

REQUEST FOR PROPOSALS

COMPREHENSIVE LAND MANAGEMENT SYSTEM

RFP 17-0084



Due date: November 30, 2016
Time: 2:00 pm
Receipt Location:
230 Government Center Drive, Suite 165
Wilmington, NC 28403

Procurement Contact Person:
Name: Lena Butler
Title: Purchasing Supervisor
Email: lbutler@nhcgov.com
Telephone: 910-798-7190

Table of Contents

Section 1 – Advertisement.....	3
Section 2 – Instructions and General Conditions.....	4
2.1 – Schedule.....	4
2.2 – Preparation of Proposal.....	4
2.3 – Submission of Proposal.....	4
2.4 - Cost of Preparation of Response.....	5
2.5 - Execution of Agreement.....	5
2.6 - Trade Secret Confidentiality.....	5
2.7 - Information Technology Goods and Services.....	5
2.8 - Withdrawal of Proposals.....	6
2.9 - Method of Evaluation and Award.....	6
2.10 - Equal Opportunity.....	7
2.11 - Indemnity.....	7
2.12 - Iran Divestment Act.....	7
2.13 - Insurance.....	7
2.14 - Addendum.....	11
2.15 - Compliance With Proposal Requirements.....	11
2.16 - Successful Vendor.....	11
2.17 - Right To Reject Proposals.....	11
Section 3 – Project Overview.....	12
3.1 – County Background.....	12
3.2 – Project Scope.....	12
3.3 – Project Objectives.....	13
3.4 – Project Stakeholders.....	14
3.5 – Information Technology Requirements.....	29
Section 4 – General Requirements.....	30
4.1 – Company Background.....	30
4.2 – Functional Requirements.....	30
4.3 – Implementation Plan.....	30
4.4 – Maintenance and Support.....	31
4.5 – Proposed Software and Computing Environment.....	31

Section 5 – Submittal Requirements 32
 5.1 – Proposal Format 32
Section 6 – Forms 33
 COST PROPOSAL FORM 34
 IRAN DIVESTMENT ACT CERTIFICATION 35
 SIGNATURE FORM (EXECUTION) 36

Appendix A Function Requirements

Appendix B Draft Contract (For review only. Does not need to be signed and returned.)

NEW HANOVER COUNTY
REQUEST FOR PROPOSALS
COMPREHENSIVE LAND MANAGEMENT SYSTEM
RFP 17-0084

In accordance with NCGS 143-129.8, sealed proposals addressed to Lena Butler, Purchasing Supervisor, New Hanover County Finance Office, 230 Government Center Drive, Suite 165, Wilmington, North Carolina 28403 and marked “**RFP 17-0084 COMPREHENSIVE LAND MANAGEMENT SYSTEM**” will be accepted until **2:00 P.M. EST, November 30, 2016**.

A pre-proposal meeting will be held on **Wednesday, October 19, 2016 at 1:00 PM EST** in Conference Room 500 located at 230 Government Center Drive, Suite 165, Wilmington, North Carolina 28403. Interested vendors may attend this meeting via WebEx if desired.

Instructions for submitting proposals and complete requirements and information may be obtained by visiting the County’s website at <http://www.nhcgov.com/business-nhc/bids>.

New Hanover County reserves the right to accept or reject any or all proposals and to make the award which will be most advantageous to the County.

Lena L. Butler, Purchasing Supervisor
New Hanover County
(910) 798-7190

Section 2 – Instructions and General Conditions

2.1 – Schedule

ACTION	DATE
Release of RFP	October 10, 2016
Pre-proposal Meeting	October 19, 2016 @ 1:00 PM
Deadline for Questions	November 2, 2016 by 4:00 PM
Response to Questions	November 9, 2016
Deadline for Proposals	November 30, 2016 by 2:00 PM

2.2 – Preparation of Proposal

Vendors are instructed to submit one (1) original and one (1) electronic copy on CD or USB. Please do not submit a protected electronic copy which can't be copied. The electronic copy allows the information to be copied and distributed among the evaluation team.

All prices and notations shall be written in ink or typed. Changes or corrections made in the proposal must be initialed by the individual signing the proposal. **PROPOSALS NOT SIGNED WILL BE DEEMED NONRESPONSIVE AND REJECTED.**

2.3 – Submission of Proposal

The proposer should submit a list of at least three customers who are currently using the product that is being proposed to New Hanover County. The list should include contact information for each of the references. Submit the proposal with any attachments in a sealed envelope properly marked **“RFP 17-0084 COMPREHENSIVE LAND MANAGEMENT SYSTEM”**

and addressed to:

New Hanover County Finance Office
Attn: Lena Butler, Purchasing Supervisor
230 Government Center Drive, Suite 165
Wilmington, NC 28403

Any inquiries, requests for interpretation, technical questions, clarification, or additional information shall be directed to Lena Butler, Purchasing Supervisor by emailing lbutler@nhcgov.com or faxing (910) 798-7806. All questions concerning this proposal shall reference the section number and paragraph. Questions and responses affecting the scope of the services will be provided to Proposers by issuance of an Addendum. All questions shall be received no later than 4:00 P.M., EST, November 2, 2016.

2.3.2 Vendors may not have communications, verbal or otherwise, concerning this RFP with any personnel or boards from New Hanover County, other than the person listed in this section. If any vendor attempts any unauthorized communication, the proposal will be rejected.

2.3.3 All vendors who intend to submit a proposal on this project should send an email to lbutler@nhcgov.com including pertinent contact information. This will ensure that you receive the WebEx information as well as any addenda issued for this RFP; if applicable.

2.3.4 A pre-proposal meeting will be held on **Wednesday, October 19, 2016 at 1:00 PM EST** in Conference Room 500 located at 230 Government Center Drive, Suite 165, Wilmington, North Carolina 28403. Interested vendors may attend this meeting via WebEx if desired.

2.4 - Cost of Preparation of Response

Costs incurred by prospective Vendors in the preparation of the response to this Request for Proposals are the responsibility of the Vendor and will not be reimbursed by The County.

2.5 - Execution of Agreement

The successful Vendor will be required to enter into a formal agreement that is consistent with the bid package outlined within. The successful Vendor to whom the Contract is awarded by The County shall within 15 days after notice of award and receipt of Agreement forms from the County, sign and deliver to the County all required copies of said Agreement.

2.6 - Trade Secret Confidentiality

Upon receipt of your proposal by New Hanover County, your proposal is considered a public record except for material which qualifies as "trade secret" under N.C. General Statute 132-1.2. After opening, your proposal will be provided to County staff and others who participate in the evaluation process, and to members of the general public who submit public records requests.

To properly designate material as trade secret under these circumstances, each Vendor must take the following precautions: (a) any trade secrets submitted by a Proposer must be submitted in a separate, sealed envelope marked "Trade Secret - Confidential and Proprietary Information - Do Not Disclose Except for the Purpose of Evaluating this Bid," and (b) the same trade secret/confidentiality designation must be stamped on each page of the trade secret materials contained in the envelope.

Do not attempt to designate your entire Proposal as a trade secret, and do not attempt to designate pricing information as a trade secret. Doing so may result in your Proposal being disqualified.

In submitting a Proposal, each Vendor agrees that the County may reveal any trade secret materials contained in such response to all County staff and County officials involved in the selection process, and to any outside consultant or other third parties who assist the County in the selection process. Furthermore, each Vendor agrees to indemnify and hold harmless the County and each of its officers, employees, and agents from all costs, damages, and expenses incurred in connection with refusing to disclose any material, which the Vendor has designated as a trade secret.

2.7 - Information Technology Goods and Services

In recognition of the complex and innovative nature of information technology goods and services and of the desirability of a single point of responsibility for contracts that include combinations of purchase of goods, design, installation, training, operation, maintenance, and related services, The County is issuing this RFP as per NCGS 143-128.8.

Contracts for information technology may be entered into under a request for proposals procedure that satisfies the following minimum requirements:

- (1) Notice of the request for proposals shall be given in accordance with G.S. 143-129(b).
- (2) Contracts shall be awarded to the person or entity that submits the best overall proposal as determined by the awarding authority.

Factors to be considered in awarding contracts shall be identified in the request for proposals. The awarding authority may negotiate with any proposer in order to obtain a final product that best meets the needs of the awarding authority. Negotiations allowed under this section shall not alter the contract beyond the scope of the original request for proposals in a manner that: deprives the proposers or potential proposers of a fair opportunity to compete for the contract; and would have resulted in the award of the contract to a different person or entity if the alterations had been included in the request for proposals. Proposals submitted under this section shall not be subject to public inspection until a contract is awarded.

2.8 - Withdrawal of Proposals

Vendors may withdraw or withdraw and resubmit their proposal at any time prior to the closing time for receipt of proposals. NO proposal may be withdrawn after the scheduled closing time for receipt of proposals for a period of ninety (90) days.

2.9 - Method of Evaluation and Award

Prior to the selection of the award to the successful Proposer, an evaluation team will evaluate the RFP responses received from each vendor. Proposals will be evaluated and scored by a committee made up of the following New Hanover County Department personnel: Planning and Zoning, Development Services, Engineering, Environmental Health, Fire Services, Finance, Tax, and Information Technology. Proposals will be evaluated by personnel from the City of Wilmington Planning and Zoning, Fire, and Information Technology departments, as well as Cape Fear Public Utility Authority personnel, and members of the development community.

The County intends to award a contract for a Comprehensive Land Management System; however, the County specifically reserves the following rights: The County reserves the right to accept or reject any or all proposals or any portion thereof. The County reserves the right to accept all or part of any proposal depending solely upon the requirements and needs of the County. The County reserves the right to seek clarifications of any proposal submitted or specific aspects of any proposal prior to the award of the contract. After seeking such clarification, the County will allow the PROPOSER an opportunity to provide the requested clarification.

A weighted analysis of the evaluation criteria will be utilized to determine the vendor that represents the best value solution for New Hanover County. The evaluation committee may conduct interviews or site visits with the finalists to clarify information provided in the proposals. Vendors will be notified if an interview is needed.

If an award is made as a result of this RFP, it shall be awarded to the firm whose proposal is most advantageous to the County using the Criteria listed below:

1. Quality, clarity and responsiveness of proposal in conformance with instructions, conditions, and format-10%

2. Features and functionality deemed most advantageous and cost effective to the County- 50%
3. Installation, implementation, and training plan-15%
4. Cost of proposed system- 10%
5. Warranty, maintenance, and support-15%

2.10 - Equal Opportunity

The non-discrimination clause contained in Section 202 (Federal) Executive Order 11246, as amended by Executive Order 11375, relative to Equal Employment Opportunity for all persons without regard to race, color, religion, sex or national origin, and the implementing rules and regulations prescribed by the Secretary of Labor, are incorporated herein.

The Proposer agrees not to discriminate against any employees or applicant for employment because of physical or mental handicap in regard to any position for which the employees or applicant is qualified. The Proposer agrees to take affirmative action to employ, advance in employment and otherwise treat qualified handicapped individuals without discrimination based upon their physical or mental handicap in all employment practices.

Pursuant to GS 143-48, New Hanover County invites and encourages participation in this procurement process by businesses owned by minorities, women, and handicapped.

2.11 - Indemnity

The successful Proposer Vendor shall indemnify and hold the County, its agents and employees, harmless against any and all claims, demands, causes of action, or other liability, including attorney fees, on account of personal injuries or death or on account of property damages arising out of or relating to the work to be performed by the Successful Bidder hereunder, resulting from the negligence of or the willful act or omission of the Contractor, his agents, employees and subcontractors.

2.12 - Iran Divestment Act

N.C.G.S. 147-86.59 requires this certification for bids or contracts with the State of North Carolina, a North Carolina local government, or any other political subdivision of the State of North Carolina. The certification is required at the following times:

- When a bid is submitted
- When a contract is entered into (if the certification was not already made when the vendor made its bid)
- When a contract is renewed or assigned

The State Treasurer's Final Divestment List can be found on the State Treasurer's website at the address www.nctreasurer.com/Iran and will be updated every one hundred eighty (180) days.

N.C.G.S. 147-86.60 requires that contractors with the State, a North Carolina local government, or any other political subdivision of the State of North Carolina must not utilize any subcontractor found on the State Treasurer's Final Divestment List.

2.13 - Insurance

Before commencing any work, the Contractor shall procure insurance in the Contractor's name and maintain all insurance policies for the duration of the contract of the types and in the amounts listed in

this Agreement. The insurance shall provide coverage against claims for injuries to persons or damages to property which may arise from operations or in connection with the performance of the work hereunder by the Contractor, his agents, representatives, employees, or subcontractors, whether such operations are done by himself/herself or anyone directly or indirectly employed by him/her.

Minimum Scope and Limits of Insurance

2.13.1 Commercial General Liability (CGL)

2.13.1.1 Contractor shall maintain CGL and if necessary, Commercial Umbrella Liability insurance with a total limit of not less than \$1,000,000 each occurrence for bodily injury and property damage. If such CGL insurance contains a general aggregate limit, it shall apply separately to this project/location or the general aggregate shall be twice the required limit.

2.13.1.2 CGL insurance shall be written on Insurance Services Office (ISO) "occurrence" form CG 00 01 covering Commercial General Liability or its equivalent and shall cover the liability arising from premises, operations, independent contractors, products-completed operations, personal and advertising injury, and liability assumed under an insured contract (including the tort liability of another assumed in a business contract).

2.13.1.3 The County, its officers, officials, agents, and employees are to be covered as additional insured under the CGL by endorsement CG 20-10 and CG 20-37 or an endorsement providing equivalent coverage as respects to liability arising out of activities performed by or on behalf of the Contractor, products and completed operations of the contractor, premises owned, leased or used by the contractor, and under the commercial umbrella, if any. The coverage shall contain no special limitations on the scope of protection afforded to The County, its officers, officials, agents, and employees.

2.13.1.4 The statutes of The County as an additional insured under a CGL obtained in compliance with this agreement shall not restrict coverage under such CGL with respect to the escape or release of pollutants at or from a site owned or occupied by or rented to The County.

2.13.1.5 There shall be no endorsement or modification of the CGL or Umbrella Liability limiting the scope of Coverage for liability arising from pollution, explosion, collapse, underground property damage, employment-related practices, or damage to the named insured's work.

2.13.1.6 The Contractors CGL insurance shall be primary as respects The County, its officers, officials, agents, and employees. Any other insurance or self-insurance maintained by The County, its officers, officials, and employees shall be in excess of and not contribute with the Contractor's insurance.

2.13.2 Workers Compensation and Employers Liability Insurance

2.13.2.1 Contractor shall maintain Workers' Compensation as required by the General Statutes of the State of North Carolina and Employer's Liability Insurance.

2.13.2.2 The Employer's Liability; and if necessary, Commercial Umbrella Liability insurance shall not be less than \$500,000 each accident for bodily injury by accident, \$500,000 each employee for bodily injury by disease, and \$500,000 policy limit.

2.13.2.3 The insurer shall agree to waive all rights of subrogation against the County, its officers, officials, and employees for losses arising from work performed by the Contractor for the County.

2.13.3 Business Auto Liability

2.13.3.1 Contractor shall maintain Business Auto Liability; and if necessary, Commercial Umbrella Liability insurance with a limit of not less than \$1,000,000 each accident.

