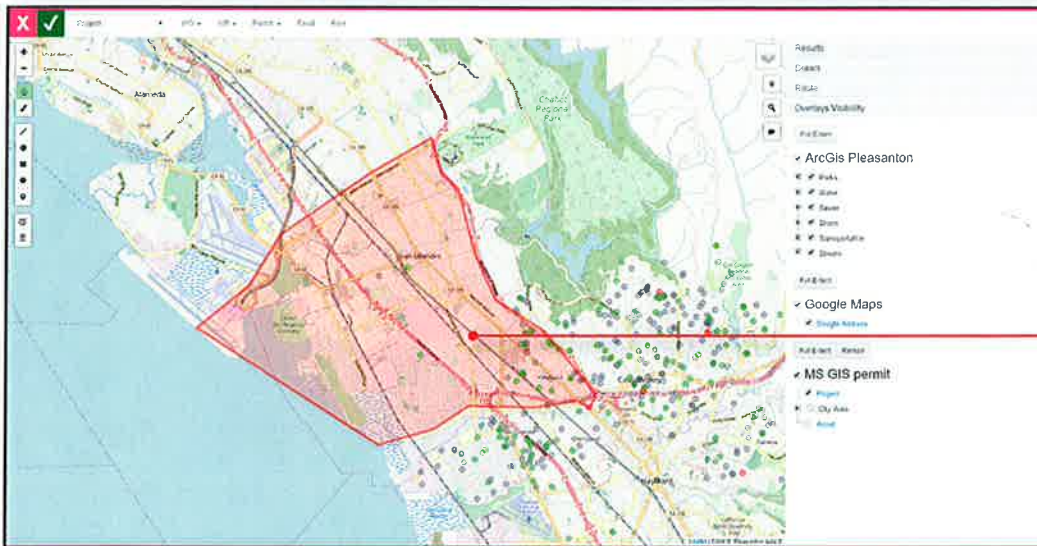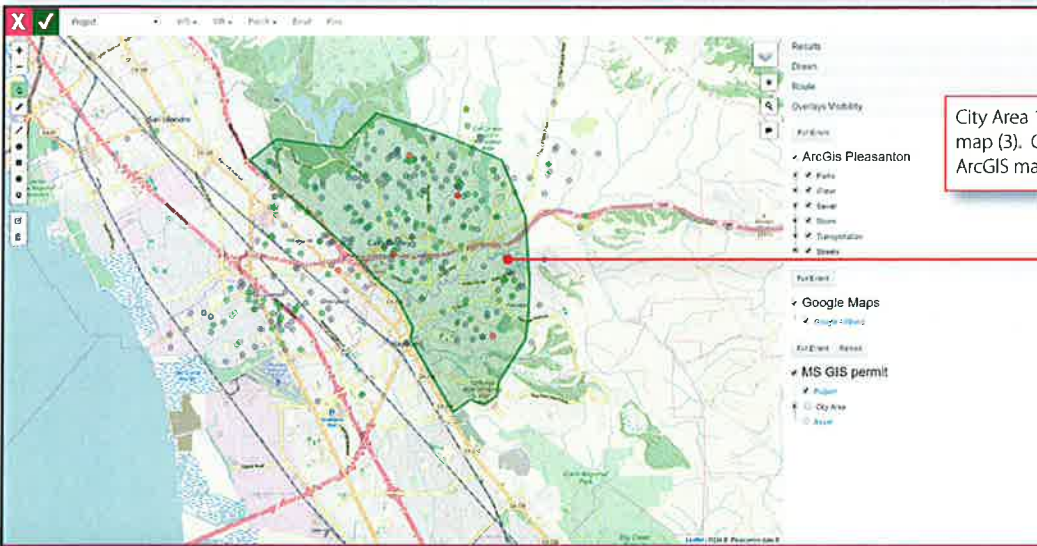
City Area 1 displayed on ESRI ArchGIS map (3). City Area 3 displayed on ESRI ArcGIS map (4).

Figure 13. MaintStar CDMS - City Area Support with Full ArcGIS Integration

MaintStar CDMS - Powerful Search and Filters

MaintStar CDMS uses a similar search and filter mechanism through out the application design. Once users are familiar with created a search for a Permit Application, they can use the same user interface for licenses, parcels, or even reporting.

The one-click filter and find mechanism also allows users to save popular searches under there user account or as a globale resource for all.

Run a quick report using your search here.

Save and manage popular searches for easy recall

Search on any data field using the powerful search and filter tool.

Search results are shown below.

Save Searches for future use.

Figure 14. MaintStar CDMS - Power Search and Filtering

MaintStar CDMS - File History and Project Views

MaintStar CDMS allows users to view each event, including user name with a date/time stamp to track any event in a Community Development project file. Invaluable to track issues that are slowing the processing of an application.

For complicated zoning applications can take advantage of the Project View, here using familar GANNT chart, users can view the workflow process and application in visual terms.
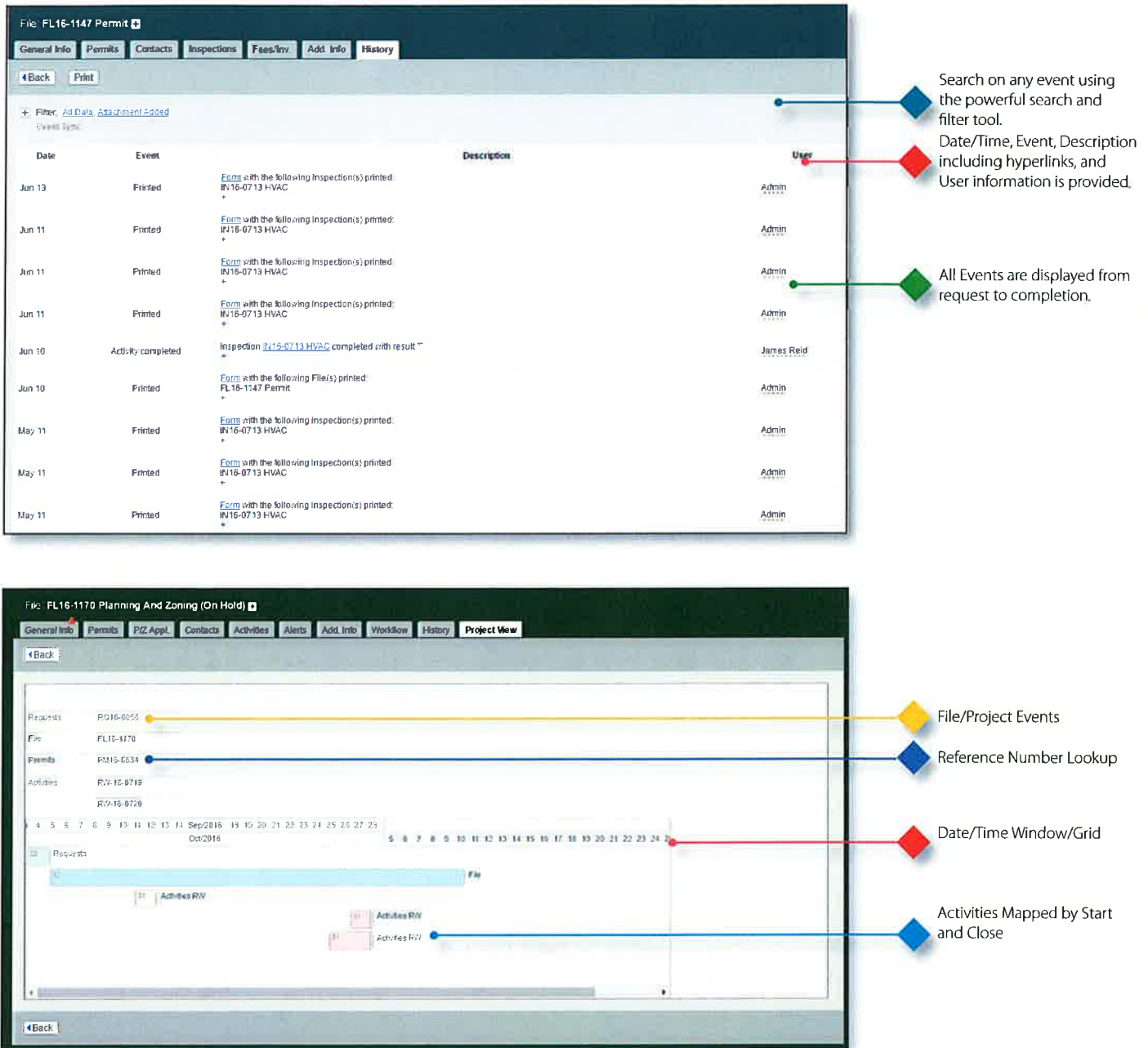

Search on any event using the powerful search and filter tool.

