

**SOFTWARE AGREEMENT FOR PERMITTING, CODE ENFORCEMENT, AND
CONTRACTOR LICENSING SOLUTION AND IMPLEMENTATION SERVICES
(RFP-604632-23/GCM)**

THIS AGREEMENT is dated as of the ____ day of _____ 2024 (“Effective Date”), by and between **ACCELA, INC.**, duly authorized to conduct business in the State of Florida, whose address is 9110 Alcosta Blvd., H3030, San Ramon, California 94583, in this Agreement referred to as “CONTRACTOR” or “VENDOR” or “ACCELA”, and **SEMINOLE COUNTY**, a charter county and political subdivision of the State of Florida, whose address is Seminole County Services Building, 1101 E. 1st Street, Sanford, Florida 32771, in this Agreement referred to as “COUNTY” or “CLIENT” or “CUSTOMER.”

WITNESSETH:

WHEREAS, COUNTY desires to retain the services of a competent and qualified contractor to provide COUNTY with a new software solution that would allow for various permit activities, including but not limited to permit creation, inspections, fees, collection, code enforcement, reporting and records management; and

WHEREAS, COUNTY has requested and received expressions of interest for the retention of services of a contractor; and

WHEREAS, CONTRACTOR is competent, qualified, and desires to provide its services according to the terms and conditions stated in this Agreement,

NOW, THEREFORE, in consideration of the mutual understandings and covenants set forth in this Agreement, COUNTY and CONTRACTOR agree as follows:

Section 1. Services.

(a) COUNTY hereby retains CONTRACTOR to provide services (Subscription Services as defined in Contractors Subscription Services Agreement and Professional Services as defined in the Statement of Work) and perform those tasks as further described in the Statement of Work. Subject to this Agreement terms, CONTRACTOR is also bound by all material requirements as contained in the solicitation package, any addenda to this package, and CONTRACTOR's submission in response to this solicitation. Required services will be specifically enumerated, described, and depicted in the Purchases Orders authorizing purchase of specific services. This Agreement standing alone does not authorize the purchase of services or require COUNTY to place any orders for work.

(b) The parties, except as provide otherwise in this Agreement, are also bound by the CONTRACTOR's Subscription Services Agreement attached to this Agreement as Exhibit B (the "CONTRACTOR's Subscription Services Agreement" or "Subscription Services Agreement"). Conditions and exceptions to the CONTRACTOR's Subscription Services Agreement are set forth in Section 31 of this Agreement. Execution of this Agreement by the parties will be deemed to be execution of CONTRACTOR's Subscription Services Agreement by the parties.

Section 2. Term.

This Agreement takes effect on the date of its execution by COUNTY and continues for a period of five (5) years. At the sole option of COUNTY, this Agreement may be renewed for three (3) successive periods not to exceed three (3) years each. The Agreement will remain in effect until the later of: (i) the end of the term or (ii) the completion of the last active Purchase Order(s) issued pursuant to this Agreement and prior to the expiration date.

Section 3. Authorization for Services.

Authorization for provision of services by CONTRACTOR under this Agreement must be in the form of written Purchase Orders issued and executed by COUNTY. A sample Purchase Order is attached as Exhibit L. Each Purchase Order will describe the services required, state the dates for delivery of services, and establish the amount and method of payment. The Purchase Orders must be issued under and incorporate the terms of this Agreement. COUNTY makes no covenant or promise as to the number of available Purchase Orders or that CONTRACTOR will perform any Purchase Order for COUNTY during the life of this Agreement. COUNTY reserves the right, at its own sole cost, to contract with other parties for the services contemplated by this Agreement when it is determined by COUNTY to be in the best interest of COUNTY to do so.

Section 4. Fixed Fee Compensation and Payment.



(a) COUNTY shall compensate CONTRACTOR for the services called for under this Agreement based on the Fee Structure attached to this Agreement as Exhibit A. CONTRACTOR shall perform all work required by the Statement of Work, but in no event will CONTRACTOR be paid more than the negotiated rates outlined in Exhibit A Fee Structure.

(b) Payments will be made to CONTRACTOR when requested as work progresses for Professional Services provided, but not more than once monthly. CONTRACTOR may invoice amounts due based on the total required services actually performed and completed. Notwithstanding anything to the contrary, in accordance with the process in Section 5, Subscription fees shall be invoiced annually in advance and such fees shall be due and payable on the first day of the subscription and on each anniversary thereafter for each renewal, if any.

(c) Cost Increase Limitation: Notwithstanding anything to the contrary in this Agreement or the Subscription Services Agreement, the annual rate for the initial term of the Agreement is set forth in Exhibit A Accela Investment Summary and shall not be subject to annual increases. After the completion of the initial 5-year term, any annual increases shall be capped at the lesser of the Consumer Price Index (CPI) for Information Technology, Hardware and Services or a four percent (4%) maximum increase on annual subscription renewal rate shall be maintained by the Contractor.

Section 5. Billing and Payment.

(a) CONTRACTOR shall render to COUNTY at the close of each calendar month (for Professional Services) or each annual period (for Subscription Services) a properly dated and itemized invoice, including, but not limited to the following information:

(1) The name and address of CONTRACTOR.

(2) Contract Number.

(3) A complete and accurate record of all services performed by CONTRACTOR during that period and for which COUNTY is being billed and the cost of such services. All payments for undisputed invoices will be due net 45 day from the invoice date.

(4) A description of the services rendered in (3) above with sufficient detail to identify the exact nature of the work performed.

(5) Such other information as may be required by this Agreement or requested by COUNTY from time to time.

(b) Submittal instructions for invoices are as follows:

(1) The original invoice must be emailed to:

(A) Archana Virmani avirmani@seminolecountyfl.gov

(B) Sandra Riley sriley@seminolecountyfl.gov

- (2) Original invoices must also be emailed to: AP@SeminoleClerk.org
- (3) The original invoice may also be mailed or delivered to:


Seminole County Board of County Commissioners
P.O. Box 8080
Sanford, FL 32772-8080

- (4) A copy of the invoice must be sent to:

Lori Meeks
Development Services
1101 E. First Street
Sanford, Florida 32771

(c) Upon review and approval of CONTRACTOR's invoice, COUNTY shall pay CONTRACTOR the approved amount in accordance with the terms as set forth in Chapter 218, Part VII, Florida Statutes.

Section 6. Audit of Records.

(a) COUNTY may perform, or  have performed, an audit of the financial records of CONTRACTOR at any time during the term of this Agreement and after final payment to support final payment under this Agreement. Audits may be performed at a time mutually agreeable to CONTRACTOR and COUNTY. Total compensation to CONTRACTOR may be determined subsequent to an audit as provided for in this Section and the total compensation so determined will be used to calculate final payment to CONTRACTOR. Conduct of this audit will not delay final payment as required by Section 4.

(b) CONTRACTOR shall maintain all financial books, documents, papers, accounting records, and other evidence pertaining to work performed under this Agreement in such a manner as will readily conform to the terms of this Agreement. Contractor shall make such materials available at CONTRACTOR's office at all reasonable times during this Agreement period and for five (5) years

from the date of final payment under this Agreement for audit or inspection as provided for in this Section.

(c) In the event any financial audit or inspection conducted after final payment, but within the period provided in subsection (b) of this Section, reveals any overpayment by COUNTY under the terms of this Agreement, CONTRACTOR shall refund such overpayment to COUNTY within thirty (30) days of notice by COUNTY.

Section 7. Responsibility of CONTRACTOR.

(a) CONTRACTOR is responsible for the professional quality of services provided by CONTRACTOR under this Agreement. This includes but is not limited to CONTRACTOR's obligation to ensure all services ordered by COUNTY is sufficient for COUNTY's current and reasonably projected use. CONTRACTOR shall correct or revise any errors or deficiencies in its services without additional compensation as per its terms and policies in its Subscription Services Agreement.

(b) COUNTY's review of, approval and acceptance of, or payment for the materials or services required under this Agreement does not operate as a waiver of any rights or remedies under this Agreement or applicable law, or of any cause of action arising out of the performance of this Agreement.

Section 8. Termination.

(a) By written notice to CONTRACTOR, COUNTY may terminate this Agreement, or any Purchase Order issued under this Agreement, in whole or in part, (1) anytime for non-appropriation of funds during the Subscription Period where the effective date for such termination will occur at the end of the current Subscription Period; (2) upon the declared or reasonably suspected insolvency, non-operation, or bankruptcy of CONTRACTOR; or (3) at any time because of a material

breach of this Agreement by Contractor that has not been cured by CONTRACTOR within thirty (30) days after written notice by COUNTY to CONTRACTOR notifying CONTRACTOR of the breach. Upon receipt of such notice, CONTRACTOR shall appropriately discontinue all services affected, unless the notice directs otherwise, and deliver to COUNTY all data, drawings, specifications, reports, estimates, summaries, and any and all such other information and materials owned by County of whatever type or nature as may have been accumulated by CONTRACTOR in performing this Agreement, whether completed or in process.

(b) If the termination is for the non-appropriation of COUNTY, CONTRACTOR will be paid compensation for services until the end of the then-current term of the applicable agreement or Purchase Order.

(c) If the termination is due to a material breach of this Agreement by CONTRACTOR and Contractor has not cured such breach within thirty (30) days after written notice by County, COUNTY may at its option take over the work and carry it to completion of the then current term by other agreements or otherwise. In doing so, COUNTY does not waive any rights or remedies it may have under this Agreement or applicable law with respect to CONTRACTOR's performance or lack thereof.

(d) Matters beyond the fault or negligence of CONTRACTOR include acts of God or of the public enemy, acts of COUNTY in its sovereign or contractual capacity, fires, floods, epidemics, quarantine restrictions, strikes, freight embargoes, and unusually severe weather, but in every case the failure to perform must be beyond the control and without any fault or negligence of CONTRACTOR.

(e) If this Agreement expires or is terminated for any reason: (i) Accela shall provide Customer Data and such other information and take such other steps as provided the Master

Agreement; (ii) licenses and use rights granted to Customer with respect to Subscription Services and intellectual property will immediately terminate; and (iii) Accela's obligation to provide any further services to Customer under this Agreement will immediately terminate, except as mutually agreed between the parties or as otherwise provided in the Master Agreement. If the Subscription Services are nearing expiration date or are otherwise terminated, Accela will initiate its data retention processes, including the deletion of Customer Data from systems directly controlled by Accela. Accela's current Data Storage Policy at Exhibit F.

(f) The rights and remedies of COUNTY provided in this clause are in addition to any other rights and remedies provided by law or under this Agreement.


Section 9. Equal Opportunity Employment. CONTRACTOR shall not discriminate against any employee or applicant for employment for work under this Agreement because of race, color, religion, sex, age, national origin, or disability. CONTRACTOR shall take steps to ensure that applicants are employed and employees are treated during employment without regard to race, color, religion, sex, age, national origin, or disability. This provision includes, but is not limited to the following: employment, upgrading, demotion or transfer; recruitment advertising; layoff or termination; rates of pay or other forms of compensation; and selection for training, including apprenticeship.

Section 10. No Contingent Fees. CONTRACTOR warrants that it has not employed or retained any company or persons, other than a bona fide employee working solely for CONTRACTOR, to solicit or secure this Agreement and that CONTRACTOR has not paid or agreed to pay any persons, company, corporation, individual, or firm, other than a bona fide employee working solely for CONTRACTOR, any fee, commission, percentage, gift, or other consideration contingent upon or resulting from the award or making of this Agreement. For the breach or violation of this provision, COUNTY has the right to terminate this Agreement,

at its sole discretion and without liability, and to deduct from the Agreement price or otherwise recover the full amount of such fee, commission, percentage, gift, or consideration.

Section 11. Assignment. Neither this Agreement nor any interest in it may be assigned, transferred, or otherwise encumbered under any circumstances by either party without prior written consent of the opposite party and only by a document of equal dignity with this Agreement.