2.13.3.2 Such insurance shall cover liability arising out of any auto, including owned, hired, and non-owned autos.

2.13.3.3 Business Auto coverage shall be written on ISO form CA 00 01, or a substitute form providing equivalent liability coverage. If necessary, the policy shall be endorsed to provide contractual liability coverage equivalent to that provided in ISO form CA 00 01.

2.13.4 Cyber Liability

Bidder shall maintain cyber liability insurance in the amount of \$1,000,000 each occurrence and insuring against liability to cover expenses associated with data breaches, including; notification costs, credit monitoring, costs to defend claims by state regulators, fines and penalties and loss resulting from identity theft.

2.13.5 Professional Liability

2.13.5.1 Contractor shall maintain in force for the duration of this Contract professional liability or errors and omissions liability insurance appropriate to Contractor's profession. Coverage as required in this paragraph shall apply to liability for a professional error, act, or omission arising out of the scope of Contractor's services as defined in this Contract. Coverage shall be written subject to limits of not less than \$1,000,000 per loss.

2.13.5.2 If coverage in this Contract is on a claims-made basis, Contractor warrants that any retroactive date applicable to coverage under the policy precedes the effective date of this Contract, and that continuous coverage will be maintained or an extended discovery period will be exercised for a period of two (2) years beginning from the time that services under the Contract is complete.

2.13.6 Deductibles and Self-Insured Retentions

2.13.6.1 Any deductibles or self-insured retentions must be declared to and approved by The County. At the option of The County, either the insurer shall reduce or eliminate such deductibles or self-insured retentions as respects The County, its officers, officials, agents, or employees or the Contractor shall procure a bond guaranteeing payment of deductibles of self-insured retentions.

2.13.6.2 The Contractor shall be solely responsible for the payment of all deductibles to which such policies are subject, whether or not The County is an insured under the policy.

2.13.7 Miscellaneous Insurance Provisions

2.13.7.1 The policies are to contain or be endorsed to contain the following provisions:

2.13.7.2 Any failure to comply with reporting provisions of the policies listed in this agreement shall not affect coverage provided to The County, its officers, officials, and employees.

2.13.7.3 Each insurance policy required by this contract shall be endorsed to state that coverage shall not be canceled by either party except after thirty (30) days prior written notice has been given to The County, 230 Government Center Drive, Suite 128, Wilmington, NC 28403.

2.13.7.4 If Contractor's liability policies do not contain the standard ISO separation of insured provision, or a substantially similar clause, they shall be endorsed to provide cross-liability coverage.

2.13.8 Acceptability of Insurers

2.13.8.1 Insurance is to be placed with Insurers licensed to do business in the State of North Carolina with an A.M. Best's rating of no less than A VII unless The County has granted specific approval.

2.13.9 Evidence of Insurance

2.13.9.1 The contractor shall furnish The County with a certificate(s) of insurance, executed by a duly authorized representative of each insurer, showing compliance with the insurance requirements prior to commencing the work, and thereafter upon renewal or replacement of each certified coverage until all operations under this contract are deemed complete.

2.13.9.2 Evidence of additional insured status shall be noted on the certificate of insurance as per requirements in this agreement.

2.13.9.3 With respect to insurance maintained after final payment in compliance with requirement, an additional certificate(s) evidencing such coverage shall be provided to The County with final application for payment and thereafter upon renewal or replacement of such insurance until the expiration of the period for which such insurance must be maintained.

2.13.10 Subcontractors

Contractor shall include all subcontractors as insured under its policies or shall furnish separate certificate for each subcontractor. All coverage for subcontractors shall be subject to all of the requirements stated herein.

2.13.11 Conditions

2.13.11.1 The insurance required for this contract must be on the forms acceptable to The County.

2.13.11.2 Where circumstances warrant, The County may, at its discretion subject to acceptance by the Risk Management and/or Finance Department accept letters of credit or custodial accounts in lieu of specific insurance requirements.

2.13.11.3 The Contractor shall provide that the insurance contributing to satisfaction of insurance requirements in this agreement shall not be canceled, terminated, or modified by the Contractor without prior written approval of The County.

2.13.11.4 The Contractor shall promptly notify the Property Management Department at (910) 798-4330 and the Risk Management Office at (910) 798-7497 of any accidents arising in the course of operations under the contract causing bodily injury or property damage.

2.13.11.5 The County reserves the right to obtain complete, certified copies of all required insurance policies, at any time.

2.13.11.6 Failure of The County to demand a certificate of insurance or other evidence of full compliance with these insurance requirements or failure of The County to identify a deficiency from evidence that is provided shall not be construed as a waiver of Contractor's obligation to maintain such insurance.

2.13.11.7 By requiring insurance herein, The County does not represent that coverage and limits will necessarily be adequate to protect the Contractor and such coverage and limits shall not be deemed as a limitation of Contractor's liability under the indemnities granted to The County in this contract.

2.13.11.8 If Contractor fails to maintain the insurance as set forth herein, The County shall have the right, but not the obligation, to purchase said insurance at the Contractor's expense.

2.13.11.9 The Contractor or his engineer may apply to The County for approval of higher deductibles based on financial capacity and quality of the carrier affording coverage.

2.13.11.10 The County shall have the right, but not the obligation of prohibiting Contractor or any subcontractor from entering the project site or withhold payment until such certificates or other evidence that insurance has been placed in complete compliance with these requirements is received and approved by The County.

2.14 - Addendum

The proposal package constitutes the entire set of instructions to the bidder. The County shall not be responsible for any other instructions, verbal or written, made by anyone. Any changes to the specifications will be in the form of an Addendum which will be sent to all known Proposers who are listed with the Finance Office and posted on the County's website.

You may visit our website at <http://www.nhcgov.com/Finance/Pages/CurrentBids.aspx>, call Lena Butler at (910) 798-7190, or email lbutler@nhcgov.com or call Tamara Matthews at (910) 798-7402 or email tmatthews@nhcgov.com to check for the issuance of any addenda before submitting your bid proposal.

2.15 - Compliance With Proposal Requirements

Failure to comply with these provisions or any other provisions of the General Statutes of North Carolina will result in rejection of bid/proposal.

2.16 - Successful Vendor

The Vendor who is not currently set up as a vendor in The County's vendor file will be required to submit a completed Vendor Application, W-9 and EFT form in order to be entered into the County's vendor database.

2.17 - Right To Reject Proposals

New Hanover County reserves the right to accept or reject any or all proposals and to make the award which will be most advantageous to the County.

Section 3 – Project Overview

3.1 – County Background

Located in southeastern North Carolina and established in 1729, New Hanover County (herein referred to as The County) is the second smallest and one of the most densely populated counties in the State. The County's land area totals approximately 220 square miles; of this total, over 21 square miles consist of water and wetlands. The current population of The County is approximately 220,358; a 9 percent increase over the 2010 U. S. Census of 202,667. The County seat is the 276- year old port city of Wilmington located along the Cape Fear River. New Hanover, a coastal county in southeastern North Carolina, is home to four incorporated municipalities: Wilmington, Carolina Beach, Kure Beach, and Wrightsville Beach.

3.2 – Project Scope

The Comprehensive Land Management System (herein referred to as The System) project will include the selection, purchase, training, project management, and implementation of a new centralized land development tracking system. The System will be used by multiple departments and agencies to encourage collaboration while tracking land development projects from planning to completion. The System should be reliable and easy to use for both internal and external stakeholders while maintaining historical data. The System will afford for improved service delivery and customer relations through increased efficiency and transparency. This project will impact the following New Hanover County departments: Planning and Zoning, Inspections, Development Services Center, Engineering, Environmental Health, Fire Services, Tax, Information Technology and Finance. This project will also impact the following City of Wilmington departments: Planning, Zoning, Fire, and Information Technology. The Cape Fear Public Utility Authority, the Wilmington Cape Fear Home Builders Association, and the citizens of The County will also be impacted by this project.

After The County's acceptance of the selected vendor's proposal, the vendor shall submit all specifications related to software/hardware systems, internal and external network, and interoperability specifications and all other requirements related to the successful installation and maintenance of the project defined herein.

Any personnel provided by the vendor shall be considered to be personnel or agents of the vendor. Under no circumstances will said personnel be considered to be agents or personnel of The County. If determined necessary by County Staff, any personnel provided by the vendor could be subject to background checks by New Hanover County. However, The County reserves the right to demand the removal and potential replacement of any one or group of individuals provided by vendor to work on the project.

If the vendor intends to utilize a third party organization to perform any of the tasks associated with any aspect of the proposal, this intent must be disclosed as part of the proposal. In addition, responsibility for any items or activities provided by any subcontracting or third party entity must be assumed by the vendor. For purposes of this project, The County intends to contract exclusively with the vendor and the vendor will be the sole contact concerning contractual matters, invoicing, and associated payments.

The vendor shall propose equipment that will best meet The County's stated goals and must include all necessary computer specifications in the proposal. The County's Information Technology Department may elect to purchase computers/servers.

Upon acceptance, the vendor shall provide training to County personnel in the operation and maintenance of The System, once installed; as required by County staff. Training shall be scheduled to accommodate County staff's schedules.

Vendor shall substantially complete the requirements of this project by a date mutually agreed upon by the vendor and The County.

3.3 – Project Objectives

The System is needed to facilitate streamlined processes and improve transparency for staff and customers. All reviews from the initial development concept to completion need to be in one central system allowing more collaboration between agencies, improved efficiency from automation, and greatly improved customer experience from more defined processes. The objectives for this project are to:

- Implement a reliable, transparent, and efficient system to make it easier for our customers to do business with The County.
- Improve communication throughout the development process for internal and external stakeholders.
- Consistently meet and exceed development community expectations.
- Provide intuitive online services utilizing mobile technology that provides the development community access to services and information.

3.4 – Project Stakeholders

New Hanover County COMPREHENSIVE LAND MANAGEMENT SYSTEM									
<p>NHC Inspections</p> <p>Mobile Field Inspections</p> <p>Users</p> <p>1 Inspections Director</p> <p>3 Building Chiefs (by trade)</p> <p>3 Plan Reviewers</p> <p>1 Admin Support Specialist</p> <p>7 Electrical Inspectors</p> <p>4 Plumbing Inspectors</p> <p>5 Mechanical Inspectors</p> <p>7 Building Inspectors</p>	<p>NHC Development Services Center</p> <p>Plan Review Coordination</p> <p>Inspection Scheduling</p> <p>Permitting</p> <p>Users</p> <p>1 Development Services Supervisor</p> <p>8 Development Services Specialists</p>	<p>NHC Planning and Zoning</p> <p>Zoning Enforcement</p> <p>Flood Plain Compliance</p> <p>CAMA Compliance</p> <p>Technical Review Committee</p> <p>Special Use Permits</p> <p>Subdivisions</p> <p>Variances and Appeals</p> <p>Community and Long-Range Planning</p> <p>Rezoning</p> <p>Users</p> <p>8 Planners</p> <p>3 Zoning Officials</p> <p>1 Project Coordinator</p> <p>1 Technician</p> <p>2 Administrative Support Specialists</p>	<p>NHC Engineering</p> <p>Sedimentation and Erosion Control Compliance</p> <p>Storm Water and Drainage Compliance</p> <p>Technical Review Committee</p> <p>CAD and GIS Services</p> <p>Users</p> <p>1 County Engineer</p> <p>1 Project Chief Engineer</p> <p>1 Erosion Control Inspector</p> <p>1 Engineering CAD Specialist</p> <p>2 Engineering Specialists</p> <p>1 Administrative Support Specialist</p>	<p>NHC Environmental Health</p> <p>Children's Environmental Health/Institutions (CEHI)</p> <p>Food Safety (FS)</p> <p>On-Site Water Protection (OSWP)</p> <p>Users</p> <p>19 Environmental Health Specialists</p> <p>3 Administrative Support Staff</p>	<p>NHC Fire Services</p> <p>Code Enforcement</p> <p>Fire Inspections</p> <p>Plan Review</p> <p>Fire/Arson Investigations</p> <p>Users</p> <p>1 Deputy Chief/Fire Marshal</p> <p>3 Deputy Fire Marshals</p> <p>1 Fiscal Support Technician</p> <p>1 Administrative Coordinator</p>	<p>NHC Tax</p> <p>Property Tax Appraisal</p> <p>Users</p> <p>1 Tax Administrator</p> <p>1 Tax Administrator Assistant</p> <p>1 Appraisal Supervisor</p> <p>8 Residential Appraisers</p> <p>2 Commercial Appraisers</p> <p>4 Administrative Support Technicians</p>	<p>NHC Finance</p> <p>Daily Fee Collections</p> <p>Daily Deposit Reconciliation</p> <p>Revenue Reporting</p>	<p>City of Wilmington Fire</p> <p>Code Enforcement</p> <p>Fire Inspections</p> <p>Plan Review</p> <p>Fire/Arson Investigations</p> <p>Users</p> <p>1 Fire Marshal</p> <p>2 Administrative Support Staff</p> <p>5 Field Inspectors/Investigators</p>	<p>Cape Fear Public Utility Authority</p> <p>Engineering</p> <p>Customer Service</p> <p>Users</p> <p>12 Engineering Staff</p> <p>10 Customer Service Staff</p> <p>3 Environmental Management Staff</p>

New Hanover County Inspections

The primary function of the Inspections Department (herein referred to as Inspections) is to safeguard the life, health, and property of New Hanover County residents through the application of uniform building standards.

Inspections administers the North Carolina State Building Codes which include Commercial Building, Residential Building, Plumbing, Mechanical, Fuel Gas, Electrical, Existing Building, Accessibility and Administration Codes.

These standards are upheld through activities such as building plan examination, permitting, and inspections for structural, electrical, plumbing and mechanical as well as miscellaneous items (signs, fences, mobile home or manufactured home setups).

Inspections also serve as professional staff to the Inspections Advisory Board and have a need for an accurate mobile solution for resulting inspections in real time.

Recognizing the vast amounts of data associated with each permit and inspection as well as the back and forth communication between county personnel and outside agencies, contractors, business owners, developers, and citizens, Inspections' primary concern is that The System and online portal are easy to use with accurate and real time information for customers.

Inspections have the responsibility for all Development Services permitting, plan review and inspections within the unincorporated areas of New Hanover County as well as the surrounding beach communities. There currently are thirty-eight (38) staff members that include: eight (8) Development Services Specialists, one (1) Development Services Supervisor, three (3) Plan Reviewers, one (1) Chief Building Official, one (1) Chief Electrical Official, one (1) Chief Mechanical/Plumbing Official, twenty-two (22) Code Compliance Officials and one (1) Inspections Director.

New Hanover County Development Services Center

The Development Services Center (herein referred to as DSC) is part of Inspections and is at the forefront of the permitting process. DSC provides permitting services to the construction and development community (homeowners, contractors, engineers, reporting agencies, etc.). DSC provides plan review coordination, project permitting, inspection scheduling, coordination of final inspection approvals and Certificate of Occupancy or Compliance issuance for all related departments (Zoning, Inspections, Environmental Health, Engineering, Cape Fear Public Utility Authority, City and County Fire, City and County Zoning). Additionally, DSC provides Administrative and Code Enforcement Services for the towns of Carolina, Kure and Wrightsville beaches through contracted services with The County.