Date/Time, Event, Description including hyperlinks, and User information is provided.

All Events are displayed from request to completion.

File/Project Events

Reference Number Lookup

Date/Time Window/Grid

Activities Mapped by Start and Close

Figure 15. MaintStar CDMS - History Log and Audit Trail (top), Project and GANNT View (bottom).

MaintStar CDMS - Status and Color Coding

MaintStar CDMS allows agencies to create their own unique status names and conditions based on there workflow and situations. The below figure illustrates the ease to add and configure a new status for the project file. The same method is replicated for Permits, Plan Reviews, Licenses Violations and Citizen requests. Color Codes may be assigned and make identification of status rather fast and completely visual.

Figure 16. MaintStar CDMS - Custom Status Creation with Color Coding

MaintStar CDMS - Easy Checklist Setup and Maintenance

Figure 17. MaintStar CDMS - Checklist Management and Association to Activities such as Inspections

MaintStar CDMS - Wizard Driven Application

MaintStar CDMS features a "wizard driven" user flow, making the system easy to use and navigate even for first time users. This makes user acceptance (citizens) and efficient user operation (internal staff) fast and easy. Below is the three step wizard used for a on-line citizen permit request. At bottom, is a four step wizard that allows internal users to receive and convert user requests into files.

External user adding a request is wizard driven.

Entry fields are designed by each agency based on the requirements and the type of permit activity.

Roll over help makes completion by even new users much easier.

Internal user (staff) creating a new file is also wizard driven.

Entry fields are designed by each agency based on the requirements and the type of permit activity.

Required data fields are identified with red asterisk (industry standard).

Figure 18. MaintStar CDMS - Wizard Driven Application. The same easy to use interface is through the application design. At the citizen interface (top) there is a three step wizard. At the internal screen , there is a four step process to convert a request into a file (bottom).

MaintStar CDMS - Validating Self-Service Citizen Requests and File Contact Information

MaintStar CDMS features a four-step manual process to validate citizen requests and generate an application file, or a one-step automated process (below). Once the file is created, and complete list of all contacts (by their role in the project) under the contacts tab of the file.

Two methods are offered to validate a request and create the file. "One-Click" (automatic) or "Four Step" (a review process).

System "evaluates" request and highlights the user with notices automatically.

Requests are stored under a single menu item for efficient processing.

Full applicant information is available from a one-click link to the citizen record.

Entry fields are designed by each agency based on the requirements and the type of permit activity. Required fields are identified with red asterisk (industry standard).

Figure 19. MaintStar CDMS - Staff Validation of Citizen Web Requests

File features contacts in convenient location under tab.

Contact role or type is clearly defined.

Contractors with license, fees, or credentials issues will appear with a warning icon.

Link to open the contact details window - for more information.

Adding a contact at point in the processing is as easy as one-click.

Figure 20. MaintStar CDMS - Contacts Information Contained in File

MaintStar CDMS - Building Community Develoment Fees - Unlimited Options

The MaintStar CDMS includes a powerful Fee Configuration system. Fees are configured in four manners (1) flat fee, (2) graduated fee, (3) formula fee, (4) or combinations of the first three. Fees may be set and given active start and end dates, in this manner fees may be pre-input into the system for activation at a later date.

Plumbing Re-Inspection
"Fee Type" - Flat

Flat Value is set in Formula Window, configuration is complete.

Business License
"Fee Type" - Graduated
Discount Components

Fee Active Range is set in the date windows, based on a Prev. End Variable (active when Previous Fee disabled).

Disabled Veteran and Non-Profit discounts are read and applied.

Manual check provided to test.

Fee based on number of employees (count) calculates base fee. Then discount components are read.

Electric Generator Permit
"Fee Type"
Straight Formula

Fee Active Range in fixed date range for one year.

Manual check provided to test. Test is shown.

Formula based on kilowatts (per 100), then a discount component can be manually applied.

Figure 22. MaintStar CDMS - Comprehensive Fee Creation and Management

MaintStar CDMS - Processing Fees and Invoicing

Fees and Invoices Details Tab in the file.

Functions include printing adding fees, and applying payments.

All Fees are listed with complete details and links for additional information.

Color coded status on fees are configured by the agency.

Fees that are invoiced appear below. With equal details and links for additional information.

Fees Details window allows for discount, fee adjustment and processing invoice.

Invoice details window records transaction and permits invoice printing or electronic transmittals.

Hardcopy or electronic copy invoice matches agency forms complete with logo.

Figure 23. MaintStar CDMS - Fees and Invoicing

MaintStar CDMS - Processing Payments and Updating Finance and Ledgers

Fees and Invoices
Details Tab in the file.

All Payments are listed with
complete details and links for
additional information.
Color coded status on pay-
ments are configured by the
agency.

Payments Details window
allows for discount, fee
adjustment and processing
invoice.

Instant reports can be
generated, including graphs
(see bottom).

Transactions are processed
according to agency
accounting configuration.
They can be viewed in a
Transactions menu.

General ledger exporting
and syncing summary can
be viewed in full accordance
with agency accounting
codes.

Figure 24. MaintStar CDMS - Payments and Ledger
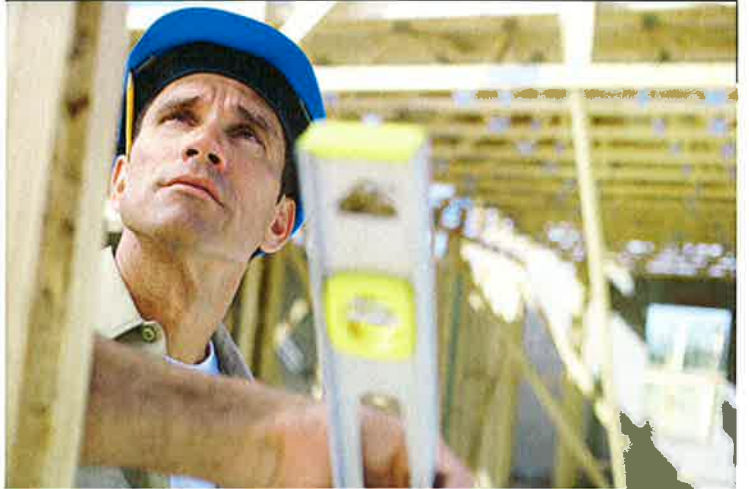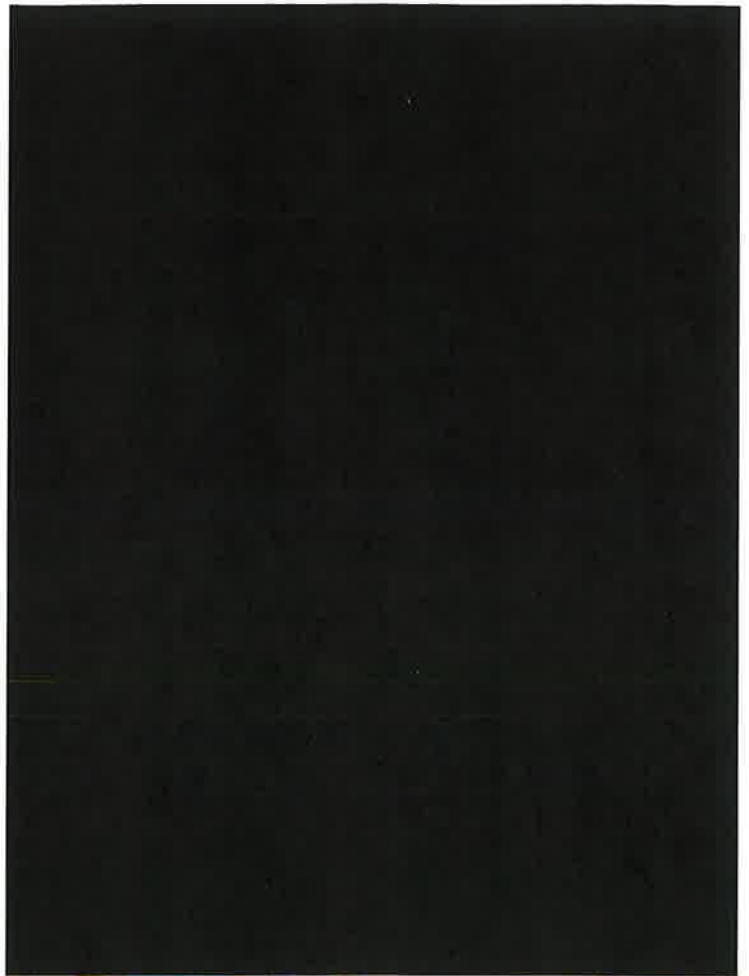
▶ **System Training and Documentation**

Village of Tinley Park
RFP 2017-RFP-012

Best of Class Training Programs

MaintStar training department is lead by David McElroy. His resume can be reviewed in the Company History and Qualifications section of this response. He is based our Ohio facility and is in the same time zone as the Village of Tinley Park.