Section 12. Subcontractors. CONTRACTOR shall first secure the prior written approval of COUNTY before engaging or contracting for the services of any subcontractors under this Agreement. CONTRACTOR will remain fully responsible to COUNTY for the services of any subcontractors under this Agreement.

Section 13. Indemnification of COUNTY. To the fullest extent permitted by law, CONTRACTOR shall hold harmless,  release, and indemnify COUNTY, its commissioners, officers, employees, and agents from any and all third- party claims, losses, damages, costs, attorney fees, and lawsuits for damages arising from, allegedly arising from, or related to CONTRACTOR's provision of materials or services under this Agreement caused by CONTRACTOR's act or omission in the performance of this Agreement that causes death, personal injury, or damage to tangible property so long as County provides: (a) Contractor notice of such claim as soon practical and in no event later than would reasonably permit Contractor to respond to such claim, (b) reasonable cooperation to Contractor in the defense and/or settlement of such claim and (c) Contractor the sole and exclusive control of the defense, litigation and settlement of such claim.

Section 14. Insurance.

- (a) General. CONTRACTOR shall procure and maintain insurance required under

this Section at CONTRACTOR's own cost.

(1) CONTRACTOR shall provide COUNTY with a Certificate of Insurance on a current ACORD Form signed by an authorized representative of the insurer evidencing the insurance required by this Section (Professional Liability, Workers' Compensation/Employer's Liability, Commercial General Liability, Business Auto, and Cyber Liability Insurance). **The Certificate must have the Agreement number for this Agreement clearly marked on its face.** COUNTY, its officials, officers, and employees must be named additional insureds under the Commercial General Liability, and Business Auto policies. If the policy provides for a blanket additional insured coverage, CONTRACTOR shall provide a copy of the section of the policy along with the Certificate of Insurance. If the coverage does not exist, the policy must be endorsed to include the named additional insureds as described in this subsection. Until such time as the insurance is no longer required to be maintained by CONTRACTOR,  CONTRACTOR shall provide COUNTY with a renewal or replacement Certificate of Insurance before expiration or replacement of the insurance for which a previous Certificate of Insurance has been provided.

(2) Reserved.


(3) Neither approval by COUNTY nor failure to disapprove the insurance provided by CONTRACTOR will relieve CONTRACTOR of its full responsibility for performance of any obligation, including its indemnification of COUNTY, under this Agreement.

(b) Insurance Company Requirements. Insurance companies providing the insurance under this Agreement must meet the following requirements:

(1) Companies issuing policies must be authorized to conduct business in the State of Florida and prove such authorization by maintaining Certificates of Authority or Letters

of Eligibility issued to the companies by the Florida Office of Insurance Regulation. Alternatively, policies required by this Agreement for Workers' Compensation/Employer's Liability, may be those authorized as a group self-insurer by Section 624.4621, Florida Statutes.

(2) In addition, such companies must have and maintain, at a minimum, a Best's Rating of "A-" and a minimum Financial Size Category of "VII" according to A.M. Best Company.

(3) If, during the period that an insurance company is providing the insurance coverage required by this Agreement, an insurance company (i) loses its Certificate of Authority, or (ii) fails to maintain the requisite Best's Rating and Financial Size Category, the CONTRACTOR shall immediately notify COUNTY as soon as CONTRACTOR has knowledge of any such circumstance and immediately replace the insurance coverage provided by the insurance company with a different insurance company meeting the requirements of this Agreement.  Until such time as CONTRACTOR has replaced the unacceptable insurer with an insurer acceptable to COUNTY, CONTRACTOR will be deemed to be in default of this Agreement.

(c) Specifications. Without limiting any of the other obligations or liability of CONTRACTOR, CONTRACTOR shall procure, maintain, and keep in force amounts and types of insurance conforming to the minimum requirements set forth in this subsection, at CONTRACTOR's sole expense. Except as otherwise specified in this Agreement, the insurance will become effective upon execution of this Agreement by CONTRACTOR and must be maintained in force until the expiration of this Agreement's term or the expiration of all Orders issued under this Agreement, whichever comes last. Failure by CONTRACTOR to maintain this required insurance coverage within the stated period will constitute a material breach of this

Agreement, for which COUNTY may immediately terminate this Agreement. The amounts and types of insurance must conform to the following minimum requirements:

(1) Workers' Compensation/Employer's Liability.

(A) CONTRACTOR's insurance must cover it for liability that would be covered by the latest edition of the standard Workers' Compensation policy as filed for use in Florida by the National Council on Compensation Insurance without restrictive endorsements. CONTRACTOR is also responsible for procuring proper proof of coverage from its subcontractors of every tier for liability that is a result of a Workers' Compensation injury to the subcontractor's employees. The minimum required limits to be provided by both CONTRACTOR and its subcontractors are outlined in subsection (C) below. In addition to coverage for the Florida Workers' Compensation Act, where appropriate, coverage must be included for the United States Longshoremen and Harbor Workers' Compensation Act, Federal Employee's Liability Act, and any other applicable Federal or State law.



(B) Subject to the restrictions of coverage found in the standard Workers' Compensation policy, there will be no maximum limit on the amount of coverage for liability imposed by the Florida Workers' Compensation Act, the United States Longshoremen's and Harbor Worker's Compensation Act, or any other coverage customarily insured under Part One of the standard Workers' Compensation policy.

(C) The minimum amount of coverage under Part Two of the standard Workers' Compensation policy is required to be the following:

- \$1,000,000.00 (Each Accident)
- \$1,000,000.00 (Disease-Policy Limit)
- \$1,000,000.00 (Disease-Each Employee)

(2) Commercial General Liability.

(A) Coverage must not contain any endorsements excluding or limiting

Products/Completed Operations, Contractual Liability, or Separation of Insureds.

(B) CONTRACTOR shall maintain these minimum insurance limits:

General Aggregate	\$2,000,000.00
Personal & Advertising	\$1,000,000.00
Injury Limit	\$1,000,000.00
Each Occurrence Limit	\$2,000,000.00
Products and Completed Operations	

(3) Professional Liability Insurance. Reserved.

(4) Business Auto Policy.

(A) Coverage must include owned, non-owned, and hired autos or any auto used by CONTRACTOR. In the event CONTRACTOR does not own automobiles, CONTRACTOR shall maintain coverage for hired and non-owned auto liability for autos used by CONTRACTOR, which may be satisfied by way of endorsement to the Commercial General Liability policy or separate Business Auto Liability policy. If the contract involves operations governed by Sections 29 or 30 of the Motor Carrier Act of 1980, endorsement MCS-90 is required.

(B) The minimum limits to be maintained by CONTRACTOR must be per-accident combined single limit for bodily injury liability and property damage liability.

(C) The minimum amount of coverage under the Business Auto Policy is required to be the following:

Combined Single Limit	\$1,000,000.00
-----------------------	----------------


(5) Cyber Liability Insurance and Technology Errors and Omissions Insurance.

(A) CONTRACTOR's Cyber Liability and Technology Errors and Omissions Insurance must cover its employees, subcontractors and agents for expenses, claims,

and losses resulting from wrongful acts committed in the performance of, or failure to perform, all services under this Agreement, including, claims, demands, and any other payments related to electronic or physical security, breaches of confidentiality, and invasion of or breaches of privacy.

(B) If the Cyber Liability and Technology Errors policies are written on a claims-made basis, the retroactive date must be prior to the commencement of this agreement. If the Cyber Liability and Technology Errors policies are written on a claims-made basis and are cancelled or non-renewed at any time during and up until the project completion, CONTRACTOR shall purchase an Extended Reporting Period for at least a two-year period.

(C) CONTRACTOR will maintain Cyber Liability insurance providing coverage for:

(i) Liability for network security failures, privacy breaches and system failures, including but not limited to  loss or unauthorized access, use or disclosure of COUNTY Data, whether by CONTRACTOR or any subcontractor or cloud service provider used by CONTRACTOR.

(ii) Breach Response Costs associated with a network security failure, privacy breach or system failure, including but not limited to: costs to notify affected individuals, customer support, forensics, crisis management consulting, public relations consulting, legal services, and credit monitoring and identity fraud resolution services.

(iii) Expenses related to a regulatory proceeding including but not limited to regulatory investigatory costs, fines, fees and penalties.

(iv) Payment Card Industry fines, fees, penalties and assessments.

(v) Cyber extortion payments, investigatory and response costs (i.e., Ransomware Coverage).

(vi) Business Income Loss and Extra Expenses resulting from a network security or system failure of your computer network and/or a third parties' computer network.

(vii) Costs of restoring or replacing data.

(viii) Multimedia liability.

(D) If this contract involves the provision of Cyber Technology Services and/or Products, in addition to the above required coverages, CONTRACTOR must maintain Technology Products & Services Liability insurance providing coverage for:

(i) Liability related to the rendering of or failure to render technology product and services.



(E) Certificates of Insurance and Additional Insured Endorsements must reflect applicable limits, sub-limits, self-insured retentions, and deductibles.

(F) CONTRACTOR will be responsible for any and all deductibles, self-insured retentions, or waiting period requirements.

(G) The minimum limits to be maintained by CONTRACTOR are as follows:

Cyber Liability/Technology Errors and Omissions:	\$5,000,000.00
--	----------------

(d) Coverage. The insurance provided by CONTRACTOR pursuant to this Agreement must apply on a primary and non-contributory basis, and any other insurance or self- insurance maintained by COUNTY or COUNTY's officials, officers, or employees must be in excess of and not contributing to the insurance provided by or on behalf of CONTRACTOR.

(e) Occurrence Basis. The Workers' Compensation policy, the Commercial General Liability, and the Umbrella policy required by this Agreement must be provided on an occurrence rather than a claims-made basis. The Professional Liability insurance policy may be on an occurrence basis or claims-made basis. In the event that the Professional Liability insurance required by this Agreement is written on a claims-made basis, CONTRACTOR warrants that any retroactive date under the policy will precede the Effective Date of this Agreement and that either continuous coverage will be maintained or an extended discovery period will be exercised for a period of three (3) years beginning at the time work under this Agreement is completed.

(f) Obligations. Compliance with the foregoing insurance requirements will not relieve CONTRACTOR, its employees, or its agents of liability from any obligation under this Section or any other Section of this Agreement.

Section 15. Dispute Resolution.



(a) In the event of a dispute related to any performance or payment obligation arising under this Agreement, the parties shall exhaust COUNTY administrative dispute resolution procedures prior to filing a lawsuit or otherwise pursuing legal remedies. COUNTY administrative dispute resolution procedures for proper invoice and payment disputes are set forth in Section 22.15, "Prompt Payment Procedures", Seminole County Administrative Code. COUNTY administrative dispute resolution procedures for contract claims related to this Agreement, other than for proper invoice and payment disputes, are set forth in Section 3.5541, "Contract Claims", Seminole County Administrative Code. Also, notwithstanding anything to the contrary, Accela may, at its sole option, suspend Customer's or any Authorized User's access to the Subscription Services, or any portion thereof, immediately if Accela: (i) suspects that any person other than Customer or an Authorized User is using or attempting to use Customer Data; (ii) suspects that

Customer or an Authorized User is using the Subscription Services in a way that violates this Agreement and could expose Accela or any other entity to harm or legal liability; (iii) is or reasonably believes it is required to do so by law or court order, or (iv) Customer's undisputed payment obligations are more than ninety (90) days past due, provided that Accela has provided at least thirty (30) days' notice of such suspension for delinquent payment. Should Customer terminate this Agreement for cause, Accela will promptly refund any pro-rata portion of unused, pre-paid fees.

(b) In any lawsuit or legal proceeding arising under this Agreement, CONTRACTOR hereby waives any claim or defense based on facts or evidentiary materials that were not presented for consideration in COUNTY administrative dispute resolution procedures set forth in subsection (a) above of which CONTRACTOR had knowledge and failed to present during COUNTY administrative dispute resolution procedures.