DSC has a high volume of walk-in traffic, the majority of which are to pick up or submit a project, schedule an inspection, get project statuses, or apply for trade permits. Currently, there are 3 computer stations in the DSC lobby with internet capability. Customers have expressed the desire to use these stations to apply for and pay for trade permits, as well as schedule inspections and obtain information on their job status. Looking ahead, it is The County's intention to provide these options to customers in a user friendly environment. Currently our online portal is navigationally unfriendly which frustrates the customer. Self-service stations that accept payments, provide answers to inquiries, have the ability to process inspections and permit requests (i.e. online web application) will enhance the public's experience and lessen the workload of staff.

DSC handles close to 200 incoming calls per day that consist of taking payments, scheduling inspections, answering permitting related questions, putting the caller in contact with the correct departments, providing status' of projects in the plan review process as well as status' of existing construction and trade permits, and other questions in general. Customers have expressed that they would like to have quick and accurate

information provided when they call. Customers would like a quicker and easier way to navigate the online services in order to obtain estimated fees for proposed projects, make payments, obtain permits and other needed information on their own, with little effort. Current challenges include system errors, slow and inaccurate search results, multiple steps to schedule inspections, multiple steps to accept a payment, as well as having to search different places within the permitting system to respond to customer inquiries. The County desires a system to be one that is much simpler to use for the customer and staff.

DSC corresponds electronically with customers via fax and email, receiving permit applications, inspection requests, certificates of insurance, cancellation requests, etc. as well as receiving permit payments via the online web portal. DSC is challenged with not being able to get the customer what they need, when they need it, due to the current tools available. "Real time" payment receipts and permitting issuance are needed so that when customers pay for their trade permit on the web portal, they can get their permit right away, rather than having to wait for DSC to process the payment report and issue each permit the next business day. Customers have asked to be able to get their permit when they pay for it, and DSC would like to have this option made available. This feature is needed during emergency permitting situations, over the holidays, weekends and after business hours.

DSC has received questions and comments from customers pertaining to the multiple tracking numbers related to their project. Currently, the customer is provided with a tracking number at project submittal, then once all is approved for the permit to be issued, a different tracking number is assigned. This creates confusion and makes it difficult to follow the project status from beginning to end. DSC staff and customers visit two different areas of the database system both in-house and online in order to check project status, inspections history, etc. Having all the project information under one tracking number will greatly enhance the customer's experience and reduce the time for permit completion.

DSC processes a high volume of requests for permitting documents and application information and would like to have this information available via online web searches with printing capabilities. DSC processes Certificates of Occupancy and Compliance upon receiving all final approvals from related agencies. Customers would benefit, by receiving their certificate at the moment of issuance via email to prevent delays to closings. This document should also be available through the online portal. These customer services are currently not available.

Looking forward, DSC needs to have the capability of running accurate reports. Financial reports should deliver accurate searches and audit information. Permitting and inspection reports should reflect volume during various reporting periods. Individual staff reports should indicate processes and performance. These reports will allow DSC to provide timely service to customers, and the Inspections Director with accurate reports related to permitting, inspections, finances, and staff processes. Another goal is to provide other departments and outside agencies with accurate information.

DSC must also have to ability to do the following:

- Accurately keep track of monies received (i.e. reporting)
- Duplicate permits (i.e. one permit to multiple addresses)
- Track projects (i.e. auto tracking and alert system)
- Adjust fees (i.e. reporting duplication)
- Provide notifications (i.e. automatic permit & fee due)

It is a goal of DSC to provide timely processing and excellent customer service. Every enhancement that can be made to assist with current challenges and customer’s current and future needs, will assist with consistently meeting that goal. Staff members include: eight (8) Development Services Specialists and one (1) Development Services Supervisor.

2015 Total Plan Reviews	
Total	3600

2016 – July 2016 YTD Plan Reviews	
Total	2200

2015 Trade Permits	
Electrical	8923
Mechanical	8740
Plumbing	2729
Misc. Other Trade Permit	840
Total	21232

2016 – July 2016 YTD Trade Permits	
Electrical	6063
Mechanical	5574
Plumbing	1615
Misc. Other Trade Permit	417
Total	13669

2015 Inspections	
Electrical	14753
Mechanical	14556
Plumbing	8671
Misc. Other Trade Permit	2409
Total	40389

2016 – July 2016 YTD Inspections	
Electrical	9472
Mechanical	9027
Plumbing	5562
Misc. Other Trade Permit	1518
Total	25579

2015 Building Permits	
Commercial	279
Commercial, Alteration	232
Commercial, New	101
Demolition	99
Industrial	2
Industrial, Alteration	3
Industrial, New	4
Institutional	8
Institutional, Alteration	5
Institutional, New	1
Misc Other	834
Mobile Homes	44
Residential	25
Residential, New	1171
Residential, Alteration	481
Total	3289

2016 Building Permits	
Commercial	61
Commercial, Alteration	162
Commercial, New	75
Demolition	74
Industrial	3
Industrial, Alteration	3
Industrial, New	3
Institutional	0
Institutional, Alteration	9
Institutional, New	0
Misc Other	675
Mobile Homes	22
Residential	27
Residential, New	678
Residential, Alteration	251
Total	2043

New Hanover County Planning and Zoning

The Planning and Zoning Department (herein referred to as Planning) provides guidance and direction in the adoption and enforcement of policies and regulations, which ensure orderly building and construction, environmental stewardship, growth and economic development, and long-range community development in The County. This work involves the collection and evaluation of data, research and analysis of options and alternatives, enforcement of adopted codes and the selection and implementation of projects and programs. The County’s recently adopted comprehensive land use plan compiles this information and guides land use decisions into the future.

Planning promotes compliance with the zoning ordinance and has a critical role in the building permit process. Engaging the construction community early on assures that buildings are properly placed on approved lots meeting setbacks, buffers and required easements. Planning also works to ensure compliance with flood plain standards and the State’s coastal area management act (CAMA) requirements.

Many development projects begin with the subdivision process. Our Technical Review Committee reviews subdivision proposals for compliance with regulations from various agencies including the Department of Transportation, the Public Utility Authority, Health, Storm water and Fire Departments. Additionally, the rezoning of land to facilitate specific uses is a primary function that frequently is required as part of the development process.

Planning employs eight (8) Planners, three (3) Zoning Officials, one (1) Project Coordinator, one (1) Technician and two (2) Administrative Support Specialists. A typical annual workload is shown below:

2015 Planning & Zoning	
Rezoning	11
Special Use Permits	4
Text Amendments	2
Plat Approvals	61
Lot Approvals	2,546
Board of Adjustment Cases	14
CAMA Permits	65
CAMA Exemptions	39
*Zoning approval is needed for all building permits, tree permits, change of use permits	

ONESolution (by Sungard), is currently the software application utilized by the zoning staff for the processing and approval of projects to ensure compliance with the zoning and flood ordinances as well as CAMA regulations. Planning and zoning projects that include, but are not limited to, re-zonings, special use permits, subdivisions, text amendments, variances and appeals, and floodplain development data are currently maintained on Microsoft Excel spreadsheets. There is currently no digital mechanism of tracking the status of these projects as they move through the approval process.

A function of a comprehensive land management software that would prove beneficial would include the ability to capture attributes on all project types and processes for historical record keeping. It would also include the ability to track the progress of these projects through a workflow or milestone type method as they move through the various steps of The County's prescribed approval processes. A search function that can be queried through the project attributes would allow data to be easily acquired for specific analyses or data requests. In addition to these specific approval processes, Planning staff provides assistance to other County departments to aid in developing service delivery strategies and needs assessments for future plans. Community Development grants and other housing assistance programs are administered for the unincorporated County. Staff initiates and participates in efforts to promote sustainable development and protect our environment for future generations. Efforts include water quality initiatives and enhancement projects, promotion of sustainable development, alternative transportation and floodplain management. Through the creation of specific plans for small areas of the County, all of the publicly-provided services can be distributed fairly and efficiently to support a rapidly growing and dynamic population.

New Hanover County Engineering

The County Engineering Department (herein referred to as Engineering) provides a range of engineering, shore protection and project management services, both to the community and to other County departments, in support of the vision, mission, objectives and initiatives of the County's Strategic Plan. Services include: manage engineering contracts; assist the County Manager with economic development initiatives; provide technical support and assistance for all coastal waterways, shore protection, and beach nourishment efforts, serve as the liaison to the Cape Fear Public Utility Authority, the North Carolina Department of Transportation, the Department of Natural Resources and the United States Army Corps of Engineers. Engineering continues to implement programs, policies and processes that provide internal and external customer service to staff and the general public. Under the direction of the County Engineer, engineering services include administration and implementation of the Storm Water and Drainage Ordinance and the Sedimentation and Erosion Control Ordinance. Engineering provides the proper management and administration of storm water and drainage within the County to promote health, safety and general welfare and to safeguard the natural and manmade resources of the County.

As a delegated local program of the state, Engineering issues land disturbing permits and enforces the Sedimentation and Erosion Control Ordinance, performs site inspections, issues project reports, resolves erosion control complaints and issues Notices of Violations for non-compliant projects for all non-governmental land disturbing activities within the unincorporated County and City of Wilmington. Engineering works with developers to assure compliance with subdivision requirements, including storm design, easements and right of way, street design and setback requirement.

Engineering is also responsible for drainage maintenance projects on a limited basis. Engineering provides Computer Aided Design (CAD) and Geographic Information Systems (GIS) services to various departments. Engineering also provides administrative support for commercial and residential building permits through the

DSC. The County Engineer and/or Chief Project Engineer serve as a member of the Technical Review Committee for the review of all subdivision plans, Low Impact Development (LID) requests and other plan submittals. Engineering assists Property Management with project management of all capital projects and works with other departments dedicated to serving the development community. This closer working relationship has increased customer support and provides for a more seamless progression of project permitting. Engineering has assumed responsibility for the maintenance of cemeteries within The County.

Storm Water			Sediment and Erosion Control		
	2015	2016 thru June		2015	2016 thru June
Drainage site visits	936	490	Inspections	849	588
Plan reviews	45	33	Plan Reviews	366	205
			Permits Issued	174	85
			New Projects	53	39
			Total Acres	875.18	411.91

New Hanover County Health Department - Environmental Health

The Environmental Health Services Division (EHSD) of the NHC Health Department is comprised of four (4) major program areas:

1. Children’s Environmental Health/Institutions (CEHI)
2. Food Safety (FS)
3. On-Site Water Protection (OSWP); and,
4. Vector Control

The System shall be designed to serve as a data base document/report processing and archive system for program areas noted above as #1 through #3. The Vector Control Program will not be included in this search for software replacement.

EHSD staff working in Program areas #1 through #3 can be described as regulatory agents of the state authorized to enforce statutes and administrative code enacted to protect the public’s health and our environment. EHSD staff conduct most of their work out of the office in the field either in outdoor settings or within the confines of various structures operating as businesses, institutions and other places of public assembly. Rules and regulations are equitably applied within municipalities as well as unincorporated areas of New Hanover County.

Children’s Environmental Health/Institutions

In this program area EHSD conducts, documents, permits and reports inspections of facilities that primarily serve The County’s most vulnerable populations. They include: child care centers, schools, public swimming pools, hospitals, assisted living commissaries, nursing and rest homes, detention centers, bed- breakfast and other overnight lodging businesses and summer camps.

Food Safety

In this program area, EHSD staff conducts, documents, permits and reports inspections of facilities that prepare and sell food and/or beverages to the public with the exclusion of bars that do not reuse glassware and/or

serving utensils. Temporary food establishments operating for a period of short duration and often a feature of expos, fairs and weekend events are also included in this program.

- (a) Reviewing plans (scaled) and equipment specifications prior to any construction is the first interface of EHSD staff with customers proposing to operate facilities described in CEHI and FS program areas. CEHI facilities such as child care centers and those providing health care are also required to go through a review process with their licensing agencies North Carolina Department of Health and Human Services Child Development and Early Education, and Health Service Regulation Divisions. This may occur simultaneously or prior to EHSD staff review of plans (scaled) and equipment specifications.
- (b) Ninety-five (95) percent or more of the facilities regulated under CEHI and FS are served by municipal or public utilities (water and wastewater services).
- (c) In most cases staff is required to document a latitude-longitude point to further delineate the geographic location of the facility.
- (d) Two field supervisors and twelve (12) field staff work in the CEHI and FS program areas, and will work in the development/land management software system on a daily basis.

On-Site Water Protection

EHSD staff evaluates properties requiring an on-site drinking water source and/or method of wastewater collection, treatment and disposal that cannot be served by municipal, private or public utility. The OSWP Program provides development review, approval and/or denial of system sites and design, regulatory permitting, inspections, monitoring visits, sampling, complaint investigations and other enforcement services in addition to education related to wastewater systems (septic systems) and water supplies (wells). A field supervisor and three (3) field staff will work in The System on a daily basis. Staff evaluates properties not served by utilities to determine if individual septic systems and/or wells can be permitted. Environmental Health Specialist will (1) conduct site/soil evaluation documenting observations on state mandated forms, (2) determine location of existing utilities on site plus adjoining properties, (3) record location of any existing utilities with Trimble R1 GNSS Receiver/tablet PC, (4) examine application, plans and other supporting documents, and (5) determine if septic and/or well can be permitted based on documented factors and regulatory standards. Issue Improvement Permit OR Improvement Permit-Construction Authorization, and/or Well Permit using state mandated forms and language. Septic system and well contractors (both certified professionals) schedule inspections of their work with EHSD staff. EHSD staff conducts inspections and record observations on checklists and state mandated forms. Samples of water are collected from drinking water wells and submitted to the NHC Health Department laboratory for bacteriological analysis, and also to the State Laboratory of Public Health for inorganic chemical analysis. EHSD staff needs to see the status of electrical and plumbing inspections to verify that these systems have been inspected thus enabling the proper disinfection of plumbing prior to sample collection. Typically, building contractors schedule site visits by EHSD staff to inspect the finished well construction and collect water samples. Well contractors provide a log describing soil morphology encountered during the construction/drilling process, depths of natural features and to added man-made components that create a port to a sufficient flow of groundwater. Global Positioning System coordinates with depths and descriptors provided on the well construction log are to be stored in a database to support continuous groundwater quality monitoring and to strategically manage/plan the future use of water resources. Sample results are reported from the Health Department laboratory as negative or positive for coliform bacteria. The State Laboratory of Public Health posts sample results on their website in pdf format (link provided below).

<https://slphreporting.ncpublichealth.com/EnvironmentalSciences/InOrganicChemistry/Default.aspx>

EHSD staff review results and report them to contractors and/or owners. GPS coordinates with analyte results are to be stored in a database to support continuous monitoring of groundwater quality and to strategically manage/plan the future use of water resources. Analytes reported are: arsenic, barium, cadmium, calcium, chloride, chromium, copper, fluoride, iron, lead, magnesium, manganese, mercury, nitrate, nitrite, pH, selenium, silver, sulfate, total alkalinity, total hardness and zinc. Septic systems other than conventional systems, meaning their design requires electrical/mechanical components and/or additional treatment of wastewater before discharge into the soil, require certified operators and must have continuous monitoring as long as the system is in service. Periodic monitoring and inspection is required of the certified operator and the health department. The certified operator monitoring and inspection is more frequent, and documentation of this activity must periodically be submitted to the health department as verification of proper system operation. EHSD staff must have the capability to monitor regulatory compliance of these type systems by looking at report submittals and reporting the due or past due dates for certified operator and health department inspections.