MaintStar offers complete product training courses, allowing customers to take full advantage of the features and operation of the Community Development and Land Management system.

Courses focus on three areas. Internal User training for team members that will be processing permits, scheduling inspections and tracking progress including fee payments. Supervisor training is for supervision of the system and will include screen customization, data field management, permits forms management, etc. Administration training will include user access, system configuration, and integrations. Optional Train the Trainer course enhancement for agencies with internal training staff is offered as well. This course is generally provided after the trainer has completed user training.

Training Documentation includes a printed manual, which can be provided in Word™ .DOC, Adobe™ .PDF, or as a .HTML file that may be placed online at your agency intranet site.

MaintStar Training Objectives	
Primary Objective	Each and every user to benefit from and be comfortable with all features and functions of the system, based on there user role and privilages.
Secondary Overview	Each and every user to enjoy their training experience, and have the capability to share with new, less experienced users the abilities and knoweldge of MaintStar LMS they have gained in their training program.
Knowledge of Documents	Each and every user will be given a MaintStar LMS user guide. These guides the basis for their training experience. Once they have completed the course they should be familiar with all material within the user guide pertaining to their user role, and be able to navigate the documentation with confidence and help others do so.
Course Refresh (24 month)	It is recommended selected individuals attend refresh course at 24 month (2 year) intervals, and their refresh course will provide a train-the-trainer course which they can mentor their fellow users.
New Hires	MaintStar offers training on an year round basis, many agencies schedule additional training courses in cases where substantial new staff is on-boarded.
Training Manager	David McElroy

Training Documentation - Learning Became Easier

MaintStar training is supporting by excellent documentation. All documentation is available in hard, printed formated or in the latest electronic format complete with TOC, Bookmarking, Indexing and Hyperlinks.

Quality documentation is vital for the maximum customer use and functionality from their investment. Some features and functions may be used occassionally and refresh or lookup in the product manuals is crucial to system and staff efficiency.

Replete with photos, screenshots, tables and bullet lists the documentation is designed to be asorbed quickly. New users can learn to be masters quickly, and retain their skills for the life of the system.
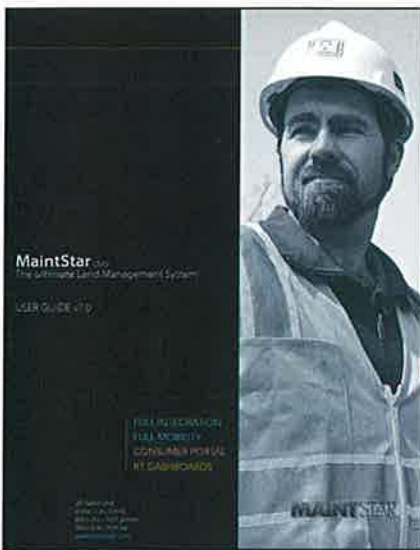
▶ Land Management System - User's Guide

Increasing departmental performance and efficiency, or simply get off paper systems and 'go electronic', this guide gives users the 'front to back' on Land Management.

Highlights

- ◆ Creating, Editing and Searching for Case Files
- ◆ Inspections - Electronic Field Inspections
- ◆ Bi-Direction Use of GIS and Maps
- ◆ Forms Management - Permit Forms and Inspection Cards
- ◆ Land Mangement Objects - Parcels, Addresses, Contractors

Full Content

🗐 *12 Sections, 396 pages.*

▶ Reports Manager - Reporting User's Guide

Become a Reporting Master. Creating Dashboards, Reports, Scheduling and Publishing Administrative and Business Reports.

Highlights

- ◆ Real Time Dashboard - Analytics - Widgets
- ◆ Instant Reports
- ◆ Standard Reports and Editing Standard Reports
- ◆ Scheduling and Publishing your Reports
- ◆ Ad Hoc - Creating a Unique Report From Scratch

Full Content

🗐 *4 Sections, 107 pages.*

Customized CDMS Training

MaintStar offers custom training plans as well.

We have all heard, the old adage - "one shoe does not fit all". If your agency requires special or custom training requirements, we are ready to accommodate your needs. Lay out your training requirements with our Project Management Team or David McElroy and we can develop a plan that meets your needs.

CDMS Training - Train the Trainer

Train The Trainer	
Summary	Training for designated for system trainers and educators
Function Overview	System Overview - Where to go, What you want to do
	User Training
	Supervisor Training
	Administration Training
	Summary - Suggestions
Topics Covered	Training Philosophy
	Training Success Cases
	Training Materials
	User - Supervisor - Administration Training
	Enhancing the Training Program - Inspiring Users
	How to Maximize the System through "Tricks of the Trade" Training
	Case Studies - Self Training Agencies
	Summary - Suggestions
Course Duration	2 Day – 16 Hours
Course Materials	MaintStar Land Mangement Users Guide, Reports Manager User's Guide
Prerequisites	Familiarity with Windows Workstation and Designated Browser.
	Previous Training Responsibilities or Experience

CDMS - Internal User Training

Internal User Training	
Summary	Training for designated staff that use the system day to day.
Function Overview	Concept of Case or File Based System
	Processing of Requests
	File Creation
	Permits
	Activities
	Processing of Inspections
	Planning and Zoning
	Code Enforcement
	Licensing (if required)
	Fee Processing and Payments
	The Calendar – Event Scheduling
	Citizens, Parcels, Addresses
	Reports
	Dashboards
	Integration with GIS (Mapping)
Topics Covered	Concept of Case or File Based System
	Identifiying and Validated Citizen Requests
	Creating New Files or Cases
	Navigating System Permits
	Navigating System Inspections, Reviews and Meetings
	Processing of Inspections in the Field
	Planning and Zoning Module
	Code Enforcement Processing
	Licensing (if required)
	Fee Processing, Credits and Overrides
	Creating Invoices and Processing Payments
	System Calendars – Event Scheduling, Inspections and Meetings, Public Agenda
	Citizens, Parcels, Addresses Objects
	Workflow Automation
	Reports
	Dashboards
	Mapping
Course Duration	1 Day – 8 Hours
Course Materials	MaintStar Land Mangement Users Guide, Reports Manager User's Guide
Prerequisites	Familiarity with Windows Workstation and Designated Browser(s).

CDMS - Supervisor Training

Supervisor Training Class	
Summary	Training for designated staff that will supervise and configure the system.
Function Overview	Setup of Reference Tables and their related items such as dropdowns, checklists, activities, rooms, and departments. Workflow types and overview if required Statuses Fees Accounting – Transactions and Accounting Codes Form Creation and Editing Delete Log
Topics Covered	Setup of Reference Tables and their related items such as dropdowns, checklists, activities, rooms, and departments. Workflow types and overview if required Statuses Fees Accounting – Transactions and Accounting Codes Form Creation and Editing Delete Log
Course Duration	1 Day – 8 Hours
Course Materials	MaintStar Land Mangement Users Guide, Reports Manager User's Guide
Prerequisites	Familiarity with Windows Workstation and Designated Browser.
Notes	Students complete the internal user training prior to this course, to be familiar with the feature set of the MaintStar LMS system.

CDMS - Administration Training

Administrative Training Class	
Summary	Training for designated staff that will administration the system.
Function Overview	Creation of Administration, Internal and External users.
	Management of User Groups
	Creation and Management of User Roles and Privileges
	Customization and Setup of Windows and Screens
	System and GIS Settings
	Dashboards
	Payment Methods
	System Email Templates and Log
	Prefix System
Topics Covered	Creation of Administration, Internal and External users.
	Management of User Groups
	Creation and Management of User Roles and Privileges
	Customization and Setup of Windows and Screens
	System and GIS Settings
	Dashboards
	Payment Methods
	System Email Templates and Log
	Prefix Index(Numbering) System
Course Duration	1 Day – 8 Hours
Course Materials	MaintStar Land Mangement Users Guide, Reports Manager User's Guide
Prerequisites	Familiarity with Windows Workstation and Designated Browser.
Notes	Students complete the internal user training prior to this course, to be familiar with the feature set of the MaintStar LMS system.