(c) In the event that COUNTY administrative dispute resolution procedures are exhausted and a lawsuit or legal proceeding is filed, the parties shall exercise best efforts to resolve disputes through voluntary mediation and to select a mutually acceptable mediator. The parties participating in the voluntary mediation shall share the costs of mediation equally.

Section 16. Representative of COUNTY and CONTRACTOR.

(a) It is recognized that questions in the day to day conduct of performance pursuant to this Agreement may arise. Upon request by CONTRACTOR, COUNTY shall designate and advise CONTRACTOR in writing of one or more COUNTY employees to whom to address all communications pertaining to the day-to-day conduct of this Agreement. The designated representative will have the authority to transmit instructions, receive information, and interpret and define COUNTY's policy and decisions pertinent to the work covered by this Agreement.

(b) At all times during the normal work week, CONTRACTOR shall designate or appoint one or more representatives of CONTRACTOR who are authorized to act on behalf of CONTRACTOR and bind CONTRACTOR regarding all matters involving the conduct of the performance pursuant to this Agreement, and who will keep COUNTY continually advised of such designation.

Section 17. All Prior Agreements Superseded.

This Agreement incorporates and includes all prior negotiations, correspondence, conversations, agreements, or understandings applicable to the matters contained in this Agreement, and the parties agree that there are no commitments, agreements, or understandings concerning the subject matter of this Agreement that are not contained or referred to in this Agreement. Accordingly, it is agreed that no deviation from the terms of this Agreement will be predicated upon any prior representations or agreements, whether oral or written.



Section 18. Modifications, Amendments, or Alterations.

No modification, amendment, or alteration in the terms or conditions contained in this Agreement will be effective unless contained in a written amendment executed with the same formality and of equal dignity with this Agreement.

Section 19. Independent Contractor.

Nothing in this Agreement is intended or may be construed as, in any manner, creating, or establishing a relationship of co-partners between the parties or as constituting CONTRACTOR, including its officers, employees, and agents as an agent, representative, or employee of COUNTY for any purpose or in any manner whatsoever. CONTRACTOR is and will remain an independent contractor with respect to all services performed under this Agreement.

Section 20. Employee Status.

Persons employed by CONTRACTOR in the performance of services and functions pursuant to this Agreement will have no claim to pension, workers' compensation, unemployment compensation, civil service, or other employee rights or privileges granted to COUNTY's officers and employees either by operation of law or by COUNTY.

Section 21. Services Not Provided For.

No claim for services provided by CONTRACTOR not specifically provided for in this Agreement will be honored by COUNTY.

Section 22. Public Records Law.

(a) CONTRACTOR acknowledges COUNTY's obligations under Article 1, Section 24, Florida Constitution and Chapter 119, Florida Statutes, to release public records to members of the public upon request. CONTRACTOR acknowledges that COUNTY is required to comply with Article 1, Section 24, Florida Constitution and Chapter 119, Florida Statutes, in the handling of the materials created under this Agreement and this statute controls over the terms of this Agreement. Upon COUNTY's request, CONTRACTOR shall provide COUNTY with all requested public records in CONTRACTOR's possession, or shall allow COUNTY to inspect or copy the requested records within a reasonable time and at a cost that does not exceed costs as provided under Chapter 119, Florida Statutes.

(b) CONTRACTOR specifically acknowledges its obligations to comply with Section 119.0701, Florida Statutes, with regard to public records and shall perform the following:

(1) CONTRACTOR shall keep and maintain public records that ordinarily and necessarily would be required by COUNTY in order to perform the services required under this Agreement.

(2) CONTRACTOR shall provide COUNTY with access to public records on the same terms and conditions that COUNTY would provide the records and at a cost that does not exceed the cost provided in Chapter 119, Florida Statutes, or as otherwise provided by law.

(3) CONTRACTOR and County shall ensure public records that are exempt or confidential and exempt from public records disclosure requirements are not disclosed, except as authorized by law.

(c) Upon termination of this Agreement, CONTRACTOR shall transfer, at no cost to COUNTY, all public records in possession of CONTRACTOR, or keep and maintain such records required by COUNTY under this Agreement. If CONTRACTOR transfers all public records to COUNTY upon completion of this Agreement, CONTRACTOR shall destroy any duplicate public records that are exempt or confidential and exempt from public records disclosure requirements. If CONTRACTOR keeps and maintains the public records upon completion of this Agreement, CONTRACTOR must meet all applicable requirements for retaining public records. All records stored electronically must be provided to COUNTY, upon request of COUNTY, in a format that is compatible with the information technology systems of COUNTY.

(d) Failure to comply with this Section will be deemed a material breach of this Agreement for which COUNTY may terminate this Agreement immediately upon written notice to CONTRACTOR. CONTRACTOR may also be subject to statutory penalties as set forth in Section 119.10, Florida Statutes.

(e) IF CONTRACTOR HAS QUESTIONS REGARDING THE APPLICATION OF CHAPTER 119, FLORIDA STATUTES, TO CONTRACTOR'S DUTY TO PROVIDE PUBLIC RECORDS RELATING TO THIS CONTRACT, CONTRACTOR MAY CONTACT THE CUSTODIAN OF PUBLIC RECORDS, THE SEMINOLE COUNTY

**PURCHASING AND CONTRACTS MANAGER, AT 407-665-7116,
PURCH@SEMINOLECOUNTYFL.GOV, PURCHASING AND CONTRACTS
DIVISION, 1301 E. SECOND STREET, SANFORD, FL 32771.**

Section 23. Patents and Royalties.

Unless otherwise provided, CONTRACTOR is solely responsible for obtaining the right to use any patented or copyrighted materials in the performance of this Agreement. CONTRACTOR, without exception, shall indemnify and save harmless COUNTY and its employees from third- party liability of any nature or kind, including costs and expenses for or on account of infringement of any copyrighted, patented process, or article manufactured or supplied by CONTRACTOR so long as County provides: (a) Contractor notice of such claim as soon practical and in no event later than would reasonably permit Contractor to respond to such claim, (b) reasonable cooperation to Contractor in the defense and/or settlement of such claim and (c) Contractor the sole and exclusive control of the defense, litigation and settlement of such claim. In the event of any claim against COUNTY of copyright or patent infringement, COUNTY shall promptly provide written notification to CONTRACTOR. If such a claim is made, CONTRACTOR shall use its commercially reasonable efforts to promptly purchase for COUNTY the legitimate version of any infringing products or services or procure a license from the patent or copyright holder at no cost to COUNTY that will allow continued use of the service or product. If none of these alternatives are reasonably available, COUNTY shall return the infringing article on request to CONTRACTOR and receive reimbursement of any prepaid fees for such infringing article.

Section 24. Notices.

Whenever either party desires to give notice to the other, it must be given by written notice sent by certified United States mail, return receipt requested addressed to the party for whom it is intended at the place last specified and the place for giving of notice will remain such until it has been changed by written notice in compliance with the provisions of this Section. For the present, the parties designate the following as the respective places for giving of notice:

For COUNTY:

Information Services
1101 E. 1st Street
Sanford, Florida 32771

With a copy to:

Seminole County Purchasing & Contracts
Division 1301 E. Second Street Sanford,
FL 32771

For CONTRACTOR:

Accela, Inc.
9110 Alcosta Blvd., H3030
San Roman, CA 94583



Section 25. Rights At Law Retained.

The rights and remedies of COUNTY provided for under this Agreement are in addition and supplemental to any other rights and remedies provided by law.

Section 26. Governing Law, Jurisdiction, and Venue.

The laws of the State of Florida govern the validity, enforcement, and interpretation of this Agreement. The sole jurisdiction and venue for any legal action in connection with this Agreement will be in the courts of Seminole County, Florida.

Section 27. Compliance with Laws and Regulations.

In providing all services pursuant to this Agreement, CONTRACTOR shall abide by all statutes, ordinances, rules, and regulations pertaining to or regulating the provision of such services, including those now in effect and subsequently adopted.

Any violation of these statutes, ordinances, rules, or regulations will constitute a material breach of this Agreement and will entitle COUNTY to terminate this Agreement immediately upon delivery of written notice of termination to CONTRACTOR.

Section 28. Conflict of Interest.

(a) CONTRACTOR shall not engage in any action that would create a conflict of interest in the performance of its obligations pursuant to this Agreement with COUNTY or violate or cause others to violate the provisions of Chapter 112, Part III, Florida Statutes, relating to ethics in government.

(b) CONTRACTOR hereby certifies that no officer, agent, or employee of COUNTY has any material interest (as defined in Section 112.312(15), Florida Statutes, as over 5%), either directly or indirectly, in the business of CONTRACTOR to be conducted under this Agreement and that no such person will have any such interest at any time during the term of this Agreement.



Section 29. Headings and Captions.

All headings and captions contained in this Agreement are provided for convenience only, do not constitute a part of this Agreement, and may not be used to define, describe, interpret, or construe any provision of this Agreement.

Section 30. E-Verify and Foreign Country of Concern Attestation.

(a) CONTRACTOR must register with and use the E-Verify system to verify the work authorization status of all new employees prior to entering into this Agreement with COUNTY. If COUNTY provides written approval to CONTRACTOR for engaging with or contracting for the services of any subcontractors under this Agreement, CONTRACTOR must require certification from the subcontractor that at the time of certification, the subcontractor does not employ, contract, or subcontract with an unauthorized alien.

CONTRACTOR must maintain a copy of the foregoing certification from the subcontractor for the duration of the agreement with the subcontractor.

(b) If COUNTY has a good faith belief that CONTRACTOR has knowingly violated this Section, COUNTY shall terminate this Agreement. If COUNTY terminates this Agreement with CONTRACTOR, CONTRACTOR may not be awarded a public contract for at least one (1) year after the date on which this Agreement is terminated. If COUNTY has a good faith belief that a subcontractor knowingly violated this Section, but CONTRACTOR otherwise complied with this Section, COUNTY must promptly notify CONTRACTOR and order CONTRACTOR to immediately terminate its agreement with the subcontractor.

(c) CONTRACTOR shall execute and return the Affidavit of E-Verify Requirements Compliance, attached to this Agreement as Exhibit M, to COUNTY.

(d) When providing services to COUNTY involving access to personally identifiable information, as defined in section 501.171, Florida Statutes (2023), CONTRACTOR shall also execute and return the Foreign Country of Concern Attestation, attached and incorporated to this Agreement as Exhibit N. Through this attestation, CONTRACTOR affirms that it is neither owned nor controlled by a government of a Foreign Country of Concern, nor organized under the laws of such a country, as required by section 287.138, Florida Statutes (2023).

Section 31. Conditions and Exceptions to CONTRACTOR's Subscription Services Agreement.

The following conditions and exceptions apply to the CONTRACTOR's Subscription Services Agreement:

(a) In the event of a conflict between this Agreement and the CONTRACTOR's Subscription Services Agreement, this Agreement will control.

(b) Each and every provision in the CONTRACTOR's Agreement for COUNTY to indemnify CONTRACTOR is limited by the monetary limits and other provisions set forth in Section 768.28, Florida Statutes, concerning waiver of sovereign immunity and other matters, which statute is deemed to apply to any such contractual agreement to indemnify as though this statute applied to waiver of sovereign immunity, liability, and damages for claims or actions arising in tort or contract.

(c) The Florida Statutes exclusively govern COUNTY's ability to protect the proprietary data, intellectual property rights, and trade secrets of CONTRACTOR. Therefore, COUNTY is not bound by any provision in Sections 5 or 9 or any other provision of the Software Services Agreement concerning confidentiality, confidential information, or related matters to the extent that compliance with such provision is prohibited by the Florida Statutes.

(d) Chapter 218, Part VII, Florida Statutes, the Local Government Prompt Payment Act, controls over any provision in the CONTRACTOR's Subscription Services Agreement concerning invoicing, payment, payment disputes, and remedies for such disputes.