Other considerations:

- (a) Addressing or *correct* addressing often poses a challenge when applications are submitted for EHSD services as there may be a time lapse of several years before permits or authorizations are used to acquire building permits and construction projects are actually launched.

- (b) Frequently, EHSD staff examine submittals for permits or authorizations, or make field visits to sites determining that access or sufficient information has not been provided by the applicant thus making it necessary to place the service request in a deferred status, and notifying the applicant specifically of outstanding conditions which must be fulfilled or documents which must be provided in order for the service request to resume the normal process.
- (c) Construction activity or subdivision of parcels in close proximity may have a bearing on the health department’s ability to issue permits or authorizations. EHSD staff must be able to identify the location of utilities proposed or already constructed on neighboring parcels while in the field evaluating undeveloped parcels for septic system and well permits. Historic records must be accessible via mobile device through The System while field work is being conducted to determine the disposition of applications as permit issues or denials and generating the applicable reports to individuals requesting these services.
- (d) EHSD staff records the location of newly constructed utilities (septic systems and wells) with a Trimble R1 GNSS Receiver/tablet PC.
- (e) Complaint investigation is an essential and significant environmental-public health service which falls under the purview of EHSD staff. In the case of wastewater either property served by a septic system or utility, it is vital for EHSD staff to immediately put the property owner on a formal “Notice Of Violation” so as to expeditiously mitigate the risk of human exposure and/or impact on the environment. Capabilities of identifying ownership and tracking action on the violation are imperative functions of the development/land management software.

July 2015 – June 2016	
Food Safety/Children's EH/Institutions	Total
TOTAL ESTABLISHMENTS/FACILITIES OPERATING	1804
TOTAL ESTABLISHMENTS/FACILITY INSPECTIONS	4030
PLANS REVIEWED	424
PERMITS ISSUED	918
PUBLIC POOLS/SPAS OPERATING	423
COMPLAINTS INVESTIGATED	288
On-Site Water Protection	
	Total
IMPROVEMENT PERMITS ISSUED	74
IMPROVEMENT PERMITS DENIED	22
CONSTRUCTION AUTHORIZATIONS ISSUED	92
SEPTIC SYSTEM OPERATION PERMITS ISSUED	92
RE-USE OF EXISTING SEPTIC SYSTEM	45
WELL CONSTRUCTION PERMITS ISSUED	121
WATER SAMPLES COLLECTED - BACTERIOLOGICAL	283
WATER SAMPLES COLLECTED - OTHER	198
COMPLAINTS INVESTIGATED	28

New Hanover County Fire Services

It is the mission of New Hanover County Fire Services Code Enforcement Division (herein referred to as Code Enforcement) to provide prompt and successful customer interactions in regards to reducing the risk of injuries and death, reducing the occurrence of fire loss and providing for the safety of our communities. This is accomplished by increasing the awareness and knowledge of the residents and businesses respecting fire safety, and by ensuring compliance with applicable regulations.

The rules and regulations are promulgated by:

- National Fire Protection Association: www.nfpa.org.
- North Carolina Fire Prevention Code: North Carolina Department of Insurance, Office of State Fire Marshal: www.ncdoi.com/osfm.
- New Hanover County Ordinances

Code Enforcement consists of one (1) Deputy Chief/Fire Marshal, three (3) Deputy Fire Marshals, one (1) Fiscal Support Technician and one (1) Admin Coordinator who operates during business hours for routine services but is on call 24 hours per day for emergency situations. Fire Marshal Staff is responsible for conducting fire inspections, reviewing plans for new and existing commercial construction, investigations fire/arson and educating the community in the unincorporated areas of New Hanover County.

During the review process staff examine plans for building egress and ingress, water supply, sprinkler systems, fire alarm systems, hood systems, road access, hydrant locations and other life safety issues while striving to maintain open communication at all times with the development community. Inspections of life safety systems during construction as well as compliance inspections are completed either annually, bi-annually, or tri-annually according to the State established schedule based on occupancy type. These compliance inspections are tracked using the Firehouse Software Version 7.16.10 with an internal SQL Server database, which will be upgraded to a .net version with an iOS Firehouse Inspector application in the future.

A variety of Fire System permits for both new and existing commercial projects are issued and currently managed through the Firehouse Record Management System (RMS) although, if deemed adequate, efficient and customer friendly, The System could replace some functionality. Management of the documentation of valid licenses, proper insurance, project plans, and fee payments are also necessary elements of our daily processes. The current process is cumbersome as permitting software and the Firehouse RMS are maintained separately. Munis by Tyler Technologies, is also used for billing of permit fees and Civil Citation fees. Plan review and inspection results and comments are currently entered in duplicate systems.

The System should provide an excellent tool for serving our citizens through timely plan review and permit issuance, easily navigable online project tracking and inspection scheduling providing a transparent process from submittal to final inspection. Our goal is to update technology utilizing mobile and web solutions, streamline and automate processes, improve efficiency and reduce potential errors by eliminating duplicate data entry, maintain data integrity and easily move data across platforms to allow us the tools to be good stewards of our resources and providing an unrivaled, outstanding customer experience.

Totals			2015	2016 – 8.2016
100	Plan Review	Building Permit	275	159
100R	Plan Review	Building Permit Revision	53	15
110	Plan Review	Site	2	1
120	Plan Review	Fire Protection	25	24
121	Plan Review	Fire Alarm	28	19
122	Plan Review	Sprinkler System	34	21
150	Plan Review	Permit	1	0
160	Plan Review	CO Review	0	1
201	Inspection	CO/CC	222	145
210	Inspection	Site	3	5
220	Inspection	Fire Protection	40	65
221	Inspection	Fire Alarm	63	16
222	Inspection	Sprinkler System	74	21
290	Inspection	Alcohol License	31	17
800	Consultation	General	42	38
810	Consultation	Site	89	73
820	Consultation	Fire Protection	8	4
821	Consultation	Fire Alarm	11	4
822	Consultation	Sprinkler System	8	0
840	Consultation	Hazardous Operation	2	2
850	Consultation	Permit	1	5
870	Consultation	Assembly	2	3
Annual Totals			1014	638

New Hanover County Finance

Currently, fees are not paid directly to the Finance Department, but rather are collected through cash, check or credit card in the Inspections Department or online. Daily payments, along with exported reports detailing the transactions that reconcile to the daily deposit, are sent to the Finance Department to be entered in the County's general ledger system. After being entered into the County's general ledger, the funds are then deposited with the County's overall daily deposit.

The System must be able to provide reports that detail the daily transactions which will reconcile to the daily deposit. The System must also be able to produce monthly and annual reports that reconcile the total revenues to the amounts deposited and recorded in the County general ledger. The required reports must delineate between payments for County fees and payments collected for other municipalities and authority fees, since those payments for non-County fees will be remitted to the respective entities. The System should also be able to link fees to specific general ledger accounts. The County will consider the capability of the new system to integrate with the County's general ledger system, eliminating the need for dual entry of posting daily collections. Such an integration would still require the System to produce reports that reconcile both cash and revenues to the County's general ledger. The System must also be able to process online payments.

The System must be structured in such a way that standard internal controls for a cashiering system are present. Such internal controls include, but are not limited to, automatic pre-numbered receipts generated for each

transaction, secured cash drawers for each cashier, process for daily reconciliation of cash receipts to deposits including report of daily overage/shortages by cashier, and supervisor approval required for voided or refunded transactions. The System must have a method for distinguishing type of payment or combination of payment types (cash, check, or credit card) and must have proper audit tracking to document transaction details such as user, batch number, transaction number, amount, time and date of each transaction.

For credit card transactions, The County currently employs payment gateways such as PlugNPay and Authorize.net along with standalone credit card terminals. The payment processing service provider (“Payment Service Provider”) of The System will ensure that appropriate security measures, features, mechanisms and assurances are in place to safeguard The County’s taxpayers and customers. Full compliance with current Payment Card Industry (PCI) standards will be required and verified as part of the proposal evaluation process. Currently, any processing or transmitting over The County network is masked and never with full account numbers accessible. The County does not store and does not plan to store any credit card information in The System at any time in any location. All credit card information is transferred directly to the Payment Service Provider either by online redirect or via the telephone line with pin pad and card swipe. None of The County reports or stored data received from the Payment Service Provider may include any credit/debit card numbers, bank account numbers or any security codes.

New Hanover County Tax

Construction activity adds value to properties, which the Tax Department needs to assess and add to the property tax rolls as quickly as possible. All permit activity for The County is manually entered into The County’s Computer Assisted Mass Appraisal (CAMA) system, iasWorld. The System must provide the ability to search permit records on demand. In order to retrieve permit information users must be able to query and retrieve permits issued within the entirety of The County, including municipalities and unincorporated areas, by specifying a variety of search criteria. Search criteria should include date range, property owner, street address, parcel identification number (PIN) and appraisal neighborhood number.

Returned search results should allow users to view important information associated with each permit, to include: job ID number, job type, job description, job street address, PIN, appraisal neighborhood number, permit issue date, permit number, permit value, permit status, permit type, stage of completion (*framing, electrical, rough in, Certificate of Occupancy, Certificate of Compliance, finals, etc.*), legal description of the property, cost of project, contractor name and contact information, number of bedrooms / bathrooms / fixtures, heated / cooled square footage and gross square footage.

The System must also provide automatic notification of issued permits. When a permit is opened or closed, (*expired, completed, modified, or voided*), the Tax Department would like to be notified automatically in order to track and record changes.

City of Wilmington Fire

The Wilmington Fire Department’s Office of the Fire Marshal (FMO) is established by the North Carolina General Statute Article 79 and the North Carolina Fire Prevention Code, sections 103,104, and 105. In addition, regulations are set forth in the City of Wilmington Code of Ordinances, sections 3-16 and 3-17. The FMO consists of one (1) battalion chief/fire marshal, two (2) captains, three (3) master firefighters, and two (2) administrative support technicians. Even though FMO personnel are certified to respond during emergencies, their daily duties and responsibilities are mostly of the non-emergency variety. These duties include but are not limited to: inspecting for fire code compliance, reviewing building plans, and performing fire/arson investigations.

Fire code compliance inspections, as required under North Carolina General Statutes GS 58-79-1 and GS 58-79-20, are performed for all businesses and commercial occupancies, public/private schools, and multifamily residential buildings within the City of Wilmington corporate limits. Inspections consist of building familiarization and noting any fire or life safety hazards present in and around the building. If a hazard exists, it shall be corrected in a timely manner. This is determined by the fire code official performing the inspection. Inspections are performed on a schedule set forth in the NC Fire Prevention Code based on their occupancy classification.

Construction plans reviews are completed for any new/existing commercial or multifamily occupancies that require the need for a building permit. During the plan review process, the fire code official is focused on making the building safer for emergency responders and the entire community. After the plans are reviewed and approved by the fire code official, this information is entered into the New Hanover County permitting process system software. The same information is entered into the Wilmington Fire Departments records management system, "Firehouse Software". Plans reviews completed by the FMO include: civil site/architectural plans for new and existing commercial, multifamily residential, installation of new/alterd fire sprinkler systems, installation of new/alterd fire alarm systems, installations of hood suppression systems, and installation of underground fire lines. When reviewing plans for correctness, emergency responder and public safety is our number one priority.

The final assigned duty for FMO personnel is to perform origin/cause determination investigations after a fire. This function takes up the least amount of time annually, but does take precedence over the aforementioned duties. Fire/arson investigators have a pre-determined amount of time in which to complete these investigations and this is defined in the NC General Statutes. With these time constraints, completing fire investigations is given top priority.

FMO personnel perform many different tasks on a daily basis. We are only a small piece of the permitting process. We continue to be most proud of our dedication to service and community, and providing the customer with the most positive interaction from initial plans submittal to building permit issuance to final inspection.

Plan Reviews 2015		Inspections 2015	
Commercial	373	Total	5377
Sprinkler	108	*Including Commercial Final	
Fire Alarm	87	Inspections, Above Ceilings,	
Suppression Systems	21	Suppression System, Etc.	
Site	69		
Standpipe	1		
Total	659		

Cape Fear Public Utility Authority (CFPUA)

There are two (2) CFPUA Departments that use ONESolution (by Sungard) currently – the Engineering Department’s Development Services Division and the Customer Service Department. In the future, the Environmental Management Department could be a potential user of The System.

CFPUA Engineering Development Services Division:

The CFPUA Development Services Division (herein referred to as CFPUA DSD) has a key role in new development, redevelopment, commercial construction and new home construction. CFPUA DSD currently:

- Reviews building permits for items that pertain to CFPUA.
- Releases new construction building permits.
- Reviews other permits such as commercial, demolition, and addition permits for items that may affect CFPUA.

CFPUA DSD works closely with The County DSC, Inspections, Planning and Zoning, and Health Departments as well as the City of Wilmington in the building permit review process.

CFPUA inspection performs final utility inspections for new water and sewer services and communicates approval to The County as part of the Certificate of Occupancy Release.

CFPUA DSD provides information regarding service availability, service connection requirements, and service connection fees. CFPUA DSD also manages the plan review and construction inspection process for developer installed public water and sewer systems in proposed subdivisions. Currently, CFPUA Engineering has six (6) users of ONESolution (by Sungard), but this can increase to twelve (12) with The System.

Permit Review Statistics for CFPUA	
2015	1,430
2016	637 (through July 2016)

CFPUA Customer Service Department:

The CFPUA Customer Service Department currently contacts The County to inform them that water and sewer fees have been paid by the customer and that the building permit can be issued. This occurs after the CFPUA Engineering Department has issued their approval on the permit. As a future business need, the approval/notification that all water and sewer utility fees have been paid and that the permit can be released should be an integral part of the work flow within the permitting system to avoid separate emailing outside The System.

The CFPUA Customer Service Department also reviews plumbing finals. If applicable, the plumbing final signifies that the connection to CFPUA services has been completed and that the customer has met all conditions under CFPUA mandatory connection requirements. The approval of the plumbing final will also signify to CFPUA Customer Service that water and/or sewer services can be activated and that billing activities to the customer for those services can be initiated.

The CFPUA Customer Service Department reviews demolition permits. Once a demolition permit is finalized, the billing for services can be terminated, if requested by the customer. A reporting tool that identifies plumbing finals and demolition permit finals is a preferred business need for The System. The tool should be able to filter out permits that did not include water and/or sewer services, such as retrofits, water heaters, etc.

Currently, CFPUA Customer Service has seven (7) users of ONESolution (by Sungard), but this can increase to ten (10) with The System.