Getting Assistance from MaintStar

Once MaintStar LMS is installed and in use; first class assistance and on-going support is vital for the on-going success and advantages of our products. We proudly provide the following information to assist customers in obtaining the support and assistance they expect from a leading product and provider.

With our software solutions installed across the country we maintain three offices to assist with calls from any time zone.

Office Locations

MaintStar Offices	
Headquarters	**MaintStar** 28 Hammond Irvine, Ca 92618 800.255.5675 www.maintstar.com
Central Office	**Central US Office** 2139 W. Cougar Rock Circle St. George, Utah 84770
Eastern Office	**Eastern Office** 4961 Meade Hallow Road Orwell, Ohio 44076

With over 300 systems installed across the country we maintain three offices to assist with clients in any time zone.

MaintStar Applications Support Information

- Ongoing toll-free phone & email support for technical issues

- Support for application usage questions after system training

- Annual updates & upgrades to the system with further added features, functionality and support for new network, server and operating systems

The annual cost is based upon approximately 18.5% of the software price, with an annual inflation increase. Exact pricing for Support Maintenance for the first year is included in the Pricing Proposal, enclosed with the response. It covers a 5-day, 5:00am to 4:00pm Pacific Time support schedule. Standard MaintStar procedure is to invoice for ongoing support maintenance on an annual basis.

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949-458-7626 FAX
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support@MAINTSTAR.COM

An Exceptional Team

Our support staff is an exceptional team. Many of our competitors have you deal with junior support staff, recent graduates that have few implementations and little experience to draw from. They rarely have final answers to your questions, take longer to be acquainted with your installation than to address your issue and must always escalate your situation to mid-level or senior engineers where you are likely to start all over.

The MaintStar support team is available by phone and email to assist you with any MaintStar related issue and consists of senior level personnel. Immediate support is available from 6:00am until 3:00pm, PST, Monday through Friday, through a toll-free number. In addition, our East Coast Training Center, located in Ohio, is also available to provide support for Eastern Time Zone clients – 7:00 a.m. – 6:00 p.m. EST.

Over 90% of our support issues are handled on the first phone call. Our client base states this, as a key factor in continued productivity gains with the MaintStar system. The support staff uses remote control web services, to connect to your desktop when necessary. This tool allows us to show you our desktop on your computer to demonstrate a function for you, or reverse the screen for us to see your system, if we need to look at your data to see a problem that you are having as it occurs.

Your MaintStar support engineer is there to guide you through upgrades, server changes and other tasks that will happen in the future. You will find that the support you receive for your investment in the MaintStar System is reliable and readily available to keep your operation running smoothly for many years. This is a strategic MaintStar strength that allows our client base to lower total cost of ownership again and again over time.

Village of Tinley Park - Your Specific Support Engineer

We assign a specific support engineer to each client and the MaintStar team member becomes closely involved with your staff from the offset. They'll understand how you work and the issues that are likely to arise. They have extensive experience with the MaintStar System and have been actively involved with our programmers through its entire development.

Speedy Problem Resolution

As described above, MaintStar is available to assist all our clients with any issue relating to the MaintStar System, or even to discuss ancillary general issues that may have an effect on the MaintStar System going forward. Since your assigned support engineer will be familiar with The Agency's team from award of contract forward, they will not be unfamiliar with your ongoing situation, setup or uniqueness. The proper level of MaintStar support staff handle and conduct support requests and event responses. MaintStar does not rely on any partners or vendors for primary support services and The Agency can be assured that they will only contact MaintStar for all support situations.

As stated, the MaintStar Support Team is staffed with senior level engineers with a minimum of 10 years of experience. This "depth" gives them a keen understanding of client issues. MaintStar does not employ entry level personnel. Their many years of experience allow them to provide both Level 1 and Level 2 support. These contain not only technical support incidents, but also problems not resolved during the initial contact. If this is the case a Software Problem Report (SPR) is open and referred to one of our subject matter experts. They continue to work the issue to conclusion. In rare instances a Software Change Request (SCR) may be issued and after evaluating the nature, severity and cost impacts, and an optimal solution is recommended. These solutions may consist of workarounds, version patch or builds or custom engineering changes. This level 3 support is always assisted by senior MaintStar management and consulting staff. With a highly diverse array of skills and deep levels of experience, these MaintStar specialists address the highest levels of critical support for our clients nationwide.

Support Escalation Chart

The team at MaintStar is crossed trained - for example, our Director of Training is excellent at handling implementation matters. With this broad knowledge base, everyone is capable of clearly understanding the issues, and everyone becomes an escalation point. The following chart, provides the most efficent path to resolution.

Support Escalation - Village of Tinley Park		
Dedicated Support Engineer	**Long Nguyen,** Applications Engineer	
Remote & On Site Support	800 · 255 · 5675 x205	
Support Escalation	**Steve Lu,** Dedicated Support Engineer	**Victor Reinhart,** Deployment, Integration
Service Management	800 · 255 · 5675 x208	800 · 255 · 5675 x209
Software Change Request	**David McElroy,** Director of Product Management and Training	
Direct Advantage Program	714 · 585 · 0712 c.	
Software Change Escalation	**Brett Kolve,** Programming Specialist	**Vladimir Buskin, Software Architect**
Interface or Application Error	800 · 255 · 5675 x203	800 · 255 · 5675 x213
Any Matter of Concern	**James Reid, National Sales Manager**	
All Matters	800 · 255 · 5675 x202 o., 213-550-5242 c.	
Unresolved Concerns	**Dimitry Poretsky,** President	
All Matters	800 · 255 · 5675 x202	
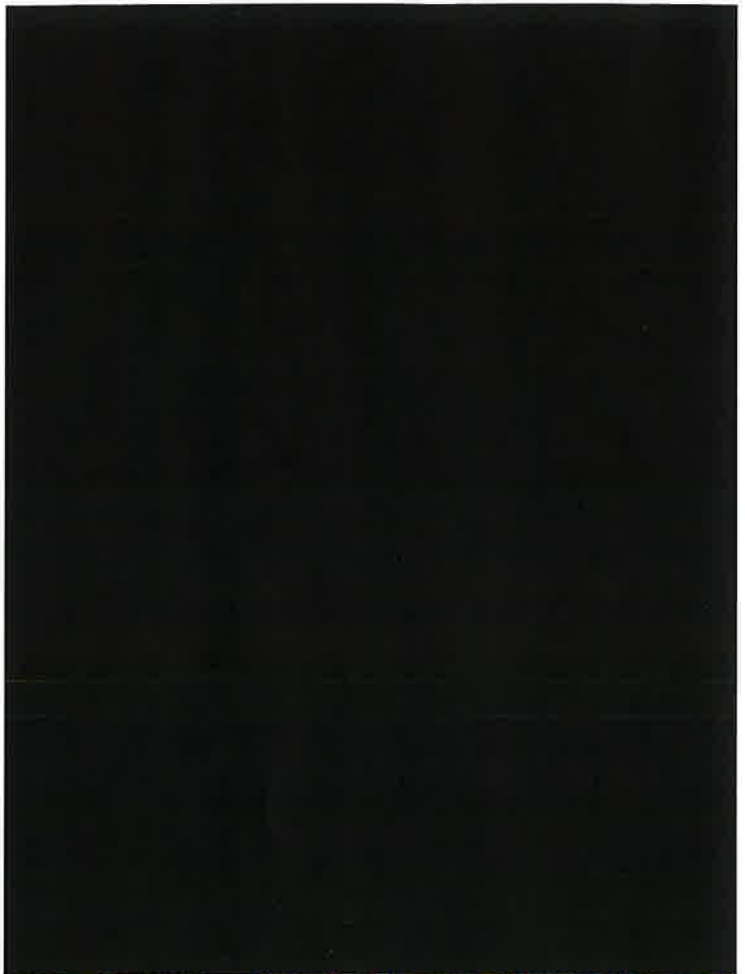
▶ **Pricing Proposal**