(e) CONTRACTOR acknowledges that COUNTY, as a governmental entity, is generally not subject to taxation. Nothing in the CONTRACTOR's Subscription Services Agreement may be construed to mean that COUNTY is obligated to pay a tax for which COUNTY is exempt.

(f) The provisions for term and termination in this Agreement control over any such provisions in the CONTRACTOR's Subscription Services Agreement.

(g) Consistent with Section 26 of this Agreement, Section 12.2 of the CONTRACTOR's Subscription Services Agreement is deleted.

(h) Each and every integration clause in the CONTRACTOR's is deemed to include this Agreement with this Agreement being controlling over the CONTRACTOR's Subscription Services Agreement.

(i) Any other exception the COUNTY has decided it will take listed here:

While RFP 604632-23/GCM is herein incorporated by reference into this Agreement, notwithstanding anything to the contrary, the parties acknowledge and agree that if any terms in RFP 604632-23/GCM conflict with or are in addition to the terms in this Agreement, those terms in the RFP 604632-23/GCM that conflict with or are in addition to the terms in this Agreement are null and void.

Section 32. Additional Terms and Conditions.

Notwithstanding anything to the contrary:

(a) All data (referred to as “Customer Data” in Accela’s Subscription Services Agreement) created by County is the property of County. Otherwise, Accela retains all Intellectual Property Rights, including all rights, title and license to the Subscription Service, Software, Accela System, Support Services, Consulting Services, and Aggregate Data, any related work product of the foregoing and all derivative works thereof by whomever produced; provided however, that to the extent such materials are delivered to Customer as part of the Subscription Services, Consulting Services or Support Services then Customer shall receive a limited license consistent with the terms of the Accela Subscription Services Agreement, to use such materials during the Subscription Period. All products and services provided by Accela in this effort are off-the-shelf – nothing will or be developed, designed, created, invented or the like for County.

(b) VENDOR will not at any time store Client data on hardware located outside the United States. Additionally, the data may only be accessed by individuals located in the United States.

(c) VENDOR will provide Subscription Services consisting of system administration, system management, and system monitoring activities that VENDOR performs for the

Subscription Services and includes the right to access and use the Subscription Services, resolving performance issues under the terms of the Accela Service Level Agreement (SLA) (“Hosting Services”).

Hosting Services do not include:

- Support of an operating system or hardware other than those used by VENDOR at VENDOR’s data centers to host and operate the Subscription Services
- Support of the VENDOR solution outside of the VENDOR’s support hours
- Training for the VENDOR solution
- Consulting or other professional services.

(d) The SOC 2 report can be provided to County upon request under VENDOR NDA.

(e) If a security Incident is confirmed by VENDOR, where County Data has been affected, VENDOR will reasonably cooperate with County.

(f) VENDOR must develop and implement a business continuity/disaster recovery plan that reasonably aligns with COUNTY standards and requirements and will continue to maintain a business continuity/disaster recovery plan, using commercially reasonable efforts, for the term of this Agreement. As part of VENDOR’s business continuity/disaster recovery program, VENDOR must have fully redundant telecommunications access, electrical power, and the required hardware to provide access to the Hosting Services in the event of a component or system failure or any other unplanned interruption of the Hosting Services whether caused by a disaster or otherwise. In the event any of the COUNTY data has been lost or damaged due to a negligent act or omission of VENDOR or its sub-VENDORS or due to a defect in the Subscription Services,

VENDOR will use commercially reasonable efforts to restore all the data on servers in accordance with the architectural design's capabilities and with the goal of minimizing any data loss as greatly as possible. In no case shall the target recovery point objective ("RPO") exceed a maximum of twenty-four (24) hours from declaration of disaster. For purposes of this subsection, RPO represents the target maximum tolerable period during which COUNTY data may be lost, measured in relation to a disaster. VENDOR declares, said declaration will not be withheld. VENDOR must test the business continuity/disaster recovery plan on an annual basis. VENDOR's standard test is not COUNTY-specific. If the COUNTY requests a COUNTY-specific disaster recovery test, VENDOR will work with the COUNTY to schedule, estimate costs, and execute such a test on a mutually agreeable schedule. There will be no additional Subscription Services costs to process at another site in the event of a disaster that shuts down the primary location where the Subscription Services are located or for testing at the disaster recovery site.



(g) VENDOR conducts annual penetration testing. VENDOR will maintain industry standard intrusion detection and prevention systems to monitor malicious activity in the network in an effort to log and block any such activity. VENDOR will provide the COUNTY with a written or electronic record of the actions taken by VENDOR in the event that any unauthorized access to COUNTY database(s) is detected and confirmed as a result of VENDOR security protocols. Further, VENDOR recognizes that VENDOR is storing confidential COUNTY data and any breach of security could have a detrimental impact on the COUNTY. The regulation requires breach notification when residents' computerized personal information is accessed and acquired without authorization. In the event there is such a breach, and Vendor confirms such breach, VENDOR will notify the COUNTY immediately while the issue is remediated, and all communications shall be coordinated with the COUNTY in conformance with applicable law. The

COUNTY may not attempt to bypass or subvert security restrictions in the Hosting Services or environments related to the Subscription Services. Unauthorized attempts to access files, passwords or other confidential information, and unauthorized vulnerability and penetration test scanning of VENDOR network and systems (hosted or otherwise) is prohibited.

(h) VENDOR will (i) execute nightly database backups to a backup server in a secure offsite location and (ii) save restore points for backups over the last 15 days for daily backups, daily backups will be retained for six weeks with an RPO (Recovery Point Objective) of 1 hour, a weekly full backup is stored for three months, a weekly restore point for the past 4 weeks of backups for the current month, a monthly full backup for 12 months, a monthly restore point for the prior 3 months, and a yearly full backup exists for 10 years. The COUNTY will have the ability to download any of the backups to the COUNTY's location. The Subscription Services shall be configured to perform incremental backups approximately every eight (8) hours, such that the database can be restored to the last committed transaction and/or point in time of the last incremental backup, which will have occurred, in the event of a system failure. VENDOR will be responsible for importing back-up and verifying that the COUNTY can log-in to the Subscription Services. The COUNTY will be responsible for running reports and testing critical processes to verify the returned data. At the COUNTY's written request, VENDOR will provide test results to the COUNTY within a commercially reasonable timeframe after receipt of the request.

(i) VENDOR will provide a secure data port for VENDOR's Subscription Services. VENDOR guarantees that all COUNTY data that VENDOR hosts will always be located within the United States.

(j) All of VENDOR's employees have undergone criminal background checks prior to hire. All employees sign VENDOR's confidentiality agreement and security policies.

VENDOR's data centers are accessible only by authorized personnel with a unique key entry. All other visitors must be signed in and accompanied by authorized personnel.

(k) Unless the notification is specifically precluded by such law, lawful order, or government authority, as applicable, VENDOR shall notify the COUNTY in the event that VENDOR is required by law, lawful order of a court (including, without limitation, request for production of documents), or governmental authority to disclose COUNTY data. In the event that VENDOR is required to produce or disclose COUNTY data, unless prohibited as set forth above, then VENDOR shall provide the COUNTY with written notice of the request sufficiently in advance of the data specified for the production of the records so that the COUNTY can act to protect its data by, for example, seeking a protective order. In addition, to the extent permitted by law, VENDOR shall not release the data pending the outcome of any measures taken by the COUNTY to contest, otherwise oppose, or seek to limit disclosure by VENDOR.

(l) Upon termination or non-renewal of this Agreement, VENDOR will promptly provide COUNTY access to its data then residing in VENDOR's Subscription Services. At no additional cost all COUNTY data shall be accessible in a format as may be mutually agreed upon between the parties. Such COUNTY data will be provided no later than sixty (60) days prior to the date of expiration or termination, as applicable, (provided at least 10 days advance notice by the COUNTY) and again seven (7) days after date of expiration or termination, as applicable, if so requested by County at that time.

(m) Upon expiration or termination of this Agreement, upon the COUNTY's request, VENDOR will cooperate with the COUNTY and provide services that are reasonably necessary to effectuate an orderly transition to a new system, solution, or provider, provided that the COUNTY shall pay VENDOR's then-current rates for such services. A mutually agreed upon

Statement of Work (SOW) shall be prepared prior to commencement of work. Such cooperation and services shall include assistance with data conversion and, at VENDOR's option may include the provision of file layouts to the COUNTY on a confidential basis for the purpose of identifying the data VENDOR provided to the COUNTY. Data should be returned to the customer in a format mutually agreed upon between the parties. Once a successful hand-off of that data has been confirmed, all customer data should be permanently removed from VENDOR Subscription Services.

(n) VENDOR shall invoice the COUNTY on an annual basis for Subscription Services fees. Subscription Services fees are paid in advance of each renewing term. Vendor shall invoice the COUNTY for Professional Services as per the mutually agreed upon Statement of Work (SOW) and listed in Exhibit A and Exhibit G: Accela Investment Summary of the Accela Software Agreement in accordance with the invoicing procedure set forth above. After the initial subscription 5-year term, the subscription term shall renew for successive one-year renewal terms subject to Accela's prior compliant renewal notification. Payment terms shall be aligned to applicable Florida State Statutes.

(o) Accela's Quarterly Business Review is an essential collaborative event designed to foster a deep understanding of our valued clients' needs and objectives. During these sessions, we engage in open and constructive dialogue with the County agencies utilizing the Accela software to gain valuable insights into their progress, goals, and any potential challenges they may be encountering. By identifying pain points or bottlenecks within their work processes, we can better tailor our technical resources and support to meet their specific requirements, ensuring the seamless integration and optimization of our software within their operations. This proactive approach enables us to consistently enhance our services and maintain strong, long- lasting

partnerships with our clients. We will work with the County to build out an agenda at least a quarter in advance of scheduling each session.

(p) The County may request that the parties amend this Agreement in order to, for example, that the County pay Velosimo and ePermitHub directly instead of paying Velosimo and ePermitHub through Contractor.

Section 33. Contract Documents:

Attached to and incorporated in this Agreement are the following exhibits:

- Exhibit A Accela Investment Summary (See Exhibit K-3 Attachment F (informational purposes only and has no legal affect) and BAFO dated 7/12/24 for complete pricing)
- Exhibit B Accela Subscription Services Agreement
- Exhibit C Accela Consulting Services Agreement
- Exhibit D Accela Service Availability and Security Policy
- Exhibit E Software Support Service Policies
- Exhibit F Data Storage Policy
- Exhibit F-1 Confidential Information and Data Processing Addendum
- Exhibit F-2 Payment Card Industry Safeguard Standards
- Exhibit G: Statement of Work
- Exhibit H: Velosimo Subscription Services Agreement
- Exhibit I: ePermitHub License (PermitRocket Software (dba, ePermitHub) Terms and Conditions)
- Exhibit J: Accela's Proposal Response to Seminole County
- Exhibit K-1: Accela Attachment C – Software Specifications
- Exhibit K-2: Accela Attachment D – Vendor Forms
- Exhibit K-3: Accela Attachment F – Original Pricing Form Submission
- Exhibit L: County's Purchase Order
- Exhibit M: E-Verify Affidavit
- Exhibit N: Foreign Country of Concern Attestation

Notwithstanding anything to the contrary, the parties acknowledge and agree that (1) Exhibits K-2 and K-3 are for informational purposes only and have no legal effect – all work being done by Vendor is in the SOW and all commitments by Vendor are in the Agreement terms and conditions and (2) Exhibit K-1 is only to show Accela's capability (i.e., the solution is capable of being able to produce a result or an outcome as documented in Accela's response to the RFP in

Exhibit K-1) and only the items detailed in the SOW, with their capabilities, will be subject to being a deliverable under this Agreement.

[Balance of page left intentionally blank]



IN WITNESS WHEREOF, the parties have made and executed this Agreement for the purposes stated above.

ATTEST:

ACCELA, INC.

AARON HAGGARTY, Secretary

By: _____
NOAM REININGER, CEO

Date: _____

[The balance of this page is left intentionally blank.]