CFPUA Environmental Management Department:

The CFPUA Environmental Management Department is involved in new construction and retrofits with respect to backflow prevention to the public water system as well as ensuring that grease interceptors at food service establishments are sized properly. A business need would be a tool or report that can help identify commercial properties and restaurants that change use, name, and ownership. Currently, CFPUA Environmental Management has no users of ONESolution (by Sungard), but this can increase to three (3) in the new System.

3.5 – Information Technology Requirements

The County is seeking to replace the current hosted application being used to support our land management processes. The current application, ONESolution by Sungard, utilizes a vendor supplied virtual private network (VPN) appliance and is configured in our perimeter network, demilitarized zone (DMZ), with point to point connectivity. The County prefers for the replacement System to also be hosted through the selected vendor.

3.5.1 Minimum Requirements for an on-premise solution:

1. Server Operating Systems – Windows Server 2012 R2
2. End-User Workstations – Windows 7 (64 bit) and above
3. SQL 2008 or above
4. Virtualization- VMware is the current solution utilized in New Hanover County.
5. Laserfiche 9.x (or higher) is used for document storage.
6. Microsoft Office – Minimum support of Office 2016 with the ability to use the Microsoft Office365 Web Apps
7. Storage- DELL Compellent
8. Active Directory Integration is preferred with the ability to utilize AD federated services as an option for single sign-on.
9. Ability to support non active directory users.

3.5.2 GIS Requirements

1. The software solution must actively work in a real-time, or near real-time, manner with GIS data that is natively stored in an ESRI ArcSDE enterprise geodatabase format. This includes SDE feature classes (points, lines, and polys), SDE mosaic datasets, SDE raster datasets, and SDE tables.
2. When a physical site address is required by the software solution, the address to be entered must be either pulled directly from, or validated against, the master address dataset in GIS, which is stored as ESRI feature class in an ESRI ArcSDE enterprise geodatabase.
3. When a parcel number is required by the software solution, the parcel number to be entered must be either pulled directly from, or validated against, the master parcel dataset from either the county's tax system, or from the county's enterprise GIS geodatabase.
4. When property ownership information is required by the software solution, the ownership information must be either pulled directly from, or validated against, the master parcel dataset from either the county's tax system, or from the county's enterprise GIS geodatabase.
5. The software solution must have a method for exporting stored permit records, inspection records, violation records, and other record types directly into an ESRI GIS feature class.
6. All interactive maps and map visualizations must be able to reference GIS data layers that are natively stored in an ESRI ArcSDE enterprise geodatabase format, either by a Database Connection to the ArcSDE enterprise geodatabase, or by using Map Services, Feature Services, and Image Services published as web services from New Hanover County's ESRI ArcGIS Server.

Section 4 – General Requirements

4.1 – Company Background

Each proposal must provide information to include:

1. How many years has the company been in business?
2. Please describe the ownership of your organization (Sole proprietorship, partnership, privately or publicly held corporation).
3. Does your company typically write software contracts independently from the hardware and other third party contracts? Please describe the typical arrangement.
4. Do you currently have a plan for the End of Life (EOL) of this product? If so, please list the timeframe.
5. How many years will you guarantee product(s) support?
6. Does a plan exist for the future direction of The System proposed?
7. Are you currently providing services to other planning and inspections agencies in North Carolina? Please list these counties and how long your company has provided services to each of them.
8. What implementation resources do you provide?
9. Do you contract with a third party for implementation services/resources? If yes, please describe.
10. Please describe your process for user acceptance.
11. Please provide the typical number of weeks from contract signing to go-live.
12. Is 24 hour, 7 day implementation support provided immediately after the Go- Live? Do you maintain a 24 hour, 7 day support center?

4.2 – Functional Requirements

Responses to the functional requirements listed in “New Hanover County Comprehensive Land Management System Functional Requirements” (Appendix A) must be provided in this section of the proposer’s proposal. The following response key code must be used when responding to the requirements:

S = Standard functionality out-of-the-box

C = Customization required

N = Not able to provide this feature

4.3 – Implementation Plan

Implementation scope to include:

1. System Configuration and Customization to support all stakeholders listed previously in this RFP, including multiple New Hanover County Departments as well as the City of Wilmington and Cape Fear Public Utility Authority.
2. User Roles and Security Setup
3. Interface development
4. Application training
5. Vendor/NHC Configuration Review Sessions
6. Data Conversion and Validation
7. Acceptance Testing
8. Support for Reporting requirements

Implementation plan to include:

The proposer must provide a detailed outline plan and timeline for implementing the proposed system and services. Plan should include the following information:

1. Engagement Preparation
2. Solution Planning
3. Solution Implementation
4. Testing
5. User/System Documentation
6. Training (User, System/Security Administration)
7. Customer Deliverables and Knowledge Transfer
8. Engagement Closure

4.4 – Maintenance and Support

The proposal must specify the nature of any post-implementation and on-going support provided by the vendor including:

1. Software/Network Support
2. Ad-hoc Support
3. Telephone Support
4. Customer Support
5. Software Upgrades/Product Enhancements/Bug Fixes/Patches
 - a. Describe delivery methods of each, including historical frequency by module
6. Other Support (onsite, remote dial-in, web access, etc.)

4.5 – Proposed Software and Computing Environment

1. **Administration Toolsets**- What administration toolsets are included with the system? What skills are required to maintain the system? What tools are available to customize the system? What monitoring is routinely required for optimal system performance?
2. **Reporting**- Describe the reporting architecture. Do we report out of the production database or is there a reporting database and/or data warehouse? If a data warehouse is used, how often is the warehouse updated? For ad-hoc, configuration and/or reports, what technical skillset is needed?
3. **Security**- What security tools are included with the system? How is the security profile defined? What is included in the user security profile? What are the wireless connection requirements or connection limitations, if any?
4. **Data Center Storage/Security**- If hosted, who provides your data center (hosted storage)? What is the physical location of the data center? Does the data center have the available bandwidth to handle the County's data transmittals? What security measures are offered for both electronic and physical security? What are the data segregation practices? Describe your continuity of business plan, in brief. Describe the service level agreement; what is the uptime service level agreement with your provider? How often is the data center audited? What data encryption is used? What procedures will be followed in the event of a data/security breach?
5. **Disaster Recovery/Redundancy**- If hosted, what provisions are in place for disaster recovery? How many mirrored sites do you have? Are single points of failure identified and are there plans for redundancy? Are there provisions in place that permit the County to retrieve its data in the event of a contract dispute between vendors?
6. **Data Backup and Archive**- Describe what methods are available for local data backup to New Hanover County?

7. **Support Services**- Describe your support and help desk process (phone, web, knowledge base, etc.) and availability (24/7/365). Describe existing service level agreement options.
8. **Upgrade Tools**- What is the software upgrade frequency? How are clients notified of upgrades and patches? How are patches and fixes applied? How are patches and fixes deployed? How are upgrades applied? What testing methodology is used when producing a new software version? How much training (technical training and end user) is generally required with upgrades to the system? What happens to software customizations (e.g., user-defined tables and fields) during the upgrade? How many versions of the software does your company support? Please provide details of all upgrades and bug patches over the last three years. Also provide an anticipated future release schedule.
9. **Description of Roles**- What are the skill sets required for use and administration of proposed systems? Differentiate the operational skills from the technical skills. For implementation, what percentage of time is expected from the New Hanover County Project Team?

Section 5 – Submittal Requirements

5.1 – Proposal Format

Proposers shall prepare their proposals in accordance with the instructions outlined in this section. Each proposer is required to submit the proposal in a sealed package. Proposals should be prepared as simply as possible and provide a straightforward, concise description of the proposer’s capabilities to satisfy the requirements of the RFP. Utmost attention should be given to accuracy, completeness, and clarity of content. All parts, pages, figures, and tables should be numbered and clearly labeled. The proposal should be organized into the following major sections:

1. Vendor Contact – List the name, address, fax number, email address, and phone number of the vendor’s authorized representative. Vendor’s authorized representative shall be empowered to make binding commitments for the vendor’s firm.
2. Responses to the General Requirements Section 4.0 of this RFP to include:
 - 4.1 Company Background
 - 4.2 Implementation Plan
 - 4.3 Maintenance and Support
 - 4.4 Functional Requirements
 - 4.5 Proposed Software and Computing Environment
3. Cost Proposal Form (Reference page 33 of this RFP)
4. Include the Iran Divestment Act Certification Form (Reference page 34 of this RFP)
5. Include the Signature Page (EXECUTION) (Reference page 35 of this RFP)
6. Sample Documents - Proposers should include sample copies of the following documents:
 - a. Contractual Documents
 - b. Software licensing agreement
 - c. Maintenance agreement
 - d. Services agreement
 - e. Scope of work
 - f. System users guide, training materials, etc.
7. The proposer should submit a list of at least three customers who are currently using the product that is being proposed to New Hanover County. The list should include contact information for each of the references.

The proposer should submit one (1) original, one (1) electronic file on CD or USB media of the proposal shall be submitted by November 30, 2016 by 2:00 p.m. to:

Lena L. Butler, Purchasing Supervisor
New Hanover County
230 Government Center Drive, Suite 165
Wilmington, NC 28403

Section 6 – Forms

The provided forms listed below must be submitted with responses.

1. COST PROPOSAL FORM
2. IRAN DIVESTMENT ACT CERTIFICATION
3. SIGNATURE FORM (EXECUTION)

COST PROPOSAL FORM

Proposers should submit an estimate of project costs in the proposal using the grid below as a guide for providing the cost breakdown. Proposers should include additional costs relating to encryption, reporting, hardware and travel, as applicable. If the proposer offers both hosted and non-hosted solutions, the County would like to see the cost for both. The proposer should also provide an hourly cost for additional work that may be required that is not part of the proposal (for example, an additional interface that may be required). Proposers should use the following format for their cost proposals, detailing each item listed below.

Comprehensive Land Management System	HOSTED SOLUTION	ON PREMISE SOLUTION
One-Time Costs	Cost \$(USD)	
Software License Fees	\$	
Training Fees	\$	
Project Management	\$	
Travel and Related Expenses	\$	
Installation/Implementation Fees	\$	
Modifications/Customization Estimates	\$	
Data Conversion	\$	
Maintenance	\$	
Maintenance (Second and Third Year)	\$	
Other (Please List as Needed)	\$	
Hardware/System Software		
System Hardware	\$	
System Software	\$	
Installation (if applicable)	\$	
Other (Please List as Needed)	\$	
Annual Recurring Costs		
Application Annual Maintenance and Support Year 1	\$	
Application Annual Maintenance and Support Year 2 and 3	\$	
Hardware Maintenance (if applicable)	\$	
Other Recurring Costs (Please List as Needed)	\$	
TOTAL COST	\$	\$

Acknowledgment of Addenda

Addendum No. _____ Dated _____

IRAN DIVESTMENT ACT CERTIFICATION

**CERTIFICATION OF ELIGIBILITY
Under the Iran Divestment Act**

As provided in G.S. 147-86.59, any person identified as engaging in investment activities in Iran, determined by appearing on the Final Divestment List created by the State Treasurer pursuant to G.S. 147-86.58, is ineligible to contract with the State of North Carolina or any political subdivision of the State. The Iran Divestment Act of 2015, G.S. 147-86.55 *et seq.** requires that each vendor, prior to contracting with New Hanover County, and the undersigned on behalf of the Vendor does hereby certify, to the following:

1. that the vendor is not identified on the Final Divestment List of entities that the State Treasurer has determined engages in investment activities in Iran;
2. that the vendor shall not utilize on any contract with New Hanover County any subcontractor that is identified on the Final Divestment List; and
3. that the undersigned is authorized by the Vendor to make this Certification.

Vendor: _____

By: _____
 Signature Date

 Printed Name Title

The State Treasurer’s Final Divestment List is found on the State Treasurer’s website at the address <https://www.nctreasurer.com/inside-the-department/OpenGovernment/Pages/Iran-Divestment-Act-Resources.aspx>, which will be updated every 180 days. For questions about the Department of State Treasurer’s Iran Divestment Policy, please contact Meryl Murtagh at Meryl.Murtagh@nctreasurer.com or (919) 814-3852.

* Note: Enacted by Session Law 2015-118 as G.S. 143C-55 *et seq.*, but renumbered for codification at the direction of the Reviser of Statutes.

NEW HANOVER COUNTY
COMPREHENSIVE LAND MANAGEMENT SYSTEM
RFP 17-0084
DUE DATE: NOVEMBER 30, 2016 BY 2:00 PM EST

SIGNATURE FORM (EXECUTION)

In compliance with this Request for Proposals, and subject to all the conditions herein, the undersigned Vendor offers and agrees to furnish and deliver any or all items upon which prices are bid, at the prices set for each item within the time specified herein. By executing this proposal, the undersigned Vendor certifies that this proposal is submitted competitively and without collusion (N.C.G.S. 143-54), that none of its officers, directors, or owners of an unincorporated business entity has been convicted of any violations of Chapter 78A of the North Carolina General Statutes, the Securities Act of 1933, or the Securities Exchange Act of 1934 (N.C.G.S. 143-59.2), and that it is not an ineligible Vendor as set forth in N.C.G.S. 143-59.1. False certification is a Class I felony. Furthermore by executing this proposal, the undersigned certifies to the best of Vendor's knowledge and belief, that it and its principals are not presently debarred, suspended, proposed for debarment, declared ineligible or voluntarily excluded from covered transactions by any Federal or State department or agency. As required by N.C.G.S. §143-48.5, the undersigned Vendor certifies that it, and each of its sub-contractors for any Contract awarded as a result of this RFP, complies with the requirements of Article 2 of Chapter 64 of the NC General Statutes, including the requirement for each employer with more than 25 employees in North Carolina to verify the work authorization of its employees through the federal E-Verify system.

VENDOR:		
STREET ADDRESS:	P.O. BOX:	ZIP:
CITY & STATE & ZIP:	TELEPHONE NUMBER:	TOLL FREE TEL. NO:
PRINCIPAL PLACE OF BUSINESS ADDRESS IF DIFFERENT FROM ABOVE (SEE INSTRUCTIONS TO VENDORS ITEM #10):		
PRINT NAME & TITLE OF PERSON SIGNING ON BEHALF OF VENDOR:		FAX NUMBER:
VENDOR'S AUTHORIZED SIGNATURE:	DATE:	E-MAIL:

Legend for Completing the following Functional Requirements

S = Standard current functionality out-of-the-box

C= Customization Required

N = Not able to provide this feature

	S	C	N	Comments
Security				
Provide users notification of password expiration.				
Provide users self-password recovery capability.				
Provide password encryption.				
Provide for application security based on user roles and individual users.				
Provide for support of Single Sign On and Active Directory.				
Provide for restriction of selected transactions by password entry only.				
Allow for master file modifications with password security.				
Allow for view only rights for specific users.				
Allow for the creation of a new user's system rights by copying an existing user's profile and modifying.				
Maintain audit trails including but not limited to record changed date and changed by.				
Ability to have security in place so that users can delete or edit their comments only.				
Support				
Vendor support to client by remote connection for troubleshooting and resolution of system issues.				
Provide client case management online portal for system users to submit cases to the vendor for system issues with ability for cases to be updated and automatic notification to the vendor.				
Provide for configuration changes, fee changes, and report parameter changes without involvement from the vendor.				
Provide test environment with version control and configuration management access.				
Provide a help library with a search function of an extensive system knowledgebase.				
Provide printable help documentation.				
Refresher trainings offered to staff in person or via online tutorials.				
System				
The ability to auto save work in progress.				
Ability to create custom reports and queries.				
Provide spell check capability in all free form fields.				
Ability for QR codes to be printed on project documentation generated from the system for quick project information look up reference on mobile device.				
Ability to scan documents directly into the system.				