Village of Tinley Park
RFP 2017-RFP-012

Itemized Pricing Proposal - Vendor Hosted - SaaS

Tinley Park IL - Cost Proposal

Enterprise Site Software License Fee[1] Unrestricted Admin, Supervisor and Internal User Count and Access. 1 TByte Storage • Permitting • Inspections • Code Enforcement • Planning and Zoning	$ 40,000.00
EPlanSoft Plan Review	$ 14,500.00
First Year Hosting One Year Warranty	Included
Direct Advantage Program	Included
Total Software Costs	$ 54,500.00

Tinley Park IL - Project Implementation

Project Management	INCLUDED
Implementation Forms, Reports, Templates, Screens, Master APO	$ 20,000.00
System Integrations Financial/Cashiering, ESRI, WebSite	$ 25,000.00
Data Migration and Conversion Existing Permits, Inspections, Transactions	$ 20,000.00
On Site Training/Implementation 5 Days On Site, Travel Exp. Included	$ 15,000.00

Tinley Park IL - Total First Year Costs (Hosting and Support Included)

Total MaintStar LMS First Year -	$ 134,500.00

Tinley Park IL - Annual Hosting and Support - (Starting Year 2)

Ongoing Hosting/Support[3]	Year 2	Year 3	Year 4	Year 5
Annual Hosting and Support • Includes 5K per year Electronic Plan Review	$ 35,000.00	$ 37,000.00	$ 39,000.00	$41,000.00
Total Five Year Cost				
Hosting and Support Included	$ 286,500.00			

[1] Permits, Plan Review, Code Enforcement
[2] Includes all Form/Report Import and Configuration
[3] Includes latest versioning.
External Users: Population support to 70,000 (room for plenty of growth from 57K)

MaintStar Support Hourly Rates Schedule

Project Implementation	
Project Management	$ 250.00 hour
Project Planning/Requirements	$ 150.00 hour
Installation and Configuration[1]	$ 150.00 hour
Data Migration and Conversion	$ 150.00 hour
Testing and Acceptance	$ 130.00 hour
Post-Production Support	$ 130.00 hour
Travel and Expenses	Per Proposal
On Site Implementation Assistance (40 Hours Minimum)	$ 200.00 hour
On Site Go-Live Assistance (32 Hours Minimum)	$ 200.00 hour
Software Development Services (Per Man Hour)	$ 200.00 hour

MaintStar Training Hourly Rates Schedule

Agency Training Services	
Training Services	Per Proposal
Custom Designed Training Services	Per Proposal

These services are generally priced hourly. Hours are proposed for each project.

Travel is Not Specifically Priced (NSP) and are quoted in accordance to costs and expenses.

[2] Training classes are complete with training guides and student documentation. Electronic copies are provided for future agency distribution.

▶ **Attachments**

Village of Tinley Park
RFP 2017-RFP-012

► **MaintStar LMS**
EPlanSoft Integration and Plan Review

Product Overview v1.2
Date: March 30, 2017

Markup, Color and Measuring Tools

Status, Drawing Information

Add Comments, Standard or Custom

EPlan Engineered Render with Hi Res View

Select Layers to View, Comments, Markups Base Layer, etc.

MaintStar
Real Time Dashboards and Sample Reports

Product Overview v1.5
Date: July 26, 2016

Contents

Why MaintStar ?

MaintStar products are designed using the latest technology platforms, and benefits from our more than 32 years of industry experience specifically in government software solutions. Agencies of all sizes can now take advantage of our web-based, feature-rich platforms for enhancing their municipal operations - whether asset management, public works maintenance, community development, or property management - MaintStar is the solution of choice.

Additionally, existing MaintStar clients may leverage the unique integration of using multiple MaintStar applications, since they all work together seamlessly.

Investment Strategies

MaintStar CDMS - Is available in two purchase models. Premise Ownership - the system is purchased and installed on hardware at the customers location. Hosted Subscription - the system is hosted at MaintStar and the customer pays a annual or monthly subscription fee. With our hosted solutions, you'll is always be running the current version for all users, with minimal IT support and your IT costs shrink to zero.

MaintStar Dashboards

In today's fast paced world, real time reporting of key performance indicators is valuable to optimize business operations. Receiving this information visually, and to quickly adjust parameters to identify under and over performing areas, has created the need for Visual Dashboards. MaintStar recognizes the importance of Dashboards as vital part of business decision making. We elected to engineer and build our own dedicated Dashboard product which connects to all our management software products.

MaintStar Technology

MaintStar Dashboard's are engineered and manufactured by MaintStar, not licensed from a third party. This brings many advantages to our customers:

▼ Lower per seat costs

▼ Dashboards talk to our databases natively - for faster product operation - better mobile performance

▼ Single Dashboard site for multiple MaintStar Products - CDMS, CMMS, PMA

▼ Uniform software versions and simultaneously software upgrade and features releases

▼ Most intimate product understanding with a faster time to resolution support

MaintStar technology's are founded on the latest technology. There is no leveraging of ten year old technology here. MaintStar Dashboard is based on 2016 technology, including databases. software libraries, and software development kits. The solution is web based, and a hosted cloud based solution, will reduce your IT resource costs. Web based dashboards can be accessed on an type of device with a browser, including smart phones, tablets, portables and workstations. System is platform and OS independent.

An Enterprise Solution

With seamless integration between our Community Development, Computer Maintenance, and Property Management Applications, the same Dashboard site can be accessed by each. Public Works, Community Development and Building groups will all use the same user friendly, highly flexible system for real time reporting and decision making. As our products and technology grows the same Dashboard module will connect to the new systems and modules as well.
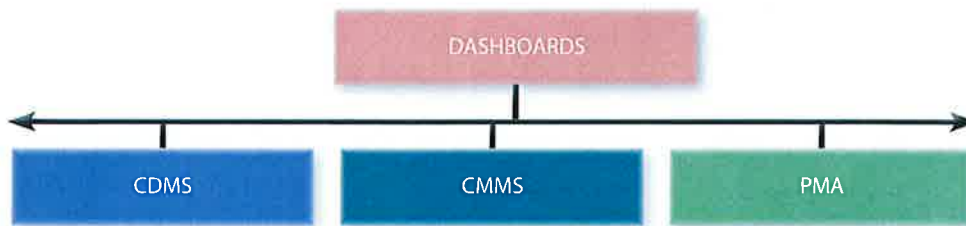
MaintStar Dashboards extends the enterprise Public Works, Property Management and Community Development offerings of MaintStar
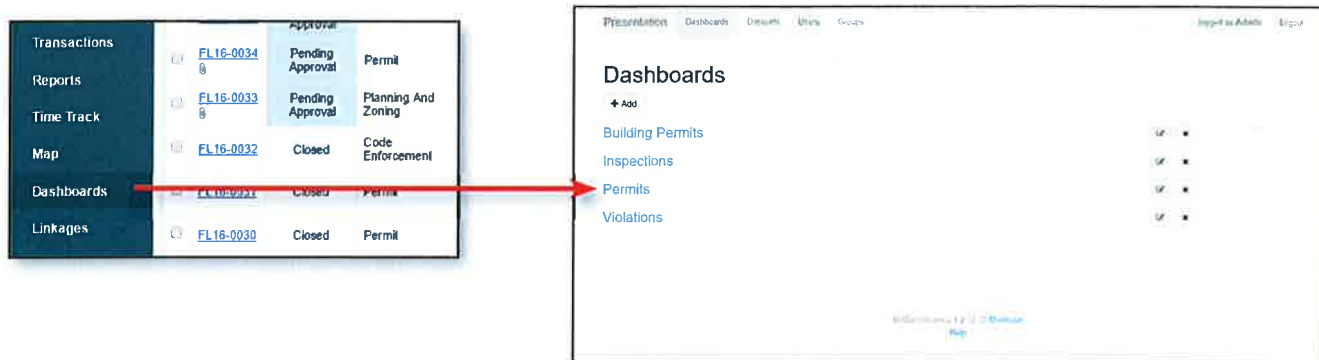
MaintStar Dashboards are directly accessed from the menu in each application.

Elegant Dashboards Reporting - Enterprise Solution

MaintStar has developed real-time Dashboards offering true KPI based reporting on Community Development activities. Easy to customize (see below) with fast quick response times, there is no better solution for monitoring your operations in real time. MaintStar has engineered and integrated both applications - CDMS and the Dashboards. Since the same engineers developed both applications inter-system communication and operation is fast and precise.