SEMINOLE COUNTY, FLORIDA

Witness

Print Name

Witness

Print Name

For the use and reliance of
Seminole County only.

Approved as to form and
legal sufficiency.

By: _____
STEPHEN KOONTZ, Purchasing and
Contracts Manager

Date: _____

As authorized for execution by the Board of
County Commissioners at its _____,
20_____, regular meeting.

County Attorney

GLK/RM/kly
8/10/23 9/18/23 8/5/24 8/9/24
T:\Users\Legal Secretary CSB\Purchasing 2024\RFP-604632 (Accela) Aug5(24).docx



Exhibit A: Accela Investment Summary

PAGE INTENTIONALLY LEFT BLANK



1. Pricing Form Legend

All black cells required	All yellow cells optional and can be modified	All other cells are locked
---------------------------------	--	-----------------------------------

2. Enter Basic Vendor Information

Enter Vendor Name in cell D6	Accela, Inc.
------------------------------	--------------

3. Complete the following Pricing Tabs

Tab Name	Instructions
Proposal Summary	No data entry is required in the Proposal Summary tab. Values are computed based on data entry in other tabs.
Software Information	Please complete the black cells with information regarding the software components proposed. Software Component Name should be the name of the module or suite of modules that the software is sold as.
Software	Please provide One-Time (non-subscription) and/or Ongoing 'Annual' (subscription) Software Costs for the Core (Required) Software Components proposed. Provide comments to describe cost items as necessary.
Implementation Services	Please provide the Estimated Hours and Hourly Rate for Implementation Services for the Core (Required) Software solutions proposed.
Training Services	Please complete the Training Type (recommended by Proposer), Estimated Hours and Hourly Rate for Training for the Core (Required) software solutions listed in the "Software Information" sheet. Additional Optional training costs can be provided in the 'Optional' tab.
Data Conversion Services	Please complete the Conversion Code, Estimated Hours, and Hourly Rate to perform the following Data Conversion Services.
Integrations	Please complete the Estimated Hours, Hourly Rate, and Ongoing Annual Cost, if applicable, to develop the following Integrations. Please include any other additional integrations recommended. The comments field should list any additional info or 'No Bid' in the Comments column.
Modifications/Customizations	Please list Estimated Hours, Hourly Rate, and Ongoing Annual Cost to provide costs for Modifications identified in Attachment 2 - Software Specifications.xlsx. If the vendor does not include costs on this tab, it is assumed that modifications are included at no charge.
Other Implementation Services	Please provide costs for Other Implementation Services in this tab by including the Estimated Hours and Hourly Rate for services. Vendors may define additional items as desired.
Optional Software, Hardware and Services	Please list Optional Software, Hardware or Services within this tab, including Quantity and Rate as applicable. Specify the type of Optional item under Type.

County of Seminole FL
 RFP for Permitting, Code Enforcement, and Contractor
 Licensing Solution and Implementation Services

Vendor Staffing	In the upper chart the Vendor should indicate estimated hours of the Vendors's expected staff time.
Managed Services	Identify the services provided available to the County that are part of the SaaS fees provided after the implementation is complete.

4. Enter Any Misc. Costs and/or Discounts

Travel & Lodging Costs	\$0
One-Time State Sales Tax(FOB)	
Ongoing Annual State Sales Tax (FOB)	
One-Time Discount (if applicable)	
Ongoing Discount (if applicable)	

County of Seminole FL
RFP for Permitting, Code Enforcement, and Contractor
Licensing Solution and Implementation Services

Accela, Inc.			
Proposal Summary	Note: This tab is auto-populated. No data entry is required.		
Cost Category	One-Time Cost	Ongoing Annual Cost	Comments
Software	\$0	\$319,460	Ongoing Cost (Column D) reflects the first year subscription pricing, which will be used during the project lifecycle. Subsequent years will include a 4% lift year over year. Also included are ePermitHub's Digital Plan Room & Velosimo's Elavon Connector.
Implementation Services	\$1,166,407	N/A	
Training Services	\$26,096	\$0	
Data Conversion Services	\$71,989	N/A	
Integrations	\$242,963	\$0	
Modifications/Customizations	\$0	\$0	
Other Implementation Services	\$449,932	\$0	
Travel & Lodging Costs	\$0	N/A	
State Sales Tax (FOB)	\$0	\$0	
<i>Discount (if applicable)</i>	\$0	\$0	
Grand Total	\$1,957,387	\$319,460	
Optional Software, Hardware and Services	One-Time Cost	Ongoing Annual Cost	
Optional Cost Total	\$35,000	\$297,000	
Grand Total	\$35,000	\$297,000	

County of Seminole FL
RFP for Permitting, Code Enforcement, and Contractor
Licensing Solution and Implementation Services

Accela, Inc.								
Data Conversion Services								
Number	Area	Data Description	Requested Conversion item	Conversion Code ¹	Estimated Hours	Hourly Rate	One-Time Cost (Estimated Hours x Hourly Rate)	Comments
1	Contractor Licensing Records	Vendor contractor records including names, references, addresses, phone contacts, State (DBPR), local license identification numbers, subcontractor records, etc.	Vendor Contact Records	A	1	\$71,989	\$71,989	Accela assumes that the County will provide a subject matter expert and a database resource to extract and cleanse the data for accuracy. Please see our description of the data conversion process in our response. Our cost represents the effort for all areas. There is not enough information to breakout the cost per area at this time.
2	Inspections & Code Enforcement	All active and completed cases, case actions, case violation information, generic inspections information, cash receipts information, user setup and code files. - 100% migrated to new system	Inspections & Code Cases	A			\$0	See above
3	Permitting	All active and completed Building Permits with associated information including general permit information, application names, miscellaneous information, structure setup, application tracking, permit setup, cash receipts & charges, application fees, application documents, inspection results. - 100% migrated to new system	Permitting	A			\$0	See above
4	Planning & Engineering	Project information (including letter document attachments); project/location cross reference; planning action information; key date, project letter, and meeting document information; zoning, allowable use, and project receipt information; and code information. - 100% migrated to new system		A			\$0	See above
Grand Total					1		\$71,989	

¹ Data Conversion Codes	
A	Utilize/refine existing conversion tools/scripts
B	Develop conversion scripts
C	Automated conversion not realistic/appropriate: Manual conversion is targeted
D	Other data conversion approach, please briefly describe in 'Comments' column
E	Not enough information/Need clarification/Item should be addressed during implementation

County of Seminole FL
RFP for Permitting, Code Enforcement, and Contractor
Licensing Solution and Implementation Services

Accela, Inc.											
Integrations											
#	Data Flow Description	Source Application	Direction	Target Application	Batch or Real Time	Interface Type Proposed (API, Form based, etc.)	Estimated Hours	Hourly Rate	One-Time Cost (Estimated Hours x Hourly Rate)	Ongoing Annual Cost	Comments
1	Two-way synchronization and reconciliation of addresses, parcel numbers, and boundaries with the County's GIS parcel database to support mapping of all Development Services System transaction data such as permits, violations, licenses, inspections, etc	ESRI ArcGIS	↔	New LMS	Real Time	Other	0		\$0		Included in configuration of business departments
2	Data retention and storage	OnBase	↔	New LMS	Real Time	Other	\$1	\$26,996	\$26,996		
3	Utility billing	NaviLine UB	↔	New LMS	Batch	API	\$1	\$17,997	\$17,997		
4	Financial and GL data	New LMS	→	JD Edwards	Batch	API	\$1	\$17,997	\$17,997		
5	Contractor licensing verification for intake and open permits	Florida Department of Business and Professional Relations	→	New LMS	Batch	API	\$1	\$26,996	\$26,996		
6	Online payment data	Converge Payment Gateway (Elavon)	↔	New LMS	Real Time	API	\$1	\$26,996	\$26,996		
7	Legal documents and code references	MuniCode	↔	New LMS	Batch	API	\$1	\$26,996	\$26,996		
8	Multi-factor authentication	Duo MFA	↔	New LMS	Real Time	Other		\$0	\$0		
9	Cloud endpoint security	Carbon Black	↔	New LMS	Real Time	Other		\$0	\$0		
10	Email and calendaring integration and data import/export capabilities	Microsoft Office Suite	↔	New LMS	Real Time	API	\$1	\$17,997	\$17,997		
11	*Optional* Fire occupancy inspection data	ImageTrend Elite	→	New LMS	Batch or Real Time	API	\$1	\$17,997	\$17,997		
12	*Optional* Fire inspection data retention and storage	SharePoint	↔	New LMS	Batch or Real Time	API	\$1	\$17,997	\$17,997		
13	*Optional* Board agenda information	LegiStar	→	New LMS	Batch	API	\$1	\$26,996	\$26,996		
14	*Optional* Electronic plan review	ProjectDox	↔	New LMS	Real Time	API	\$1	\$17,997	\$17,997		
Grand Total							11		\$242,963	\$0	

County of Seminole FL
RFP for Permitting, Code Enforcement, and Contractor
Licensing Solution and Implementation Services

Accelea, Inc.						
<i>Modifications/Customizations</i>	Please list Estimated Hours, Hourly Rate, and Ongoing Annual Cost to provide costs for Modifications identified in Attachment 2 - Software Specifications.xlsx. If the vendor does not include costs on this tab, it is assumed that modifications are included at no charge.					
Specification #	Description	Estimated Hours	Hourly Rate	One-Time Cost	Ongoing Annual Cost	Comments
				\$0		No modifications to the base software. All implementation configuration is covered under implementation services
				\$0		
				\$0		
				\$0		
				\$0		
				\$0		
				\$0		
				\$0		
				\$0		
				\$0		
				\$0		
				\$0		
				\$0		
				\$0		
Grand Total		0		\$0	\$0	

County of Seminole FL
RFP for Permitting, Code Enforcement, and Contractor
Licensing Solution and Implementation Services

Accela, Inc.					
<i>Other Implementation Services</i>	Please provide costs for Other Implementation Services in this tab by including the Estimated Hours and Hourly Rate for services. Vendors may define additional items as desired.				
Cost Category	Estimated Hours	Hourly Rate	One-Time Cost	Ongoing Cost	Comments
Project Management	1	\$269,959	\$269,959		Assumes an approximate project duration of 15 months
Software Installation/Set-up		\$0	\$0		
Security Design and Configuration		\$0	\$0		
Business Design/Software Configuration		\$0	\$0		
Technical Design and standards		\$0	\$0		
Business Analytics, Report, and Form Development	1	\$179,973	\$179,973		Assumes the following custom reports to be built above the Accela Out-Of-Box reports for the Accela Civic Application - 5 High Complexity - 10 Medium Complexity - 5 Low Complexity
List Additional Staff Roles with Hourly Rates as Appropriate			\$0		
			\$0		
			\$0		
			\$0		
			\$0		
			\$0		
			\$0		
			\$0		
			\$0		
Grand Total	2		\$ 449,931.97	\$ -	

County of Seminole FL
RFP for Permitting, Code Enforcement, and Contractor
Licensing Solution and Implementation Services