Provide for integration with Microsoft Outlook.				
Ability to view, track, and print all correspondence sent from the system.				
Provide forward and backward navigation of on-screen records.				
Support multiple screens/windows open simultaneously.				
Provide system backup utilities enabling restoration of individual items, databases, or the entire system.				
Ability for screen customization for different users.				
Provide customer correspondence in English and Spanish.				
Ability to set up alert notifications to individual email addresses within and outside the New Hanover County domain. For example; the system should notify project contacts when project fees are added.				
Provide for Project and or Permit number to be the same throughout the life of the project - from plans review, permit issuance, and to certificate issuance.				
Ability for project/permit numbers to include alpha and numeric capabilities.				
Ability to have project numbers reset based on the occurrence of a new calendar year.				
Ability to set scheduling parameters for scheduling in the system.				
Ability to create and edit an unlimited number of permit templates.				
Ability for project/permit number and address to be visible on every screen.				
Ability to view a project at-a-glance with information such as subdivision, project type, project status, project contacts, and comments from plan review and inspections.				
Ability to modify system templates as needed to meet state mandated format.				
Ability to have individual work queues.				
Ability to have group work queues.				
Ability to store and auto populate general customer information (Name, address, contact) in all applicable areas of the system.				
Ability to capture condo unit numbers.				
Ability to view, mark-up, and archive electronic plans and submittals.				
Ability for New Hanover County job cards to be generated within the system.				
Ability to access plan review comments, inspections, permits, job history from any screen.				
Ability to have separate comments for internal and external users - comments accessible to staff only versus comments viewable to public.				
Ability for entry of unlimited free-form notes and review comments.				
Ability to verify contractors against North Carolina Contractors Licensing Board (i.e. staff could enter contractor's license number and system would auto populate contractor's name, address, qualifiers.)				
Ability to have multiple qualifiers for one contractor.				
Ability to auto-generate letters to contractor that an updated insurance certificate is needed.				

Ability to maintain professional database of contractors, architects, engineers and other development professionals.				
Capture valid electronic signature on applications and other required documents.				
Provide for receipt of applications, plans and supporting documents online, via phone call, and in-person with real time system updates.				
Ability to inquire on all open permits for a specified contractor and view status of expiration dates.				
Ability for standard notifications, letters, permits, or certificates to print with pre-determined attachments.				
Ability for users to view assignments and due dates by individual, department, or outside agency.				
Provide for County to define the type of certificate to print. For example: Certificate of Occupancy vs. Certificate of Completion.				
Ability for system to email one or more contacts on the project and attach any documents.				
Provide for tracking of all notifications and correspondence sent from system.				
Notification methods should include via email, SMS text, online portal updates, and MSWord formatted letters.				
Ability to attach or upload unlimited number of attachments to the project/permits.				
Ability to integrate MS Word processing for entry comment, conditions and to produce project summary documents and notifications.				
Online Portal				
General				
The online portal should provide a user friendly interface with quick navigation for citizen access that is also accessible by staff.				
Provide for a self-serve option for password lock outs and resets.				
Provide for an at-a-glance view of the project with access to the stamped plans.				
The system should generate a terms of use agreement for the online portal access.				
The system should have the ability to generate electronic correspondence to all users of the online portal.				
The system should allow capturing valid electronic signature on applications and other required documents				
Ability for citizen to complete an online application with fillable forms and attachments and have the application data import to the project system in real time.				
The system should allow for all project information to be viewed by the citizen in the online portal including but not limited to: Project Number, Project Status, Project Address, Project Contacts, Project Submittal Dates, Project Fees, Project Permit Dates, Project Submittal Revisions, Comments, Project History.				
Ability for citizen to track project progression with a view of next steps in development process, status, due dates, fees, and completion percentage.				
Ability for citizen to view project comments.				

Ability for the online portal to maintain project history for the citizen to view.				
Allow for citizens to add unlimited attachments to the project or permit from the online portal.				
The system should generate an alert to staff for review of additional attachments uploaded to the online portal.				
Ability for citizens to view and print project documents in the online portal that are generated from the system.				
Ability for citizens to print reports published online.				
Ability for system to provide a comprehensive list of all projects specific to a contact on the project thru the online portal. (For example: A contractor or developer should be able to generate a list of all of their projects in development with New Hanover County.)				
Provide for contractors to upload their Certificates of Insurance in the online portal to be viewed in the system.				
Ability to inquire on all open permits for a specified contractor and view status of expiration dates.				
Ability for citizen to submit a Code Enforcement Complaint online.				
Provide for similar color schemes as the County website.				
Ability for the citizen to manage project contacts and email addresses from the online portal with the ability for multiple contact email addresses to be on file for the project.				
Ability for email recipients to opt out of receiving email notifications from the system.				
Applications and Permits				
The online portal should display all types of applications for services along with fees plus a checklist of required plans, and other supporting documents required for filing an application.				
The system should provide the citizen confirmation of an application submission from the online portal.				
Provide for saving an incomplete application for finalization at a later time.				
The system should generate a checklist for the citizen based on the application requirements.				
The system should allow for required fields on all applications.				
The system should allow for address verification to insure correct parcel addressing.				
The system should allow for New Hanover County zoning verification.				
The system should allow for water and sewer provider verification.				
Ability for citizen to print permit online.				
Ability for citizen to apply for permit online.				
Plan Review				
Provide for online submission and viewing of plans.				
Ability to submit revised and/or supplemental information online.				

Maintain history of actions taken by all agencies on the project from beginning until issue of COs, permits to operate or cancellation.				
Ability to email applicant to request missing data and provide corrections list.				
Ability for customers to review plan review approvals/disapprovals and comments.				
Fees				
Ability for citizen to pay some or all fees online and receive an itemized receipt via email.				
When a citizen pays a fee online, the system should update the project in real time. For example, if a citizen pays for a permit online, then the system should generate the permit automatically with the ability for the customer to print it on demand from the online portal.				
Inspections				
Ability for citizen to schedule, reschedule and cancel an inspection online .				
Ability for system to send customer a confirmation email of scheduled inspection .				
Ability for citizen to see assigned inspector with contact information.				
The system should allow for scheduling constraints (Examples: Multiple inspections of the same type, outstanding fees, expired permit, project status, inspection type)				
The system should allow for scheduling in advance.				
The system should allow for inspection cut off times.				
Ability for citizen to view scheduled inspections.				
Ability for citizen to view inspection status online.				
Ability for inspector to confirm the scheduled inspection and for the system to automatically generate an email to the project contacts.				
The system should auto-populate the inspection status from the mobile inspection results in real time.				
The system should auto-populate inspection comments from the mobile inspection results in real time.				
Ability for system to automatically email project contacts the inspection results and any non-approvals in real time.				
Ability for system to recognize that all inspections have been finalized and send notification to project contact that project is complete.				
Project/Permit Intake				
Provide for a customer queue to track walk in customers and notify next available staff to assist.				
Provide for all permit history by address to be shown when entering application information.				
Ability to intake and maintain application data with unlimited County defined fields. (Explain if limited)				
Ability for the County to determine which fields are required.				
Ability to add unlimited notes and comments throughout the plan review and permitting process.				
Ability to copy a permit for repetitive use.				
Ability to provide a report of permits that are ready to expire.				

Ability to automate a process for notifications of permits that are ready to expire.				
Ability to create County defined checklists by permit type.				
Ability to override permit status and permit expiration dates.				
Provide for County defined permit statuses.				
Provide for automatic calculation of permit expiration based on County defined parameters.				
Provide for tracking multiple contractors per permit.				
Ability for permits to be tracked by contractor regardless of the permit applicant.				
Ability to search by owner or business name and see all associated permits.				
Intuitive fields available with electronic application processing for the following:				
Address verification to insure correct parcel addressing against New Hanover County GIS data.				
New Hanover County zoning verification against New Hanover County GIS data.				
Water and sewer service provider verification against New Hanover County GIS data.				
Provide for maintaining unlimited number of County defined project/permit types to include but not limited to:				
Residential				
Commercial				
Demolition				
Grade Only				
Floodplain development - both residential and commercial				
Tree Removal				
Accessory Structure				
Generic zoning - temporary events, banner, group homes, construction trailer, others as needed				
CAMA				
Rezoning				
Special Use Permits				
Subdivisions				
Text Amendments				
Variances and appeals				
Change of Use				
Authorization to Construct				
Land Disturbing				
Storm water				
Fire Systems Permits (Alarms, Sprinklers, Tanks)				
Violations				
Ability to intake, maintain, and report on permit/project process details to include but not limited to:				

PIN				
Parcel Address				
Sub Division Information				
Developer Information				
Owner Information				
Contractor Information				
Case/Project numbers				
Date submitted				
Applicant				
Financial responsible party				
Total project acres				
Total acres disturbed				
Total site area				
Current Zoning				
Proposed Zoning				
Proposed Use				
Proposed Variance/Action being appealed				
Section of Ordinance				
Proposed Amendment				
Planning Board Action				
Commissioners Action				
Approval/Denial Date				
Any Additional Dates				
Subdivision Name				
Subdivision Type				
Project cost				
Number of Lots (in proposed subdivision)				
Number of proposed bedrooms and maximum occupants for residential projects				
Number of proposed occupants (employees) for commercial projects				
Ability for an unlimited number of Low Impact Development attributes with reporting capabilities to include but not limited to:				
Bio-retention area				
Rain gardens				
Rain barrel				
Ability to search and retrieve permit or application data using:				
Job Address				

Parcel Address				
PIN				
Lot Number				
Associated Names (For example: contractor, property owner, applicant)				
Contractor State License Number				
Type of Application				
Permit issuance date				
Approval dates				
Permit or application submission date from online portal				
Expiration date				
Application Status				
Various wild card searches				
Partial word searches				
Subdivision Name				
Ability to track special features associated with lots or projects.				
Plan Review				
Submittal				
Ability to receive and view electronic, online submittal of applications, plans and supporting documents and plans				
Ability for the system to upload plans into Bluebeam or other electronic plan markup system.				
Receive automated electronic notification CONFIRMING successful filing of applications and plans submitted for review INCLUDING disclaimer of types ALSO requiring state DHHS review and approval letter.				
Ability to have GIS subdivision layer information available at permit/project setup.				
Review				
Ability for multiple plan reviews to be created without losing previous plan review information.				
Ability to notate comments and mark up plans in the system while conducting reviews (not separate screens).				
Ability to setup one set of approval steps/plan review for multiple permits (e.g., building, plumbing, electrical, mechanical)				
Ability to easily view plan review from all other trades at a one screen view.				
Ability to automatically assign project reviews to specific plan reviewer based on project types.				
Allow for the reviewer name and information to auto populate in the comment template.				
Notification/Actions				
Receive automated electronic notification of applications and plans submitted and ready for review.				

Ability to add flags for any defined alert such as stop work orders, permit holds, fees dues.				
Ability to place hold on hold for any reason to prevent issuance of Certificates of Occupancy and Certificate of Completion.				
Release upon completion of plan review process to other (NHC agency) internal staff for their processing and notification upon last plan review to issue permit.				
Ability to pick discretionary, impacted parcels to add to notification list.				
Electronic notification of change of contractor, responsible party or project cancellation.				
Ability to generate user defined notification letters, based on parcel selection, to property owners and other related parties for projects and meetings.				
Status/Comments				
Ability to look up project/permit status to determine reviews/comments not completed by due dates.				
Ability for system to indicate that agencies final inspection are needed based on plan review status.				
Code Reference loaded in system for selection for disapprovals and ability to add custom comments.				
Note on project of what specific code applied.				
Ability for multiple County defined plan review statuses and/or custom defined fields to capture data as needed.				
Ability to combine all plan review comments and correction requirements into a single correction notice/letter to be emailed from the system.				
Issue automated electronic notification of plan review outcome (acceptable, pending items, rejection, correspondence describing next steps such need for additions documentation or information, and/or conditional acceptance.)				
Ability to add, modify, or delete conditions of approval.				
Ability to have standard review comments.				
Ability to have free form review comments.				
Revisions				
Ability to change project number after initial project number is assigned.				
Ability for agency to update information within the project relative to approvals and/or data that each agency is responsible for.				
Ability to have clearly defined permit revisions- when they come in, what they are, what agencies they apply to.				
Other				
Ability for customer to call in with one project number and system will provide all permits and information associated with project.				
Ability to have master projects with unlimited number of sub-projects assigned to it.				
Ability to have multiple individuals/names per application.				

Outside Agencies				
Ability to notify outside reviewing agencies when a plan review is necessary.				
Ability for outside agencies to result project review.				
Ability for outside agencies to upload unlimited number of attachments.				
Ability for outside agencies to add unlimited number of plan review comments.				
Data				
Ability for project location data to include address, zoning district, subdivision, parcel ID, and lot number.				
Ability to maintain structure information as follows:				
Building height				
Total square footage under roof				
Number of structures				
Number of stories				
Total site area				
Total acres disturbed				
GIS to show all information pertinent to project address i.e.: zoning, flood plain, special use, TRC reviews.				
Ability to have unlimited project review field with reporting capabilities (including but not limited to):				
Application date (date received)				
Project date start				
Review dates				
Plan reviewer				
Plan review approval dates				
GIS layer for Erosion Control and Storm water permits that have been issued.				
Integration				
Ability for all plan review information to be uploaded into the Firehouse RMS.				
Permit Issuance				
General				
Provide for an automated method of tracking whether an infrastructure being guaranteed has been satisfactorily completed. For example: the installation of sewer and water utility lines that have to be completed before a permit or certificate of occupancy can be issued.				
Ability to link contractor license and insurance information to permits in order to prevent the issuance of permits on expired license or insurance and to verify the appropriate license type for the scope of work within the requested permit issuance.				
Ability to maintain a history on all permits issued including final certificates, final acceptance, and other final approval letters.				
Ability to flag comments and notes from plan review and general application to be printed on the permit.				