Dashboards can be configured for each element in the CDMS system

Set your time range here.

Time based data can be set here as well using mouse and drop and drag ease.

User can click on any parameter to get a drill down study report.

Customize the widget appearance by clicking settings here.

List of items in reporting data.

MaintStar Dashboards are designed easily by users based on their unique needs. Use the chart editor to customize each dashboard widget.

Standard Reports - Popular Reports

MaintStar CDMS has hundreds of standard reports. Below is a listing of the most popular reports. Remember, reports may be easily customized, saved with a new name and used as often as desired. Reports may be auto-distributed, by email and based on scheduled time and day of week. Scheduled reports are easily identified by clock icon next to the report. Reports are stored in categories by the report manager.

Standard Reports - CDMS	
Activity Reports	Recent Permits
	Recent Permit Applications by Date/Time
	Recent Inspections
	Inspections by Inspector by Date/Time
	Unscheduled Inspections
	Inspections by Type
	Closed Activities Report
	Activities By Type
Permit Detail Reports	Permit Reports By Type/Department
	Permit Approval Cycle
Plan Review Reports	Application Approval Cycle
	Plan Review Reports by Status
	Applications for Plan Review
Code Enforcement	Code Enforcement Reports
	Code Enforcement by Violation
Licensing	Licenses by Type/Department
	Licenses Approval Cycle
	Licenses
Parcel Reports	Parcel Status Reports
	Parcels by Area/Location
	Parcel Report by Zone
	Parcels Report
Citizen Reports	External User by Type (Citizen versus Contractor)
	Citizens
	Citizens by Activity
	Requests Reports
	Request Approval Cycle
File Reports	File or Project Reports
	Files
Financial Reports	Revenues by Activity
	Transactional Balances
	Fees by Type/Department
	Revenue by Payment Type
	Invoice
	Lease Fees
	Utility
	Profits
	Unbalanced Accounts

Sample Report - Inspections by Inspector by Date/Time

MaintStar CDMS offers many standard reports,all organized neatly by category and available to authorized users. Here the Inspections by Inspector, was set for the Activity Year 2015 (Calendar Year 2015). The standard report feature a simple graphic (Simple Column) followed by an itemized list. Agency logo is automatically placed, and colors are assigned to the respective inspector.

Annual Inspections By Inspector

Criteria: Inspection Activity Year 2014

Activity	Address	File	Created	Scheduled At
Zoran Savic				
Inspection				
Electric Residential				
IN13-0038	18107 LORENZ, Pleasant Valley, CA 90438	FL13-0040 Permit	11/8/2013 8:54:26 AM	
IN14-0020	2451 RIDGE ROAD, Pleasant Valley, CA 90438	FL13-0236 Permit	1/5/2014 7:13:52 AM	1/16/2014 9:00:00 AM
IN14-0022	18017 PARK, Pleasant Valley, CA 90438	FL14-0064 Permit	1/15/2014 11:14:36 AM	1/24/2013 9:00:00 AM
IN14-0028	3454 RANDOLPH, Pleasant Valley, CA 90438	FL14-0044 Permit	1/17/2014 6:53:33 AM	1/17/2014 11:00:00 AM
IN14-0031	17933 TORRENCE, Pleasant Valley, CA 90438	FL14-0009 Permit	1/18/2014 1:39:34 PM	1/8/2013 8:54:26 AM

Page 1 of 198

This same standard report can be easily modified to run as Inspection Activity for the week, month or day. Additionally a filter can be applied to run it for a department or Inspection Type (i.e., Electrical Residential Inspection). Note: the complete report is 198 page long, and we represent the first page above.

Sample Report - Unscheduled Inspections

Unscheduled Inspections report is displayed here with no customization and no filtering. Shown below is the filter window showing the default (standard report settings). It is a straightforward and easy process to apply filters to any standard report. Bottom is the results of the report.

Default Settings.

Note that the options of filtering for reports is quite extensive. Date and time, status, assignee, and locations (including GIS parameters) are just some parameters provided.

Unscheduled Inspections

Criteria: Status: Unscheduled

Activity	Address	File	Created	Scheduled At
Robert Alderden				
Inspection				
HVAC				
IN13-0038	18107 LORENZ, Pleasant Valley, CA 90438	FL13-0040 Permit	11/8/2013 8:54:26 AM	

Page 1 of 2
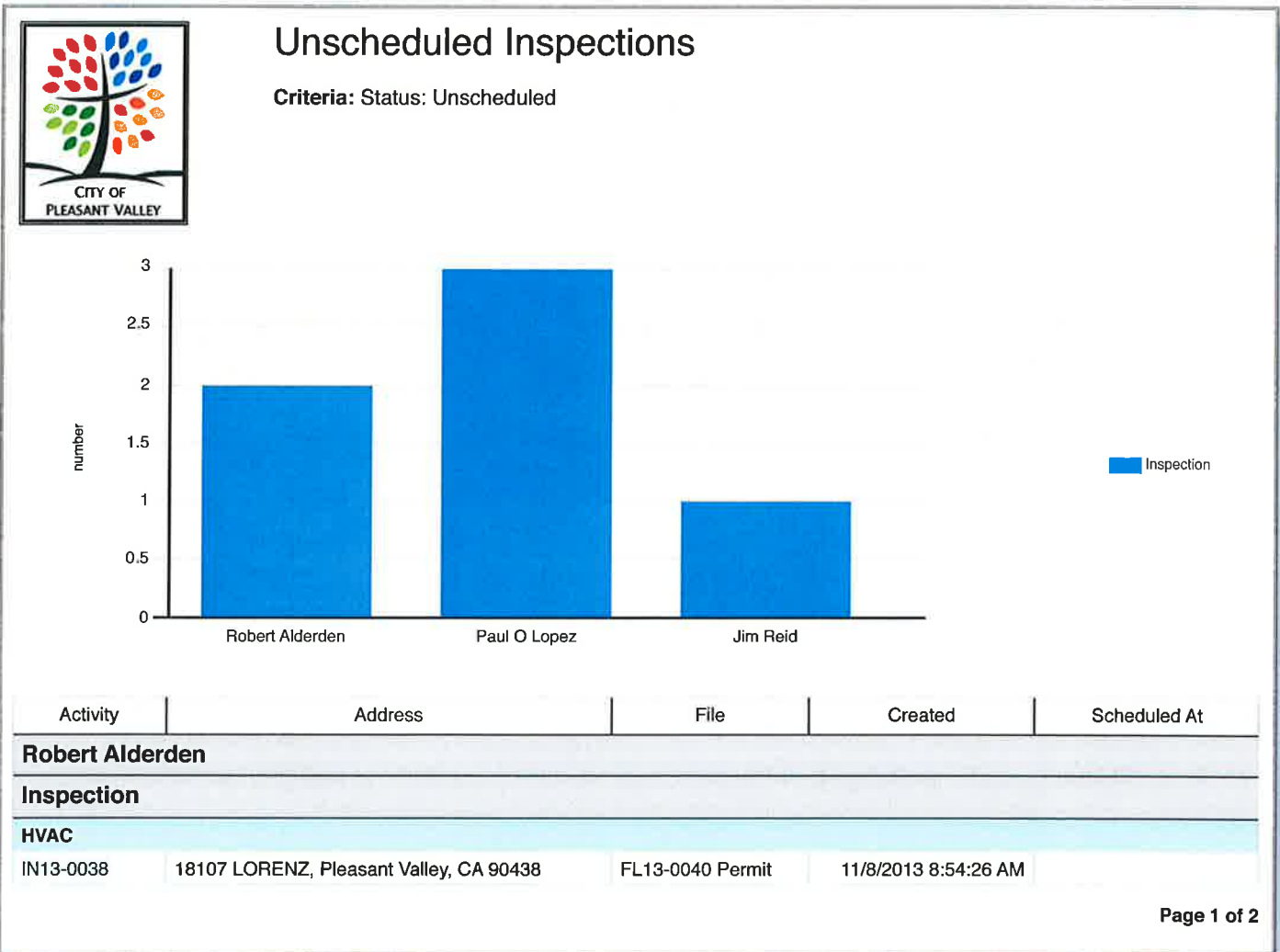
Sample Report - Activities by Type

Below is a sample of the Activities by Type report. This report generates all activities by assignee, for a time range designated by the report generator. In this sample, we have generated a report for the last fiscal year, and selected the simple bar chart for the graphic. Colors are generated automatically, and the full list of reported items are below and subsequent page count.