Accela, Inc.						
<i>Optional Software, Hardware and Services</i>		Please list Optional Software, Hardware or Services within this tab, including Quantity and Rate as applicable. Specify the type of Optional item under Type.				
Cost Category	Type	Quantity	Rate	One-Time Cost	Ongoing Cost	Comments
Accela Managed Application Services (MAS)	Services	1	\$0	\$0	\$185,000	This is an annual subscription service that administers your application post-production - The service would begin in year 2 and we're providing a \$15K discount for the first year. Year 2 would be based on the non-discounted price plus 4%.
Accela -Open Counter	Software	200	\$175	\$35,000	\$112,000	Open Counter's permit discovery platform makes permitting and licensing projects easier, from start to finish. Applicants learn where their project is allowed, which permits they need, and how much they cost, without even having to ask city staff.
				\$0		
				\$0		
				\$0		
				\$0		
				\$0		
				\$0		
				\$0		
				\$0		
				\$0		
				\$0		
				\$0		
				\$0		
				\$0		
				\$0		
				\$0		
				\$0		
				\$0		
				\$0		
				\$0		
				\$0		
				\$0		
				\$0		
				\$0		
				\$0		
				\$0		
				\$0		
				\$0		
				\$0		
				\$0		
				\$0		
				\$0		
				\$0		
				\$0		
				\$0		
				\$0		
				\$0		
				\$0		
				\$0		
				\$0		
				\$0		
				\$0		
				\$0		
				\$0		
				\$0		
				\$0		
				\$0		
				\$0		
				\$0		
				\$0		
				\$0		
				\$0		
				\$0		
				\$0		
				\$0		
				\$0		
				\$0		
				\$0		
				\$0		
				\$0		
				\$0		
				\$0		
				\$0		
				\$0		
				\$0		
				\$0		
				\$0		
				\$0		
				\$0		
				\$0		
				\$0		
				\$0		
				\$0		
				\$0		
				\$0		
				\$0		
				\$0		
				\$0		
				\$0		
				\$0		
				\$0		
				\$0		
				\$0		
				\$0		
				\$0		
				\$0		
				\$0		
				\$0		
				\$0		
				\$0		
				\$0		
				\$0		
				\$0		
				\$0		
				\$0		
				\$0		
				\$0		
				\$0		
				\$0		
				\$0		
				\$0		
				\$0		
				\$0		
				\$0		
				\$0		
				\$0		
				\$0		
				\$0		
				\$0		
				\$0		
				\$0		
				\$0		
				\$0		
				\$0		
				\$0		
				\$0		
				\$0		
				\$0		
				\$0		
				\$0		
				\$0		
				\$0		



9110 Alcosta Blvd, Suite H #3030
San Ramon, CA, 94583

Proposed by: Jeffrey Reese
Contact Phone:
Contact Email: jreese@accela.com
Quote ID: Q-33985
Valid Through: 9/27/2024
Currency: USD

Order Form

Address Information

Bill To:

County of Seminole
1101 East First Street
Sanford, Florida 32771
United States

Ship To:

County of Seminole
1101 East First Street
Sanford, Florida 32771
United States

Billing Name: Lori Meeks
Billing Phone: 407-665-7435

Billing Email: lmeeks@seminolecountyfl.gov

Services	Year	Start Date	End Date	Term (Months)	Price	Qty	Net Total
Multi Solution User	Year 1	9/27/2024	9/26/2025	12	\$1,974.00	90	\$177,660.00
> Accela Building - SaaS	Year 1	9/27/2024	9/26/2025	12	\$0.00	90	\$0.00
> Accela Planning - SaaS	Year 1	9/27/2024	9/26/2025	12	\$0.00	90	\$0.00
Enhanced Reporting Database (ERD)	Year 1	9/27/2024	9/26/2025	12	\$0.00	1	\$0.00
ePermitHub Digital Plan Room (3rd Party Service)	Year 1	9/27/2024	9/26/2025	12	\$118,000.00	1	\$118,000.00
Velosimo - Elavon Velosimo Connector (3rd Party Service)	Year 1	9/27/2024	9/26/2025	12	\$23,800.00	1	\$23,800.00
TOTAL:							\$319,460.00

Services	Year	Start Date	End Date	Term (Months)	Price	Qty	Net Total
Multi Solution User	Year 2	9/27/2025	9/26/2026	12	\$2,052.96	90	\$184,766.40
> Accela Building - SaaS	Year 2	9/27/2025	9/26/2026	12	\$0.00	90	\$0.00
> Accela Planning - SaaS	Year 2	9/27/2025	9/26/2026	12	\$0.00	90	\$0.00
Enhanced Reporting Database (ERD)	Year 2	9/27/2025	9/26/2026	12	\$25,867.30	1	\$25,867.30
ePermitHub Digital Plan Room (3rd Party Service)	Year 2	9/27/2025	9/26/2026	12	\$123,900.00	1	\$123,900.00
Velosimo - Elavon Velosimo Connector (3rd Party Service)	Year 2	9/27/2025	9/26/2026	12	\$24,752.00	1	\$24,752.00
TOTAL:							\$359,285.70

Services	Year	Start Date	End Date	Term (Months)	Price	Qty	Net Total
Multi Solution User	Year 3	9/27/2026	9/26/2027	12	\$2,135.08	90	\$192,157.06
> Accela Building - SaaS	Year 3	9/27/2026	9/26/2027	12	\$0.00	90	\$0.00
> Accela Planning - SaaS	Year 3	9/27/2026	9/26/2027	12	\$0.00	90	\$0.00
Enhanced Reporting Database (ERD)	Year 3	9/27/2026	9/26/2027	12	\$26,901.99	1	\$26,901.99
ePermitHub Digital Plan Room (3rd Party Service)	Year 3	9/27/2026	9/26/2027	12	\$130,095.00	1	\$130,095.00

Services	Year	Start Date	End Date	Term (Months)	Price	Qty	Net Total
Velosimo - Elavon Velosimo Connector (3rd Party Service)	Year 3	9/27/2026	9/26/2027	12	\$25,742.08	1	\$25,742.08
TOTAL:							\$374,896.13

Services	Year	Start Date	End Date	Term (Months)	Price	Qty	Net Total
Multi Solution User	Year 4	9/27/2027	9/26/2028	12	\$2,220.48	90	\$199,843.34
> Accela Building - SaaS	Year 4	9/27/2027	9/26/2028	12	\$0.00	90	\$0.00
> Accela Planning - SaaS	Year 4	9/27/2027	9/26/2028	12	\$0.00	90	\$0.00
Enhanced Reporting Database (ERD)	Year 4	9/27/2027	9/26/2028	12	\$27,978.07	1	\$27,978.07
ePermitHub Digital Plan Room (3rd Party Service)	Year 4	9/27/2027	9/26/2028	12	36,600.00	1	\$136,600.00
Velosimo - Elavon Velosimo Connector (3rd Party Service)	Year 4	9/27/2027	9/26/2028	12	\$26,771.76	1	\$26,771.76
TOTAL:							\$391,193.17

Services	Year	Start Date	End Date	Term (Months)	Price	Qty	Net Total
Multi Solution User	Year 5	9/27/2028	9/26/2029	12	\$2,309.30	90	\$207,837.07
> Accela Building - SaaS	Year 5	9/27/2028	9/26/2029	12	\$0.00	90	\$0.00
> Accela Planning - SaaS	Year 5	9/27/2028	9/26/2029	12	\$0.00	90	\$0.00
Enhanced Reporting Database (ERD)	Year 5	9/27/2028	9/26/2029	12	\$29,097.19	1	\$29,097.19
ePermitHub Digital Plan Room (3rd Party Service)	Year 5	9/27/2028	9/26/2029	12	43,430.00	1	\$143,430.00
Velosimo - Elavon Velosimo Connector (3rd Party Service)	Year 5	9/27/2028	9/26/2029	12	\$27,842.63	1	\$27,842.63
TOTAL:							\$408,206.89

Pricing Summary

Period	Net Total
Year 1	\$ 319,460.00
Year 2	\$ 359,285.70
Year 3	\$ 374,896.13
Year 4	\$ 391,193.17
Year 5	\$ 408,206.89
Total	\$ 1,853,041.89

Accela Civic Platform	Uplift	Qty	Unit Price	Year 1	Year 2	Year 3	Year 4	Year 5	Totals
Planning Development Review and Appeals	4%	20	1,974.00	39,480.00	41,059.20	42,701.57	44,409.63	46,186.02	213,836.41
Building Construction Permitting	4%	55	1,974.00	108,570.00	112,912.80	117,429.31	122,126.48	127,011.54	588,050.14
Environmental Review	4%	1	1,974.00	1,974.00	2,052.96	2,135.08	2,220.48	2,309.30	10,691.82
Engineering Site Permitting	4%	6	1,974.00	11,844.00	12,317.76	12,810.47	13,322.89	13,855.80	64,150.92
Right-of-Way Management	4%	1	1,974.00	1,974.00	2,052.96	2,135.08	2,220.48	2,309.30	10,691.82
Public Safety/Health Safety	4%	5	1,974.00	9,870.00	10,264.80	10,675.39	11,102.41	11,546.50	53,459.10
Property Code Enforcement	4%	1	1,974.00	1,974.00	2,052.96	2,135.08	2,220.48	2,309.30	10,691.82
FEMA Community Rating System	4%	1	1,974.00	1,974.00	2,052.96	2,135.08	2,220.48	2,309.30	10,691.82
Total Civic Platform Licenses				177,660.00	184,766.40	192,157.06	199,843.34	207,837.07	962,263.87
Data Analytics and Reporting (Enhanced Reporting Database E	4%	1	24,872.40	-	\$25,867.30	26,901.99	27,978.07	29,097.19	109,844.56
Online Applicant Portal	4%	1	-	-	-	-	-	-	-
Construct API	4%	1	-	-	-	-	-	-	-
ePermitHub Digital Plan Room	5%	1	118,000.00	118,000.00	123,900.00	130,095.00	136,600.00	143,430.00	652,024.99
Velosimo	4%	1	23,800.00	23,800.00	24,752.00	25,742.08	26,771.76	27,842.63	128,908.48
Total Software				319,460.00	359,285.70	374,896.13	391,193.17	408,206.90	1,853,041.90

Additional Terms:

1. No additional or conflicting terms or conditions stated in Customer's order documentation, including purchase orders, will be incorporated into or form any part of this Order Form or the governing agreement, and all such terms or conditions will be null and void.
2. This Order Form, including any Maintenance and Support and Subscription Services are governed by the SOFTWARE AGREEMENT FOR PERMITTING, CODE ENFORCEMENT, AND CONTRACTOR LICENSING SOLUTION AND IMPLEMENTATION SERVICES (RFP-604632-23/GCM).
3. The Enhanced Reporting Database and Managed Application Services are governed by their respective policies at <https://www.accela.com/terms/>. Enhanced Reporting Database pricing is based on a percentage of Customers SaaS Annual Contract Value if applicable. As SaaS Annual Contract Value increases/decreases based on seat count changes or annual uplift ERD pricing will be adjusted accordingly at contract renewal.
4. Velosimo and ePermitHub are governed by their respective terms in the SOFTWARE AGREEMENT FOR PERMITTING, CODE ENFORCEMENT, AND CONTRACTOR LICENSING SOLUTION AND IMPLEMENTATION SERVICES (RFP-604632-23/GCM).
5. If this Order Form is executed and/or returned to Accela by Customer after the Order Start Date above, Accela may adjust the Order Start Date and Order End Date without increasing the total price based on the date Accela activates the products and provided that the total term length does not change.
6. Pricing is based upon payment by ACH or check. Payment by credit card (including Purchase Cards) for product and services in this Order Form will be subject to a service charge of 3%. There is no service charge for ACH or check payment.
7. For Year 1, Accela will Provision and Invoice Customer for the Services on the earlier of the Start Date or the beginning of the Define Stage.

Signatures	
Accela, Inc.	Customer
Signature:	Signature:
Print Name:	Print Name:
Title:	Title:
Date:	Date:

Exhibit B: Accela Subscription Services Agreement

ACCELA SUBSCRIPTION SERVICES AGREEMENT

This Accela Subscription Services Agreement (this “**Agreement**” or “**Subscription Services Agreement**”) is entered into as of the date of the applicable Order, as defined below, that incorporates these terms (the “**Effective Date**”) by and between Accela, Inc. and the entity identified in such Order (“**Customer**”).

Nothing in this Subscription Services Agreement shall supersede or otherwise modify any rights or obligations set forth in the Master Agreement between Accela and Customer, or the provisions of the parties’ Exhibit F-1 Confidential Information and Data Processing Addendum, and in the event the terms of those documents conflict with the provisions herein, the terms of the Master Agreement and Exhibit F-1 shall control.