Ability to have zoning lot setbacks and flood information printed on permits.				
Ability to change permit information during all phases of process (plan review to certificate issuance).				
Ability to email stamped plans, receipt and permit to the customer.				
Automatically generate email to contractors, owners, and permit contacts when permit has been approved and is ready for payment with a link to pay for and print permit.				
Ability to email erosion control permits to the City of Wilmington, US Army Corps of Engineers and North Carolina Department of Environment and Natural Resources.				
Ability to automatically generate a 30, 60, or 90 day notification letter for upcoming permit expiration.				
Ability to attach files and emails directly to the permit record.				
Ability to change occupancy types on projects/permits				
Ability to duplicate permits for repeated use.				
Ability to change the scope of work on permits.				
Ability to move permits incorrectly associated with building jobs.				
Ability to auto-generate a Certificate of Occupancy, Certificate of Completion or partial Certificate of Occupancy with the project information, contractor information and inspector information auto-populated on the form.				
Ability for the system to automatically email Certificates of Occupancy, Certificate of Completion or partial Certificate of Occupancy to permit contact person.				
Ability to notify other agencies when Certificate of Occupancy and Certification Completion are issued.				
Ability to issue revised permits.				
Ability to have the system automatically email authorizations for power and gas releases to the required agencies.				
Ability to issue Authorizations for Use, Certificates of Completion, Construction Authorizations, Operation Permits, and other discipline specific regulatory documents using State mandated format for wells and septic tanks.				
Ability to issue revisions to Authorizations for Use, Certificates of Completion, Construction Authorizations, Operation Permits, and other discipline specific regulatory documents using State mandated format for wells and septic tanks.				
Query system for various categories of services based on status, including pending applications, permits, requests for services and expiring permits.				
Ability to calculate depth X length X width of fill material pad for septic fields.				
Ability to calculate acreage of permitted area.				
Ability to place permits in "on hold" status.				
Ability to track and issue Fire Systems permit related to construction projects (Alarms, Sprinklers, Tanks).				
Ability to issue permit notices of violations (certified mail).				

Ability for alert at Certificate of Occupancy issuance of any fees owed by the developer, owner, or contractor.				
Ability to track how many acres a builder is working on in a subdivision.				
Inspections				
Inspection Management				
Ability to generate inspector daily work queue.				
Ability to sort inspectors by inspector, area, alphabetical order, zip code, etc.				
Ability to classify work queue task by priority.				
Ability to schedule inspections by inspector certificate level and by area.				
Ability to print inspector's daily itinerary.				
Ability to merge inspectors schedule with their Microsoft Outlook Calendar.				
Ability to integrate New Hanover County GIS with routing staff for inspections.				
Ability to print inspection request with permit history.				
Ability for inspections assignment to roll-over uncompleted inspections to the next day's schedule and send an automatic email of notification to the customer.				
Ability for permit/project number, address or customer fields to be printed on inspection itinerary.				
Ability to reassign inspections.				
Ability to have access to permit plans in field on mobile device.				
Scheduling				
Ability for staff to select multiple permits and schedule inspections for all.				
Ability for workflow to handle sequence of required inspections.				
Ability for system to deny final inspection until all other inspections have been completed.				
Ability for system to check whether an inspection request is valid (i.e. is it required or has it been previously completed or has precursor inspection occurred).				
Ability to prevent duplicate inspections for same trade on the same day.				
Ability to group scheduled or coordinate inspections with other jurisdictions if needed that would integrate with calendar.				
Ability to maintain and edit types of inspections.				
Ability to have multiple inspections on same inspection record.				
Resulting				
Ability to result and final inspections and add comments in field using mobile device				
Ability to have automatic inspection result notifications to be emailed or sent by SMS text to permit/project contacts.				
Ability for contractors to view inspection results using online portal in real time.				
Ability to add comments that would be seen by own division or others associated with project.				

Allow for entry of unlimited additional inspection notes, free text comments to be entered during inspection results entry.				
Other				
Ability to e-mail contractor from field mobile application.				
Integration				
Ability to export all inspection results into Firehouse RMS.				
Mobile Field Inspections				
PDF viewer and markup tool with the ability to be embedded within the system and available for review by field staff on mobile devices.				
Ability to attach/upload pictures to project/permit.				
Ability to accept documents in electronic fillable form onsite.				
Ability to set up unapproved conditions to block permit issuance (i.e. storm water, drainage and erosion control violations/stop work orders).				
Ability to track project history to include plan review comments and prior inspections.				
Ability to search by all fields from permit applications.				
Ability to search by owner name or business common name and see all associated permits.				
Ability to issue a stop work order (e.g., prevent other inspections, permits) on any open permit.				
Ability to put a project on hold based on the inspection status.				
Allow inspectors in the field to attach photos and documents to an inspection record in real-time using a laptops or other hand held devices such as smartphones or tablets.				
Auto-routing capabilities within the mobile product, providing maps from the field.				
Ability to notify via queue or email when inspections are the final approval for Certificate of Occupancy issuance.				
Ability to document inspection activities --- change status while in the field with real time updates to system; upload Trimble R1 GNSS Receiver/tablet PC data points establishing location of newly constructed wells and septic systems				
Ability to record GIS points or converted latitude/longitude by GPS device.				
Code Enforcement				
Ability to enter and track citizen complaints for all areas.				
Ability to have unlimited number of county defined case types.				
Ability for unlimited number of county defined case status codes.				
Ability to maintain unlimited number of case contacts.				
Ability to schedule and result case inspections.				
Provide ability to enter unlimited, free-form notes.				
Ability to attach site plans, documents and photographs to cases.				

Ability to view all attachments.				
Ability for county defined violation notifications to multiple responsible parties (e.g. property owners, occupants).				
Management Entity				
Ability for owner and certified operator to receive electronic "Notices of Violation" when septic systems malfunction.				
Ability for owner and certified operator to receive automated electronic notification of septic systems pending certified operator inspection on a monthly basis.				
Ability for owner and certified operator to receive automated electronic notification of septic systems "past due" certified operator inspection on a monthly basis.				
Ability to track septic systems by Type I, II, III, IV, V or VI, repair status and age.				
Ability to manage current listing of state - or other board certified operators for all Environmental Health programs (e.g. pool operators, well drillers, septic installers, subsurface operators).				
Ability to query system for septic systems with valid Operation Permits requiring inspection based on type and geographic area.				
Ability to generate automated electronic notification of septic systems pending inspection on a monthly basis.				
Ability to generate automated electronic notification of septic systems "past due" inspection on a monthly basis.				
Ability to document health department inspection of Type III, IV, V and VI.				
Ability to issue "Notices of Violation" when septic systems malfunction.				
Ability to query system for all active and expired Operation Permits, for Type III, IV, V and VI septic systems.				
Ability to collect report information, and alert of operators frequency of inspection, plus alert of Health Department inspection frequency.				
Water Sampling				
Ability for staff to receive automated electronic reports from laboratory analysis.				
Ability for staff to query system for drinking water wells permitted, constructed and unsampled.				
Ability for staff to document results of water sample information with property identifier and well record - bacteriological, inorganic chemical, pesticide, volatile organic, other analytes.				
Ability for staff to document drinking water well records with fields from State mandated "Driller Documentation".				
Ability for staff to access GIS layer identifying drinking water wells permitted, inspected, sampled plus attribute table describing concentration of analytes.				
Ability for staff to query system for last sample date of drinking water wells.				
Ability for customer to receive automated electronic reports from laboratory analysis.				

Ability for staff to examine online while in the field records of developed adjoining properties to identify the location of septic systems and/or other potential sources of contamination and drinking water wells.				
Ability for staff to evaluate online while in the field other data relevant to reuse of existing septic systems and drinking water wells (pending Notices of Violation, groundwater contamination, application, Improvement Permit, Construction Authorization, Operation Permit, septic system layout, site plan, description of soil horizons, well log, water sample reports).				
Historical Data				
Ability to access permitting and inspection history to meet 6-year retention requirement. (For example: Historical data is present in the current system as well as other vendor supported data repositories.)				
Ability to access historical data to show history of land (For example: Historical data is present in the current system as well as MS Excel files.)				
Bonds				
Ability to track refundable bond deposits (improvements and landscaping).				
Ability to track funds transferred to different phases of the same development.				
Ability to track bond refund conditions and sign-offs for refunds.				
Ability to receive bond payments and print a receipt to payee for specific amounts paid in order to support any refund.				
Ability to automatically generate notice of bond performance and maintenance expiration.				
Ability to integrate with Munis by Tyler Technologies for deposit account refund payments.				
Ability to track development bond payments, receivables, balance due and refunds.				
Ability to track development bond payments, receivables balance due by subdivision phases.				
Ability to accept bond (i.e. prior cut on bonds) payments received from contractors and have a way of tracking refunds.				
Workflow				
Ability to set task due dates based on county parameters. For example: the system should allow for the county to set the due date of a plan review with the system notifying the user to complete the task.				
Ability to have unlimited number of customizable project/permit, user defined workflows for multiple departments and external agencies based on type of application.				
Ability to add and modify workflows and task requirements as needed.				
Ability for automatic routing of projects through multiple user-defined processes, consisting of various review and approval functions.				
Ability to verify that payments have been made in order to proceed through the workflow associated with any process defined in the system.				
Ability for all workflows to ask questions.				

Ability for workflows to read user defined fields.				
Ability for workflows to be initialized by constraints in GIS layer and fields within software.				
Ability to generate a report on workflows that have stopped.				
Ability to retain permit/project plan review comments and history when the workflow is deleted.				
Ability to clearly track permit/project revisions as they are submitted so that all review agencies are aware and see plans as required.				
Ability to create a work queue for review agencies to approve a Certificate of Occupancy before issuance.				
Ability for workflows to start on something other than a project or permit status.				
Ability to start workflows with a question.				
Ability to allow review steps to be performed simultaneously by multiple users/departments.				
Ability to provide automatic date calculation for next step when a prerequisite review step is completed.				
Ability to revise permit applications during the permit review process.				
Ability to generate department specific and overall project correction list.				
Ability to initiate activities as tasks in a specified order (ex. Residential framing inspection cannot occur before the foundation inspection is approved)				
Ability to override tasks that are in a specified order. (ex. Allow framing inspection before a foundation inspection is approved.)				
Ability to queue tasks in priority or chronological order.				
Ability to place workflow in hold status.				
Reports				
Ability to setup reports to be automatically delivered on a scheduled basis to users or website.				
Ability to generate the State mandated report: OSWP Monthly Report				
Ability to generate monthly, quarterly and year-end reports for of all On-Site Water Protection (OSWP) Program activities.				
Ability for to generate the State mandated report: Malfunctioning Septic Systems				
Each entity outside of New Hanover County has requested the ability to print a report of their outstanding system tasks daily, weekly, and monthly.				
Ability to support user specification of the output media (printer, file, or screen).				
Ability to publish reports in multiple formats including but not limited to .PDF, MSOffice Excel, and MSOffice Word.				
Ability to save reports in multiple formats including but not limited to .PDF, MSOffice Excel, and MSOffice Word.				
Ability to publish reports to website.				
Ability to incorporate user dashboards for real time display of charts and graphs.				
Ability to generate issued building permits onto the public website.				

Ability to generate reports that calculate building values and number of permits broken out between residential and non residential by municipality.				
Ability to automatically calculate and generate a report of building values.				
Ability to generate a report for plan review activity by reviewer, trade, project type, and job status.				
Ability to generate a report with the tasks completed by a user with time duration in order to show the turnaround time for each application or service request.				
Ability to track all time by project, task, date and staff. (The County would like to report on how long a process was with each review agency.)				
Ability to track staff productivity including but not limited to: number of issued permits, number of projects setup, number of inspections scheduled and resulted, and number of Certificates of Occupancy or Completion issued.				
Ability for staff to track the duration of all CFPUA building permit reviews within a specified time period (specific to CFPUA's portion of the overall permit review).				
Ability to report what agencies are overdue on signing off during plan review including permit numbers.				
Ability to integrate the lobby customer queue to generate a report of which department a customer is visiting and why.				
Ability for the system to auto-generate and send a weekly report to the Tax Department showing an increase/decrease in square footage per the address.				
Ability to report on development bond payments, receivables, and balance due by subdivision phases.				
Ability to report on any user defined field.				
Ability to generate reports on the following:				
Stopped workflows				
Total number of plan reviews based on category of establishment or facility (monthly, quarterly and year-end)				
Work-in-progress, including numbers of applications processed and number of days to process				
Locations of all Certificates of Occupancy				
Building permits in the Flood Zone				
Approved subdivision projects				
Storm water and Land Disturbance permit issued				
Site Inspection reports for Erosion Control and Storm water				
Inspections Pass/Fail				
District/Inspection Assignment Maps				
Permit Status				
Permits issued				
Permits in Plan Review				

Pending Inspections				
Cancelled Permits				
Disapproved plan reviews (to help identify trends)				
Unpaid Fees Report				
Outstanding finals by type/area/GIS map				
Expired permits by type/area/GIS map				
Applications by type/area/GIS map				
Finald projects with GIS map				
Ability to track "free" or no charge permits and/or inspections				
Projects in "Contractor to be determined" status and notification when contractor is named				
Notification when Contractor on project is changed				
Notification when Business or Owner name changes i.e.: Change of Use or Occupancy Certification Projects				
Stop Work Order Report				
Inspections past due or more than 1 year old report by inspector				
Case outcomes to include but not limited to:				
Rezoning				
Special Use Permits				
Variance/Appeals				
Text Amendments				
CAMA Minor report program				
Ability to maintain and report on unlimited number of project attributes (including but not limited to):				
Type of project				
Project/Permit number				
Project /Permit Name				
Address				
Date Submitted				
Ability to create Monthly Activity Report for the Local Erosion and Sediment Control Program and send to Department Of Environmental and Natural Resources including but not limited to:				
Sedimentation Control Projects (new)				
Sedimentation Plans Review				
Sedimentation Plans Disapproved				
Sedimentation Plans Approved				
Total Disturbed Acres Permitted				
Sedimentation Inspection Reports				
Notices of Violation				

Cases Referred for Enforcement				
Stop Work Orders Issued/Building Permit Suspension				
Construction Storm water Permits				
Fees				
<u>Ability to receive and record payments in the system made online, via phone call, and in-person in real time.</u>				
Provide for accepting multiple forms of payment with the ability to identify what form of payment was provided (cash, electronic check, AMEX, Visa).				
Ability to automatically compute customer fees charged on: basis of permit, project type, review type, service, system capacity, fixed and variable fees.				
Ability to calculate agency fees based on criteria in a table structure and effective dates.				
Ability for mass fee changes.				
Ability to create and maintain permit fees and fee schedule.				
Ability for multiple agencies to assess fees and collect fees.				
Ability to waive or delete fees based on user security.				
Ability to integrate with Munis by Tyler Technologies for revenue transactions. For example: Ability to generate reports that detail revenues and cash deposits so that it can be reconciled to the Munis by Tyler Technologies general ledger.				
Ability for system to automatically charge for scheduled inspections.				
Ability to track all fee related activity charged, credited, refunded and voided.				
Ability to print a daily revenue report.				
Ability to provide revenue reports by entities outside of New Hanover County.				
Ability to provide revenue report details required but not limited to: Tender type, Entity received from.				
Ability to reverse a payment mistake.				
Ability to provide revenue reports by Munis by Tyler Technologies general ledger account.				
Ability of the system to enforce standard internal controls for a cashiering system.				
Ability to invoice customers for payment of fees to renew annual operation permits.				
Ability to print or email receipts.				
Automatically generate an email to the customer when project fees are added.				
Ability to attach customer correspondence and notifications to invoices.				
Ability to access fee history for permits and inspections meeting the 6 year retention requirement.				
Ability to verify that payments have been made in order to proceed through the workflow associated with any process defined in the system. For example: The system should confirm that all fees are paid before permit issuance or Certificate of Occupancy issuance.				
Ability to pay for multiple permits with single payment.				