Activities By Type

Criteria: Fiscal Year 2015

CITY OF PLEASANT VALLEY

Legend:
- Inspection (blue)
- Plan Review (green)
- Meeting (orange)

Chart (horizontal bar, scale 0, 200, 400, 600):
- Pam Wise
- Mike Kotecki
- Chad Kooyenga
- Paul O Lopez
- Mark McPherson
- Zoran Savic
- Charles Johnson
- Robert Alderden
- TJ Grossi

Activity #	Address	File	Created	Scheduled At
Robert Alderden				
Inspection				
Roofing				
IN15-2464	17948 WENTWORTH, Pleasant Valley CA 90438	FL15-4845 Permit	10/22/2015 12:22:52 PM	10/22/2015 12:22:52 PM
IN15-0401	18053 BURNHAM, Pleasant Valley CA 90438	FL15-2110 Permit	10/30/2015 11:07:58 AM	10/30/2015 11:07:58 AM

Page 1 of 39

Sample Report - Permits by Type/Department

Below is a sample of the Permits by Type report. In this example, the report was set to group on category, and the time range filter is set to report on Application Date from 11/1/2014 to 4/1/2015. The chart type was then selected as a "Stacked Column". Colors are automatically assigned to the respective type and category. The full list of reported items appears below.

Permits By Type/Department

Criteria: Group by Residential and Commercial: Application Date from 11/1/2014 to 4/1/2015

Permit #	Status	File	Applicant	Valuation	Fees Due	Fees Paid	Description
Building							
PM15-2291	In Process	FL15-4073 Permit	Kraz Construction Co.	44920			ROOFING
PM14-0588	Closed	FL14-0732 Permit	DEJ's Construction	51000			REMODEL
PM14-0768	Closed	FL14-0981 Permit	Preferred Window & Door	1803			2 WINDOW

Page 1 of 348

Sample Report - Permit Approval Cycle by Department

In the example below the standard Permit Approval Cycle was filter by department and no restriction on the time range. The chart type selected is "simple column". The individual records for this report, as previously shown are listed below the chart. Note in this case the final report is quite large at 1088 pages.

Permit Approval Cycle by Department

Criteria: All

Activity	Created	Approved	Closed	Type	Status	Valuation	Fees
Building							
Permits							
Residential							
FL13-0040	11/8/2013 8:54:26 AM	1/10/2014 1:23:41 PM	11/8/2014 3:54:17 PM	Residential-Building	Closed	$450000	$2750
FL13-0044	1/5/2014 7:13:52 AM	1/8/2014 4:04:12 PM	2/15/2014 5:13:12 PM	Residential-Building	Closed	$72000	$500
FL13-0042	1/15/2014 11:14:36 AM	1/18/2014 3:23:09 PM	1/19/2014 4:14:04 PM	Residential-Demolition	Closed	$18000	$150
FL13-0045	1/6/2014 8:45:04 AM	1/21/2014 1:56:29 PM	1/27/2014 6:03:00 PM	Residential-Roofing	Closed	$34500	$500

Page 1 of 1088

Sample Report - Parcel Status

In the example, the standard Parcel Status Report is previewed with no filtration. This report does not include a chart. This example demonstrates the ability of MaintStar to generate large reports, well over 5000 records. To accommodate these reports, a Report Generating monitor indicates the report generation status - See bottom.

Parcel Status

Criteria: All

Parcel Number:	30291220040000	Owner:	C22415, PHH Mortgage, 2001 Bishops Gate Blv, Mt. Laurel, NJ 08054
Area	Area3	City:	Pleasant Valley
Country:	U.S.	Zip Code:	90438
State:	CA	Legal Book/Page:	Map Book 21, Page 32
Legal Lot:		Legal Description:	Northwest Quarter Section 12, Range 8 West
Latitude:	33.195299	Longitude:	117.246094
Census Tract:	2010	Subdivision:	-1
Tract Number:	102	Municipality:	Pleasant Valley
Township Range Section:	Northwest Quarter Section 12, Range 8 West		
Addresses:	3347 171ST, Pleasant Valley, CA 90438		
Description:	C1		

Rec#	Download	Name	Status	Created Date	Start Date	Generated Date	Generation Time	Mode
GR32		Parcels, Created 7/27/2016 1:00:23 PM	InProcess	a minute ago	a minute ago			Manual

Report Monitor.

Sample Report - Revenue by Activity (Permit)

MaintStar CDMS offers a large range of finance reporting. In the example, the standard Revenue by Activity Report is generated with a filter on Permits (opposed to Licenses, Violations, etc). The chart type selected is the "simple column", and the reporting system uses default colors. The reported items are listed below the chart. Note: For all standard finance reports a summary total is presented for each activity type (see Invoices by Citizen - next page).

Revenue By Activity

Criteria: Permit Applications

Activity	Created	Closed	Department	Sub Type	Status	Valuation	Fees
Revenue							
Permits							
Building							
FL13-0040	11/8/2013 8:54:26 AM	11/8/2014 3:54:17 PM	Building	Remodel	Closed	$450000	$2750
FL13-0044	1/5/2014 7:13:52 AM	2/15/2014 5:13:12 PM	Building	Remodel	Closed	$72000	$500
FL13-0042	1/15/2014 11:14:36 AM	1/19/2014 4:14:04 PM	Building	Roofing	Closed	$17700	$250

Page 1 of 11

Sample Report - Invoices By Citizen (Amount 200-2000 Dollars)

Shown below is the standard Invoices By Citizen report. This sample is generated with a filter on Total Dollar Amount (range = 200-2000 dollars). The chart type selected is a "simple pie", and the reporting system uses default colors. The reported items are listed below the chart. Note: Standard finance reports include a summary total is presented for each citizen if there is more than a single invoice.

Invoices By Citizen

Criteria: Paid Date: From 1/1/2015 to 2/1/2015 Paid Amount: 200 to 2000

Legend:
- Viamonte Realty, LLC
- Ginco Properties
- KW Exteriors
- Mack Industries
- Proven Construction
- Uriel Garcia
- Third Coast Enterprises
- Steven Sieverin

Invoice #	Status	File #	Charged To	Created Date	Received By	Amount
Revenue						
Viamote Realty, LLC						
INV15-0040	Paid	FL15-4169	Viamonte Realty, LLC	11/8/2015 3:54:17 PM	Kim Follmar (kf)	$3750
INV15-0044	Paid	FL15-2314	Viamonte Realty, LLC	2/15/2015 5:13:12 PM	Kim Follmar (kf)	$1500
INV15-0102	Paid	FL15-1415	Viamonte Realty, LLC	1/19/2015 4:14:04 PM	Kim Follmar (kf)	$500
				Totals:	3	$5750

Page 1 of 11

MAINTSTAR

ADDENDUM #3

The Village of Tinley Park

November 28, 2017

2017-RFP-012

Please see our answers to the below questions the Village received.

Just to make sure the number of users hasn't changed since your last RFP, I have 29 named users on the new system of which 17 will be mobile users. Is that correct?
Yes, that is correct.

Also, how many people will be using Bluebeam makeups and red-lining?
Approximately 20.

ADDENDUM #2

The Village of Tinley Park

November 28, 2017

2017-RFP-012

Did you see any demos or invite any firms onsite as a result of the first RFP issued in October?

No. The Village did not host discussions or invite any firms onsite as a result of the original RFP issued.

The Village did see a few demos back in March/April as part of the investigation into how the Village could best update its software in preparation of the budget, as well as to determine the desired functionality of the software as the Village prepared the original RFP.

ADDENDUM #1

The Village of Tinley Park

November 21, 2017

2017-RFP-012

Please be aware the Village is extending the deadline. The new submission date is as follows.

SUBMISSION DATE: Monday, December 18, 2017 by 4:30 p.m. Proposals received after the time specified will not be opened.

Interviews are now expected to take place after soon after the closing date on December 18th through January 3rd. Please save these dates as potential interview dates.

Village of Tinley Park, Illinois

REQUEST FOR PROPOSALS

2017-RFP-012

(A re-issue of previous 2017 RFP-009)

Building Permit and Code Compliance Software

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

The chosen software will provide workflow automation and tracking services for building permits and inspections; electronic plan review; code compliance tracking; contractor licensing; mobile capabilities; health inspections; planning and zoning management; and a citizen access portal.