1 DEFINITIONS.

1.1 “**Accela System**” means the information technology infrastructure used by or on behalf of Accela in performing the Subscriptions Services, including all computers, software (including but not limited to Accela Software), hardware, databases, electronic systems (including database management systems), and networks, whether operated directly by Accela or its third party suppliers.

1.2 “**Aggregate Data**” means data and information related to Customer’s use of the Subscription Services, including anonymized analysis of all data processed in the Subscription Services, that is used by Accela in an aggregate and anonymized manner, including compiling statistical and performance information related to the provision and operation of the Services.

1.3 “**Authorized User**” means one named employee, contractor or agent of Customer (each identified by a unique email address) for whom Customer has purchased a subscription to the Subscription Services and who is authorized by Customer to access and use the Services under the rights granted to Customer pursuant to this Agreement.

1.4 “**Consulting Services**” means packaged or time and materials consulting, review, training or other services (but excluding Subscription and Support Services) delivered by Accela to Customer pursuant an Order. The current Consulting Services Policy is in Exhibit A.

1.5 “**Customer Data**” means the content, materials, and data that Customer, Authorized Users, and External Users enter into the Subscription Services. Customer Data does not include any component of the Subscription Services, material provided by or on behalf of Accela, or Aggregate Data. Customer Data is Confidential Information.

1.6 “**Documentation**” means the then-current technical and functional user documentation in any form made generally available by Accela for the Subscription Services.

1.7 “**External Users**” means third party users of the Subscription Services that access the public-facing interfaces of the Subscription Services to submit queries and requests to facilitate communications between such third party and Customer.

1.8 “**Intellectual Property Rights**” means any patent rights (including, without limitation, patent applications and disclosures), copyrights, trade secrets, know-how, and any other intellectual property rights, in all cases whether or not registered or registrable and recognized in any country or jurisdiction in the world.

1.9 “**Order**” means an Accela order form or other mutually acceptable document fully executed between Customer and Accela that incorporates this Agreement.

1.10 “**Service Availability Policy**” means the Service Availability and Security Policy located at Exhibit B.

1.11 “**Subscription Services**” means the civic administration services, comprised of the Accela System, Software, and Support Services, to which Customer may license access to in accordance with the terms herein.

1.12 “**Software**” means any licensed software (including client software for Authorized Users’ devices) and Documentation that Accela uses or makes available as part of the Subscription Services.

1.13 “**Support Services**” means those technical and help services provided by Accela in accordance with the Software Support Services Policies (SaaS) located at Exhibit C.

1.14 “**Subscription Period**” means the duration of Customer’s authorized use of the Subscription Services as designated in the Order.

2. USAGE AND ACCESS RIGHTS.

2.1 Right to Access. Subject to the terms and conditions of this Agreement, Accela hereby grants to Customer a limited, non-exclusive, non-transferable right and license during the Subscription Period, to permit: (i) Authorized Users to access and use the internal and administrative interfaces of the Subscription Services in accordance with the Documentation to support Customer’s internal business purposes and (ii) its External Users the ability to access and use the publicly available interfaces to submit requests and information to Customer. Each instance of the Subscription Service shall be provisioned with the amount of storage set forth in the Order and additional storage may be purchased at the then-current rates.

2.2 Support Services & Service Availability. During the Subscription Period, Accela shall provide to Customer the Support Services specified in the Order and shall make all commercially reasonable efforts to attain the service levels specified in the applicable policies. The remedies set forth in the Support Services and Service Availability Policy are the sole and exclusive remedies for any breach of the service levels. Customer grants Accela a royalty-free, worldwide, transferable, sub- licensable, irrevocable, perpetual license to use or incorporate into its software or services any suggestions or other feedback provided by Customer or Authorized Users relating to the operation or features of the Subscription Services.

2.3 Purchasing Consulting Services. Customer may purchase Consulting Services from Accela by executing an Order for such services. All prices are exclusive of travel and expenses, which will be invoiced at actual cost, without markup, and will comply with the Consulting Services Policy located at Exhibit A or as otherwise agreed in the applicable Order. If applicable, one Consulting Services day shall be equal to eight (8) hours.

2.4 Restrictions on Use. Customer shall not, and shall not permit others to: (i) use or access the Subscription Services in any manner except as expressly permitted by the Agreement, including but not limited to, in a manner that circumvents contractual usage restrictions set forth in this Agreement; (ii) license, sub-license, sell, re-sell, rent, lease, transfer, distribute, time share or otherwise make any portion of the Subscription Services available for access by third parties except as otherwise expressly provided herein; (iii) use the Subscription Service in a way that: (a) violates or infringes upon the rights of a third party; or (b) stores or transmits libelous, tortious, or otherwise unlawful material or malicious code or viruses; (iv) create derivative works, reverse engineer, decompile, disassemble, copy, or otherwise attempt to derive source code or other trade secrets from or about any of the Subscription Services (except to and only to the extent such rights are proscribed by law); (v) interfere with or disrupt the security, integrity, operation, or performance of the Subscription Services; (vi) access, use, or provide access or use to the Subscription Services or Documentation for the purposes of competitive analysis or the development, provision, or use of a competing software, SaaS or product or any other purpose that is to Accela’s detriment or commercial disadvantage; (vii) provide access to the Subscription Services to competitors of Accela; (viii) access or use components of the Subscription Service not licensed by Customer; (ix) use or allow the use of the Subscription Services by anyone located in, under the control of, or that is a national or resident of a U.S. embargoed country or territory or by a prohibited end user under Export Control Laws (as defined in Section 12.3, Compliance with Laws); (x) remove, delete, alter or obscure any trademarks, Documentation, warranties, or disclaimers, or any copyright, trademark, patent or other intellectual property or proprietary rights notices from any Subscription Services; or (xi) access or use the Subscription Services in, or in association with, the design, construction, maintenance, or operation of any hazardous environments, systems or applications, any safety response systems or other safety-critical applications, or any other use or application in which the use or failure of the Subscription Services could lead to personal injury or severe physical or property damage.

2.5 Ownership. Accela retains all Intellectual Property Rights, including all rights, title and license to the Subscription Service, Software, Accela System, Support Services, Consulting Services, and Aggregate Data, any related work product of the foregoing and all derivative works thereof by whomever produced; provided however, that to the extent such materials are delivered to Customer as part of the Subscription Services, Consulting Services or Support Services then Customer shall receive a limited license consistent with the terms of Section 2 to use such materials for its internal business purposes.

2.6 Customer's Responsibilities. Customer will: (i) be responsible for meeting Accela's applicable minimum system requirements for use of the Subscription Services set forth in the Documentation as such, Accela will provide notice of current and future minimum requirements to be satisfied to Customer; (ii) be responsible for Authorized Users' compliance with this Agreement and for any other activity occurring under Customer's account; (iii) be solely responsible for the accuracy, quality, integrity and legality of Customer Data; (iv) use commercially reasonable efforts to prevent unauthorized access to or use of the Subscription Services and Customer Data under its account, and notify Accela promptly of any such unauthorized access or use subject to Exhibit F-1 and applicable law, and; (v) use the Subscription Services only in accordance with the applicable Documentation, laws and government regulations.

2.7 Customer Environments: Customer will have access to four environments as part of its SaaS subscription including: PROD (Production), two non-production, and Staging. Every tenant receives a dedicated database to house tenant's Customer Data independently of other tenants. This configuration results in the complete isolation of the tenant's Customer Data.

3. PAYMENT TERMS.

3.1 Purchases Directly from Accela. Except as otherwise set forth in an Order, Subscription fees shall be invoiced in accordance with the Master Agreement.

4. CONFIDENTIALITY.

4.1 See Master Agreement

5. CUSTOMER DATA.

5.1 Ownership. Customer reserves all its rights, title, and interest in and to the Customer Data. No rights are granted to Accela hereunder with respect to the Customer Data, except as otherwise set forth explicitly in Section 5.

5.2 Usage. Customer shall be responsible for Customer Data as entered in to, applied or used in the Subscription Services. Customer acknowledges that Accela generally does not have access to and cannot retrieve lost Customer Data. Subject to the obligations set forth under Exhibit F-1, Customer grants to Accela the non-exclusive right to process Customer Data (including personal data) for the sole purpose of and only to the extent necessary for Accela: (i) to provide the Subscription Services; (ii) to verify Customer's compliance with the restrictions set forth in Section 2.4 (Restrictions on Use) if Accela has a reasonable belief of Customer's non-compliance; and (iii) as otherwise set forth in this Agreement. Accela may utilize the information concerning Customer's use of the Subscription Services (excluding any use of Customer's Confidential Information) to improve Subscription Services, to provide Customer with reports on its use of the Subscription Services, and to compile aggregate statistics and usage patterns by customers using the Subscription Services.

5.3 Use of Aggregate Data. Customer agrees that Accela may collect, use and disclose Aggregate Data derived from the use of the Subscription Services for industry analysis, benchmarking, analytics, marketing and other business purposes. All Aggregate Data collected, used and disclosed will be in aggregate form only and will not identify Customer, its Authorized Users or any third parties utilizing the Subscription Services.

6. WARRANTIES AND DISCLAIMERS.

6.1 Subscription Services Warranty. During the Subscription Period, Accela warrants that Subscription Services shall perform materially in accordance with the applicable Documentation. Accela will use commercially reasonable efforts to: (a) repair the Subscription Services in question; (b) replace the Subscription Services in question with those of substantially similar functionality; or (c), after making all commercially reasonable attempts to do the foregoing, terminate the applicable Subscription Services and refund all unused, prepaid fees paid by Customer for such non-compliant Subscription Services.

6.2 Consulting Services Warranty. For ninety (90) days from the applicable delivery, Accela warrants that Consulting Services shall be performed in a professional and workmanlike manner. Accela will use commercially reasonable efforts to (a) re-perform the Consulting Services in a compliant manner; or, after making all commercially reasonable attempts to do the foregoing, (b) refund the fees paid for the non-compliant Consulting Services.

6.3. Disclaimers. EXCEPT AS EXPRESSLY PROVIDED HEREIN, THE MASTER AGREEMENT, ACCELA MAKES NO WARRANTY OF ANY KIND, WHETHER EXPRESS, IMPLIED, STATUTORY OR OTHERWISE, AND SPECIFICALLY DISCLAIMS ALL IMPLIED WARRANTIES, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY, SECURITY, FITNESS FOR A PARTICULAR PURPOSE OR NON-INFRINGEMENT, TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW.

6.4. Cannabis-Related Activities. If Customer purchases any Subscription Services for use with any cannabis-related activities, the following additional disclaimers shall apply: Accela is considered a software service provider to its customers and not a cannabis related business or agent thereof. In addition to the foregoing, Accela only retains Subscription Services fees of this Agreement from its Customer for general software services, a state or local government agency, and does not retain these fees from any type of External Users. It is the sole responsibility of the Customer to offer state law compliant services, which may be coordinated and facilitated through the use of the Subscription Services. Accela makes no representations, promises, or warranties with respect to the legality, suitability, or otherwise regarding any third party provider, including partners, and have no responsibility or liability with respect to services provided to Customer by such third parties.