NORTH CAROLINA

AGREEMENT

NEW HANOVER COUNTY

THIS CONTRACT made and entered into this _____ day of _____ 2016 by and between **NEW HANOVER COUNTY**, a political subdivision of the State of North Carolina, hereinafter referred to as "County"; and _____, a _____, hereinafter referred to as "Contractor."

WITNESSETH:

That the Contractor, for the consideration hereinafter fully set out, hereby agrees with the County as follows:

1. Scope of Services. Contractor's services shall include selection, purchase, training, project management and implementation of a new centralized land development tracking system as more fully described in the RFP and Contractor's Proposal, attached hereto and incorporated herein by reference. .

2. Time of Performance. The term of this Agreement shall begin from Notice to Proceed and all work shall be completed by _____.

3. Payment. County hereby agrees to pay for the cost of this Contract not to exceed a sum of _____ (\$_____) Dollars.

4. Extra Work. County and Contractor shall negotiate and agree upon the value of any extra work or services prior to the issuance of a County Change Order or Renewal/Amendment (CRA) form covering said extra work or services. Such Change Order or CRA shall set forth the corresponding adjustment, if any, to the Contract Price and Contract Time.

5. Indemnity. Contractor shall indemnify and hold County, its officers, officials, agents, and employees, harmless against any and all claims, demands, causes of action, or other liability, including attorney fees, for any property damages, personal injuries or death arising out of, relating to, or resulting from the negligence, willful act, or omission of Contractor, its agents, employees and subcontractors in the performance of work or services.

6. Insurance. Before commencing any work or services, Contractor shall procure insurance in Contractor's name and maintain all insurance policies for the duration of the Contract of the types and in the amounts listed in this Contract. The insurance shall provide coverage against claims for injuries to persons or damages to property which may arise from operations or in connection with the performance of the work hereunder by Contractor, its agents, representatives, employees, or subcontractors, whether such operations by itself or anyone directly or indirectly employed by it.

7. Minimum Scope and Limits of Insurance

7.1. Commercial General Liability

7.1.1. Contractor shall maintain Commercial General Liability (CGL) and if necessary, Commercial Umbrella Liability (CUL) insurance with a total limit of not less than \$1,000,000 for each occurrence for bodily injury and property damage. If such CGL insurance contains a general aggregate limit, it shall apply separately to this work or services, or the general aggregate shall be twice the required limit.

7.1.2. CGL insurance shall be written on Insurance Services Office (ISO) "occurrence" form CG 00 01 covering CGL or its equivalent and shall cover the liability arising from premises, operations, independent contractors, products-completed operations, personal and advertising injury, and liability assumed under an insured contract, including the tort liability of another assumed in a business contract.

7.1.3. County, its officers, officials, agents, and employees are to be covered as additional insureds under the CGL by endorsement CG 20 10 and CG 20 37 or an endorsement providing equivalent coverage as respects to liability arising out of activities performed by or on behalf of Contractor; products and completed operations of Contractor; premises owned, leased or used by Contractor; and under the commercial umbrella, if any. The coverage shall contain no special limitations on the scope of protection afforded to County, its officers, officials, agents, and employees.

7.1.4. Contractor's CGL insurance shall be primary as respects County, its officers, officials, agents, and employees. Any other insurance or

self-insurance maintained by County, its officers, officials, agents, and employees shall be in excess of and shall not contribute to Contractor's insurance.

7.2. Workers' Compensation and Employer's Liability

7.2.1. Contractor shall maintain Workers' Compensation as required by the general statutes of the State of North Carolina and Employer's Liability Insurance.

7.2.2. The Employer's Liability, and if necessary, CUL insurance shall not be less than \$500,000 for each accident for bodily injury by accident, \$500,000 for each employee for bodily injury by disease, and \$500,000 policy limit.

7.2.3. The insurer shall agree to waive all rights of subrogation against County, its officers, officials, agents, and employees for losses arising from work or services performed by Contractor for County.

7.3. Business Auto Liability

7.3.1. Contractor shall maintain applicable Business or Personal Auto Liability and, if necessary, CUL insurance with a limit of not less than \$1,000,000 each accident. Personal auto insurance may be accepted in lieu of Business Auto Insurance.

7.3.2. Such insurance shall cover liability arising out of any auto, including owned, hired, and non-owned autos used in the performance of work or services.

7.3.3. Business Auto coverage shall be written on ISO form CA 00 01, or a substitute form providing equivalent liability coverage. If necessary, the policy shall be endorsed to provide Contractual liability coverage equivalent to that provided in ISO form CA 00 01.

7.3.4. Contractor's Business Auto Liability insurance shall be primary as respects County, its officers, officials, agents, and employees. Any other insurance or self-insurance maintained by County, its officers, officials, agents, and employees shall be in excess of and shall not contribute to Contractor's insurance.

7.4 Cyber Liability. Contractor shall maintain cyber liability insurance in the amount of \$1,000,000 each occurrence and insuring against liability to cover expenses associated with data breaches, including: notification costs, credit

monitoring, costs to defend claims by state regulators, fines and penalties and loss resulting from identify theft.

7.5 Professional Liability

7.5.1 Contractor shall maintain in force for the duration of this Contract professional liability or errors and omissions liability insurance appropriate to Contractor's profession. Coverage as required in this paragraph shall apply to liability for a professional error, act, or omission arising out of the scope of Contractor's services as defined in this Contract. Coverage shall be written subject to limits of not less than \$1,000,000 per loss.

7.5.2 If coverage in this Contract is on a claims-made basis, Contractor warrants that any retroactive date applicable to coverage under the policy precedes the effective date of this Contract, and that continuous coverage will be maintained or an extended discovery period will be exercised for a period of two (2) years beginning from the time that services under the Contract is complete.

7.6. Deductibles and Self-Insured Retentions

7.6.1. Any deductibles or self-insured retentions must be declared to and approved by County. At the option of County, either the insurer shall reduce or eliminate such deductibles or self-insured retentions as respects County, its officers, officials, agents, or employees; or Contractor shall procure a bond guaranteeing payment of deductibles or self-insured retentions.

7.6.2. Contractor shall be solely responsible for the payment of all deductibles to which such policies are subject, regardless of whether County is an insured under the policy.

7.7. Miscellaneous Insurance Provisions.

7.7.1. Any failure to comply with reporting provisions of the policies listed in this Contract shall not affect coverage provided to County its officers, officials, agents, and employees.

7.7.2. Each insurance policy required by this Contract shall be endorsed to state that coverage shall not be canceled by either party except after thirty (30) days prior written notice has been given to County, 230 Government Center Drive, Ste. #125, Wilmington, NC 28403.

7.7.3. If Contractor's liability policies do not contain the standard ISO separation of insureds provision, or a substantially similar clause, they shall be endorsed to provide cross-liability coverage.

7.8. Acceptability of Insurers. Insurance is to be placed with insurers licensed to do business in the State of North Carolina with an A.M. Best's rating of no less than A VII unless County has granted specific exemption.

7.9. Evidence of Insurance

7.9.1. Contractor shall furnish County with a certificate(s) of insurance, executed by a duly authorized representative of each insurer, showing compliance with the insurance requirements prior to commencing the work or services, and thereafter upon renewal or replacement of each certified coverage until all operations under this Contract are deemed complete.

7.9.2. Evidence of additional insured status shall be noted on the certificate of insurance as per requirements in this Contract.

7.9.3. With respect to insurance maintained after final payment in compliance with requirements, an additional certificate(s) evidencing such coverage shall be provided to County with final application for payment and thereafter upon renewal or replacement of such insurance until the expiration of the period for which such insurance must be maintained.

7.10. Subcontractors. Contractor shall include all subcontractors as insureds under its policies or shall furnish separate certificates for each subcontractor. All coverage for subcontractors shall be subject to all of the requirements stated herein. CGL coverage shall include independent contractors' coverage, and Contractor shall be responsible for assuring that all subcontractors are properly insured.

7.11. Conditions

7.11.1. Where circumstances warrant, County may, at its discretion subject to acceptance by the Risk Management and Finance Department accept letters of credit or custodial accounts in lieu of specific insurance requirements.

7.11.2. Contractor shall provide that the insurance contributing to satisfaction of insurance requirements in this Contract and shall not be canceled, terminated, or modified by Contractor without prior written approval of County.

7.11.3. Contractor shall promptly notify New Hanover County IT and New Hanover County Risk Management at (910) 798-7497 of any accidents arising in the course of operations under the Contract causing bodily injury or property damage.

7.11.4. County reserves the right to obtain complete, certified copies of all required insurance policies.

7.11.5. Failure of County to demand a certificate of insurance or other evidence of full compliance with these insurance requirements or failure of County to identify a deficiency from evidence that is provided shall not be construed as a waiver of Contractor's obligation to maintain such insurance.

7.11.6. County does not represent that coverage and limits will be adequate to protect Contractor and such coverage and limits shall not be deemed as a limitation of Contractor's liability under the indemnities granted to County in this Contract.

7.11.7. If Contractor fails to maintain the insurance as set forth herein, County shall have the right to purchase said insurance at Contractor's expense. Contractor agrees to reimburse County for all expenses incurred for such purchase.

7.11.8. Contractor or its agent may apply to County for approval of higher deductibles based on financial capacity and quality of the carrier affording coverage.

7.11.9. County shall have the right to prohibit Contractor or any subcontractor from performing work or services and may withhold payment until required certificates has been received and approved by County.

8. Independent Contractor. The parties mutually agree that the Contractor is an independent contractor and not an agent of the County, and as such, the Contractor shall not be entitled to any County employment benefits, such as, but not limited to, vacation, sick leave, insurance, workmen's compensation, or pension and retirement benefits.

9. Default and Termination. If Contractor fails to prosecute the work or services with such diligence as will insure its completion within the Contract time, or if

Contractor breaches any of the terms or conditions contained in this Contract and fails to cure said breach within two (2) days of County's mailing of Notice of Default, or otherwise fails to perform the work or services hereunder to the County's reasonable satisfaction, County may terminate this Contract forthwith. Upon termination, County may, without prejudice to an action for damages or any other remedy, take the prosecution of the work or services out of the hands of Contractor. County may enter into another Contract for the completion of the Contract, or use such other methods as may be required for the completion of the Contract. County may deduct all costs of completing the Contract from any monies due or which may become due to Contractor. In the event this Contract is terminated prior to completion of the services by the Contractor, the Contractor shall be paid for work or services performed to the date of termination. In no event will the amount due Contractor in the event of termination exceed that amount set forth in this Contract. Nothing contained herein shall prevent the County from pursuing any other remedy, which it may have against Contractor, including claims for damages.

10. Termination for Convenience. County may terminate this Contract for convenience at any time and without cause. Upon receipt of notice, Contractor shall immediately discontinue providing the work or service and, if applicable, placing any orders for any materials, facilities, and supplies in connection with the performance of the work or services of this Contract.

11. Non-appropriation. All funds for payment by County under this Contract are subject to the availability of an annual appropriation by the Board of Commissioners. In the event of non-appropriation of funds by the Board of Commissioners for the services provided under the Contract, County will terminate the Contract, without termination charge or liability, on the last day of the then-current fiscal year or when the appropriation made for then-current year for the services/items covered by this Contract is spent, whichever occurs first. If at any time funds are not appropriated for the continuance of this Contract, cancellation shall be accepted by the Contractor on ten (10) business days' prior written notice, but failure to give such notice shall be of no effect and County shall not be obligated under this Contract beyond the date of termination.

12. Non-waiver of Rights. The parties mutually agree that either party's failure to insist upon the strict performance of any provision of this Contract or to exercise any right based upon a breach thereof, or the acceptance of any performance during such breach, shall not constitute a waiver of any rights under this Contract.

13. Conflict of Interest. No paid employee of the County shall have a personal or financial interest, direct or indirect, as a contracting party or otherwise, in the performance of this Contract.

14. Subcontracts. The Contractor shall utilize no subcontractors for carrying out the services to be performed under this Contract without the written approval of the County.

15. Binding Effect. This Contract shall be binding upon the parties hereto, and their heirs, successors, executors, administrators and assigns.

16. Severability. If any provision of this Contract is held unenforceable, then such provision will be modified to reflect the parties' intention. All remaining provisions of this Contract shall remain in full force and effect.

17. Inclusive Terms. Use of the masculine herein shall include the feminine and neuter, and the singular shall include the plural.

18. Governing Law. All of the terms and conditions contained herein shall be interpreted in accordance with the laws of the State of North Carolina.

19. E-Verify Compliance. Pursuant to S.L. 2015-294, Contractor shall fully comply with the U.S. Department of Homeland Security employee legal status E-Verify requirements for itself and all its subcontractors. Violation of the provision, unless timely cured, shall constitute a breach of Contract.

20. Iran Divestment Act of 2016 Compliance Pursuant to N.C.G.S. 147-86.55 et. seq. The Act requires that the State, a North Carolina local government, or any other political subdivision of the State of North Carolina must not utilize any contractor or subcontractor found on the State Treasurer's Final Divestment List. Contractor certifies that it or its subcontractors are not listed on the Final Divestment List created by the North Carolina State Treasurer pursuant to N.C.G.S. 147-85.60. The State Treasurer's Final Divestment List can be found on the State Treasurer's website at the address www.nctreasurer.com/Iran and will be updated every 180 days.

21. Notices. All notices required hereunder to be sent to either party shall be sent to the following designated addresses, or to such other address or addresses as may hereafter be designated by either party by mailing of written notice of such change of address, by Certified Mail, Return Receipt Requested:

To County:
New Hanover County IT
Attn: Leslie Chaney, Director
230 Government Center Drive, Ste. 155
Wilmington, NC 28403

To Contractor:

22. Assignability. The parties hereto agree that this Contract is not transferable and shall not be assigned by either party without the written consent of the other party.

26. Contract Under Seal. The parties hereto expressly agree to create a Contract under seal.

IN WITNESS WHEREOF, the parties have hereunto affixed their hands and seals, the day and year first above written and by authority duly given.

[SEAL] NEW HANOVER COUNTY

_____ County Manager

ATTEST:

Clerk to the Board

[SEAL] CONTRACTOR

_____ (Seal)

President

ATTEST:

Secretary

This instrument has been pre-audited in the manner required by the Local Government Budget and Fiscal Control Act.

Approved as to form:

County Finance Officer

County Attorney

STATE OF NORTH CAROLINA

NEW HANOVER COUNTY

I, _____, a Notary Public of the State and County aforesaid, certify that Teresa P. Elmore acknowledged that she is Clerk to the Board of Commissioners of New Hanover County, and that by authority duly given and as the act of the Board, the foregoing instrument was signed in its name by its _____ County Manager, sealed with its corporate seal and attested by herself as its Clerk.

WITNESS my hand and official seal, this _____ day of _____, 2016.

Notary Public

My commission expires: _____

STATE OF _____

_____ COUNTY

I, _____, a Notary Public of the State and County aforesaid, certify that _____ came before me this day and acknowledged that _____ (s)he is _____ Secretary of _____, a California

corporation, and that by authority duly given and as the act of the corporation, the foregoing instrument was signed in its name by its President and sealed with its corporate seal.

WITNESS my hand and official seal, this ____ day of _____, 2016.

Notary Public

My commission expires: _____

DRAFT