This RFP includes changes from the original (2017-RFP-009) which was released on September 18, 2017. This revised RFP asks firms to indicate how the proposed software addresses transmittal of financial data at scheduled intervals, not a "*real time"* integration of financial data; removes a need for connectivity with Firehouse, Cartegraph, and Incode; elevates health inspection and a planning and zoning module to a "needed," not a "desired function."   Additionally, the Submittal and Evaluation Factors have been revised. It should be noted that Addenda answers for the first release indicated a budget of $125,000 + $15,000 for annual maintenance in the current year budget. To clarify, this represents only the first year of the project and additional funds may be allocated for the FY 18/19.

Firms who have previously submitted and do not wish to revise the original proposal, but would like the original proposal to remain under consideration, may indicate so in writing to the Village, attention Paula Wallrich.

GENERAL REQUIREMENTS:	Proposers are to submit ten (10) packets, to be opened and evaluated in private. Submit one (1) original plus nine (9) complete copies of the proposals.
SUBMISSION LOCATION:	Village of Tinley Park **Attention: Village Clerk's Office** 16250 South Oak Park Avenue Tinley Park, IL 60477

SUBMISSION DATE: Friday, December 11, 2017 by 4:30 p.m.
Proposals received after the time specified will not be opened.

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

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

All questions will be answered, with a copy of the question and answer, to all who have downloaded the RFP from the Village website. To ensure receipt of any additional information distributed, firms intending to submit a proposal should indicate their intent via writing to Paula Wallrich, at pwallrich@tinleypark.org by November 22, 2017. Addenda will also be posted at www.tinleypark.org/RFP.

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

        *Notice of RFP (2 Pages)
        *General Terms and Conditions (4 Pages)
        *Project Overview (3 Pages)
        *Submission Requirements (2 Pages)

GENERAL TERMS AND CONDITIONS

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

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

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

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

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

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

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

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

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

10. **Interpretations or Correction of Request for Proposals:**
    Responders shall promptly notify the Village of any ambiguity, inconsistency, or error that they may discover upon examination of the RFP's. Interpretation, correction and changes to

the RFP's will be made by written addendum. Interpretation, corrections or changes made in any other manner will not be binding.

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

12. **Taxes:**
    The Village is exempt from paying certain Illinois State Taxes.

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

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

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

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

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

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

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

    - Be named as additional insured **by endorsement** as their interest may appear;

- Be provided within thirty (30) days notice, in writing, of cancellation or material change; and

- Be provided with Certificates of Insurance evidencing the above-required insurance, prior to commencement of this Contract and thereafter with certificates evidencing renewals or replacements of said policies of insurance at least fifteen (15) days prior to the expiration of cancellation of any such policies.

15. **Change in Status:**

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

16. **Precedence:**

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

17. **Submittal and Evaluation Factors:**

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

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

A. Proven and Equal. A proven history of providing "out-of-the-box" municipal technology software solutions and services to municipalities with a similar profile to the Village of Tinley Park. (35%);

B. Customization. The firm's ability to cost effectively adapt the product to Village needs; and, the software's capability to allow Village staff unlimited ability to customize reports, templates, routing and reviews, and approvals once the system is implemented. (20%);

C. Financial data exchange. The proposal should explain the capabilities and process for financial data to be transmitted between the proposed software and the Village cashiering database. (20%);

D. Scheduling. The Village's intent is to have a new system implemented and training of staff completed by April 1, 2018. (10%)

E. Complete Capabilities. The Proposer and chosen software product is capable of delivering the products and services described in this RFP. (10%);

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

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

PROJECT OVERVIEW:

1. **Intent:**
   The Village is interested in contracting with a Community Development Software vendor to purchase a comprehensive community development software system; project implementation (including data migration); and subsequent training and support services. The chosen software will provide workflow automation and tracking services for building permits and inspections; electronic plan review; code compliance tracking; contractor licensing; mobile capabilities; health inspections; planning and zoning management; and a citizen access portal.

   Preference will be given to products that address required capabilities "out-of-the-box" with minimal customization; Esri ArcGIS interface; the ease and ability for Village staff to create customized reports, letters, notices, and work flows; and provides an open back-end data base such as SQL. Consideration will be given to systems capable of tracking planning and zoning.

2. **Current Village Software Systems and Context**
   The Village of Tinley Park's population was certified at 56,831 in 2016 and 17,897 parcels are incorporated into the Village. The Village issues approximately 2800 permits per year and conducts on average 2500 inspections. The Village conducts approximately 2500 property maintenance inspections per year. The Village conducts over 450 original health inspects for over 200 entities plus re-inspections and over 60 special event inspections.

   The Village currently operates within a Citrix Xen Desktop system; however the preferred application does not need to operate within the Citrix environment. Software used throughout the Village includes Tyler Technology/EDEN, PaperVision document management system, Cartegraph, Incode, Firehouse, and Esri ArcGIS. The Building Division currently uses the "EDEN" software building module.

   Parcel management shall be through the Village's GIS system. Proposals shall include a cashiering module with the ability to automatically transmit financial transactions on a scheduled basis to the existing EDENS financial database or have the ability for existing EDENS cashiering data to transmit financial transactions on a scheduled basis to the chosen software.

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

   Through this Request for Proposal (RFP), the Village seeks a customizable off-the-shelf software solution that will support automation of all necessary functions related to the

overall permitting and inspection process and operation of the Community Development Department.

- The chosen software will contain the following functions to the greatest extent possible:

    o Permitting, Inspections and Licensing **(*building, code compliance, and health*)**
      Monitor all public and private building activity
      Issue a variety of permit types
      Auto-populate data from master address table
      Collect and account for all appropriate fees
      Provide an ability to override the system for fee calculation
      Track plan review status, remarks, and approvals.
      Identify outstanding fees and liens via an "Address Alert" function
      Perform advanced search and custom query options
      Generate alert notices for permit inactivity
      Set user IDs with customizable permissions
      Ad hoc ability to introduce additional reviewers in a workflow
      Issue and validate (prior to any permit release) contractor licenses
      Manage all building inspection scheduling activities
      Track both routine and periodic inspections of buildings and property
      Conduct and Track health inspections in the field utilizing the FDA form
      Capture pictures
      Email inspection reports in the field
      Produce re-inspection reminders

    o Public Portal
      Integrate into existing Village website
      Allow the public to track application status/ approvals, and print status reports
      Allow the public to submit building permit applications online
          (at home, or at a Village Hall kiosk)
      Allow the public to monitor their project from plan check and review, to permit
          issuance and certificate of occupancy.
      On-line payment of permit fees
      Allow public request of inspections
      Allow Village ability to override the request and block out time
      Allow the public to submit code compliance complaints on-line
          (and subsequently monitor status of their individual complaint)

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

    o Electronic Plan Review Management
      Allows for concurrent electronic plan review

Allows reviewers to redline, comment, upload, convert plans to PDF, and publish/share with the applicant.
Request plan review from 3rd party consultants, as appropriate
Users can easily identify changes made from one submittal to the next

- o Mobility/In-field Usage
  View, schedule, and modify inspections and record notes while in the field from laptops, tablets, and cellular devices
  Access all contact details for the owner, applicant, contractor, or complainant

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

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

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

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

SUBMITTAL REQUIREMENTS

Responders are instructed to submit their Proposals in a bound format.   Firms who have previously submitted and do not wish to revise the original proposal, but wish the original submission to remain under consideration, may indicate so in writing to the Village, attention Paula Wallrich. To simplify the evaluation process, the Vendor's proposal shall be submitted in the format outlined below:

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

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

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

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

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

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

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

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

- Compatibility – The Submittal should identify the firm's ability to transmit financial data in back and forth with the current Village cashiering database.

- Implementation Services/Scope of Work – Provide a sample project management plan including reasonable target dates. This section must also outline key activities, work products and assumptions.

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

- Support and Maintenance – Provide support services including provisions of regular updates and new releases, as well as technical consultation and support. Identify the date and version number of the last five (5) software updates (e.g. version 3.2.1build 1520) and the last three (3) major releases (e.g. versions 3, 4, and 5.

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

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

4. **Preliminary Selection Schedule**

Task	Completion Date
a) RFP Issuance	November 13, 2017
b) RFP due @ 4:30 p.m.	December 11, 2017
c) Firm Interviews (as necessary)	*tentative* December 18, 2017
	(please hold this date open on your calendar)
d) Recommendation to Village's Com Dev Committee	January 9, 2018
e) Approval at Village Board Meeting	January 16, 2018

COMMENTS FROM
THE PUBLIC

ADJOURNMENT