7. INDEMNIFICATION.

Accela will defend (or at Accela's option, settle) any third party claim, suit or action brought against Customer to the extent that it is based upon a claim that the Subscription Services, as furnished by Accela hereunder, infringes or misappropriates the Intellectual Property Rights of any third party, and will pay any costs, damages and reasonable attorneys' fees attributable to such claim provided that Customer provides: (a) Accela notice of such claim as soon practical and in no event later than would reasonably permit Accela to respond to such claim, (b) reasonable cooperation to Accela, at Accela's expense, in the defense and/or settlement of such claim and (c) Accela the sole and exclusive control of the defense, litigation and settlement of such claim (provided that, if the County has to directly pay a third party for such settlement, the County shall have the right to approve any settlement of such claim, such approval not to be unreasonably withheld, delayed or conditioned). In the event that Accela reasonably believes, in its sole discretion, that such claim may prevail or that the usage of the Subscription Services may be enjoined, Accela may seek to: (a) modify the Subscription Services such that it will be non-infringing (provided such modification does not materially reduce the functionality or performance of Customer's installed instance); (b) replace the Subscription Services with a service that is non-infringing and provides substantially similar functionality and performance; or, if the first two options are not commercially practicable, (c) terminate the remainder of the Subscription Period and refund any, pre-paid, unused fees received by Accela. Accela will have no liability under this Section 7 to the extent any claims arise from (i) any combination of the Subscription Services with products, services, methods of a third party; (ii) a modification of the Subscription Services that were either implemented by anyone other than Accela or implemented by Accela in accordance with Customer specifications; (iii) any use of the Subscription Services in a manner that violates this Agreement or the instructions given to Customer by Accela; (iv) a version of the Subscription Services other than the current, fully patched version, provided such updated version would have avoided the infringement; or (v) Customer's breach of this Agreement. THIS SECTION 7 STATES THE ENTIRE OBLIGATION OF ACCELA AND ITS LICENSORS WITH RESPECT TO ANY ALLEGED OR ACTUAL INFRINGEMENT OR MISAPPROPRIATION OF INTELLECTUAL PROPERTY RIGHTS RELATED TO THIS AGREEMENT.

8. LIMITATION OF LIABILITY.

EXCEPT FOR LIABILITY ARISING OUT OF EITHER PARTY'S LIABILITY FOR DEATH OR PERSONAL INJURY, OR CUSTOMER'S BREACH OF SECTION 2,, NEITHER PARTY'S AGGREGATE LIABILITY FOR DAMAGES ARISING OUT OF OR IN CONNECTION WITH THIS AGREEMENT OR FROM THE USE OF OR INABILITY TO USE THE SERVICE, WHETHER IN CONTRACT, TORT OR UNDER ANY OTHER THEORY OF LIABILITY, SHALL EXCEED THE TOTAL AMOUNT PAID BY CUSTOMER HEREUNDER IN THE TWELVE (12) MONTH PERIOD IMMEDIATELY PRECEDING THE INCIDENT. EXCEPT FOR LIABILITY ARISING OUT OF EITHER PARTY'S LIABILITY FOR DEATH OR PERSONAL INJURY, CUSTOMER'S BREACH OF SECTION 2, IN NO EVENT SHALL EITHER PARTY OR ANY OTHER PERSON OR ENTITY INVOLVED IN CREATING, PRODUCING OR DELIVERING THE SERVICE BE LIABLE FOR ANY INCIDENTAL, SPECIAL, EXEMPLARY OR CONSEQUENTIAL DAMAGES, INCLUDING LOST PROFITS, LOSS OF DATA OR LOSS OF GOODWILL, SERVICE INTERRUPTION, COMPUTER DAMAGE OR SYSTEM FAILURE OR THE COST OF SUBSTITUTE PRODUCTS OR SERVICES, , ARISING OUT OF OR IN CONNECTION WITH THIS AGREEMENT OR FROM THE USE OF OR INABILITY TO

USE THE SUBSCRIPTION SERVICES, WHETHER BASED ON WARRANTY, CONTRACT, TORT (INCLUDING NEGLIGENCE), PRODUCT LIABILITY OR ANY OTHER LEGAL THEORY. THE FOREGOING EXCLUSIONS APPLY WHETHER OR NOT A PARTY HAS BEEN INFORMED OF THE POSSIBILITY OF SUCH DAMAGE, AND EVEN IF A LIMITED REMEDY SET FORTH HEREIN IS FOUND TO HAVE FAILED OF ITS ESSENTIAL PURPOSE.

The above Limitation of Liability will not apply to: (i) Fees awarded to or settled with a claimant under Section 7 for violations of IP and their reasonable attorney fees; (ii) Damages arising from either party's recklessness, bad faith or intentional misconduct; (iii) death or personal injury resulting from the negligent acts, and (iv) Contractor's security and privacy obligations under Exhibit F-1 (provided, notwithstanding anything to the contrary, that any such liability under Exhibit F-1 shall, in the aggregate, be limited to \$5,000,000.

9. SECURITY.

Accela shall implement reasonable technical and administrative safeguards to protect the confidentiality, integrity, and accessibility of Customer Data and Confidential Information that are no less rigorous than commercial best practices for information security as set forth in Exhibit F-1. Customer acknowledges that, notwithstanding security features of the Subscription Services, no product, hardware, software or service can provide a completely secure mechanism of electronic transmission or communication and that there are persons and entities, including enterprises, governments and quasi- governmental actors, as well as technologies, that may attempt to breach any electronic security measure. If Customer or Authorized Users use the Subscription Services in any application or environment where failure could cause personal injury, loss of life, or other substantial harm, Customer assumes any associated risks.

10. THIRD PARTY SERVICES.

Customer may choose to obtain a product or service from a third party that is not directly produced by Accela as a component of the Subscription Services ("**Third Party Services**") and this may include third party products resold by Accela. Accela assumes no responsibility for, and specifically disclaims any liability, warranty or obligation with respect to, any Third Party Service or the performance of the Subscription Services (including Accela's service level commitment) when the Subscription Services are used in combination with or integrated with Third Party Services. Regardless, Accela is responsible for the deliverables under the SOW.

11. TERM AND TERMINATION.

11.1 Agreement Term. This Agreement shall become effective on the Effective Date and shall continue in full force and effect until the expiration of any Subscription Periods set forth in an applicable Order governed by the Agreement.

11.2 Subscription Periods & Renewals. Subscription Periods begin as specified in the applicable Order and, unless terminated earlier in accordance with the Master Agreement, continue for the term specified therein. Orders may only be cancelled or terminated early in accordance with the Master Agreement. Subscription Services renewals may be subject to an annual increase subject to any caps in the Master Agreement, for which Accela shall provide Customer no less than the amount of prior written notice prior to the renewal of the Subscription Period as required in the Master Agreement. Subject to the obligations set forth in the Master Agreement, in the event of any non-renewal or other termination, Customer's right to use the Subscription Services will terminate at the end of the relevant Subscription Period for expiration or as of the termination date provided in the Master Agreement.

11.3 Termination or Suspension. Customer may terminate this Agreement and any applicable license granted hereunder in accordance with the Master Agreement. 11.4 Effect of Termination. See Master Agreement.

11.4 Survival. Sections 2.5 (Ownership and Proprietary Rights), 4 (Confidentiality) 6.3 (Disclaimer), 8 (Limitation of Liability), 11.4 (Effect of Termination), 11.5 (Surviving Provisions), and 12 (General Provisions) will survive any termination or expiration of this Agreement.

12. GENERAL.

- 12.1 Notice. Notices shall be provided in the manner set forth in the Master Agreement.
- 12.2 Governing Law and Jurisdiction. Reserved per the Master Agreement.
- 12.3 Compliance with Laws. Each party will comply with all applicable laws and regulations with respect to its activities under this Agreement as set forth in the Master Agreement.
- 12.4 Assignment. No party may assign or transfer this Agreement, whether by operation of law or otherwise, without the prior written consent of the other, which shall not be unreasonably withheld. Any attempted assignment or transfer, without such consent, will be null and void. Subject to the foregoing, this Agreement will bind and inure to the benefit of the parties, their respective successors and permitted assigns.
- 12.5 Publicity. Notwithstanding anything to the contrary, each party will have the right to publicly announce the existence of the business relationship between parties without disclosing the specific terms of the Agreement.
- 12.6 Miscellaneous. No failure or delay by either party in exercising any right under this Agreement will constitute a waiver of that right. Other than as expressly stated herein, the remedies provided herein are in addition to, and not exclusive of, any other remedies of a party at law or in equity. If any provision of this Agreement is held by a court of competent jurisdiction to be contrary to law, the provision will be modified by the court and interpreted so as best to accomplish the objectives of the original provision to the fullest extent permitted by law, and the remaining provisions of this Agreement will remain in effect. Accela will not be liable for any delay or failure to perform under this Agreement to the extent such delay or failure results from circumstances or causes beyond the reasonable control of Accela. This Agreement does not create a partnership, franchise, joint venture, agency, fiduciary or similar relationship between the parties. This Agreement, including any attachments hereto as mutually agreed upon by the parties, constitute the entire agreement between the parties concerning its subject matter and it supersedes all prior communications, agreements, proposals or representations, written or oral, concerning its subject matter. No modification, amendment, or waiver of any provision of this Agreement will be effective unless in writing and signed by a duly authorized representative of each party against whom the modification, amendment or waiver is to be asserted and is in accordance with the amendment provisions of the Master Agreement. Notwithstanding any language to the contrary, no additional or conflicting terms or conditions stated in any of Customer's purchase order documentation will be incorporated into or form any part of this Agreement, and all such terms or conditions shall be null and void.

Exhibit C: Accela, Inc. Consulting Services Policy

This Consulting Services Policy (the "Policy") is binding upon execution of any order form, agreement, or statement of work (collectively and each an "Order") between Accela and the entity receiving services ("Customer") that incorporates the Policies by reference and are in addition to the terms and conditions for Consulting Services set forth in the Agreement.

Consulting Services Covered

Accela provides a variety of services covered by these policies, including but not limited to consulting, implementation, configuration, and custom training services.

Performance of Services

Accela shall provide the services in accordance with the following processes and policies:

- Accela will use reasonable efforts to meet any performance dates specified in applicable Order, and any such dates are estimates only.
- Accela will select persons and entities to perform the Consulting Services that meet industry standards for the Consulting Services' performance provided to the Customer.
- Consulting Services provided by Accela on a "Time and Material" basis are not subject to acceptance criteria by the Customer, unless otherwise set forth in the applicable Order.
- Consulting Services are provided eight hours a day, Monday through Friday (Accela recognized holidays excluded) during Accela regular business hours. Hours worked more than eight hours or holidays are generally subject to 2x the Consulting Services hourly or daily fee.
- All Consulting Services must be scheduled. Accela will contact the Customer regarding the schedule and notify the Customer (email accepted) of the date for commencement of the Consulting Services. Unless otherwise set forth in the Customer Order, the Customer must contact Accela a minimum of five business days to reschedule the Consulting Services' start date. If the Customer does not contact Accela to reschedule the Consulting Service start date as set forth in the Customer Order or where no reschedule time is stated, a minimum of five (5) business days, the Customer is responsible for any expenses incurred by Accela due to the Customer failure to notify Accela properly.
- Accela will observe all reasonable security requirements provided by the Customer to Accela in writing during access to Customer premises.
- Any changes to the Consulting Services' scope may require a signed change order detailing the changes, additional time required, and necessary variations of fees.
- Accela owns all intellectual property right in all documents, work product, and other materials prepared by Accela or delivered to the Customer during the course of performing the Consulting Services, including any items identified as such in the Order (collectively, the "Deliverables"). Excluding Accela Software, and subject to the Customer payment of all fees for the Consulting Services, Accela grants the Customer a license to use the Deliverables subject to the terms and restrictions applicable to the Agreement, as such terms apply to Accela's SaaS services.

To efficiently provide the Customer with Accela Consulting Services, the Customer will:

- Secure all necessary licenses, permits, and comply will all applicable law concerning the Consulting Services before the Consulting Services start date.
- Provide access to the Customer premises and provide safe office accommodation and other facilities as reasonably requested by Accela to perform the Consulting Services.
- Have all equipment ready and available for Accela's access to perform the Consulting Services.
- Provide such materials or information as Accela may reasonably request to carry out the Consulting Services in a timely manner and ensure that such Customer materials or information are complete and accurate.
- Respond to Accela request to provide direction, information, approvals, authorizations, or decisions that are reasonably necessary for Accela to perform the Consulting Services in accordance with the requirements of the Order.
-

Privacy

Any personal information (PII) that the Customer provides to Accela or Accela accesses during the provisioning of the Consulting Services is subject to the parties' agreements with respect to information including as set forth in Exhibit F-1.



Exhibit D: Accela Service Availability and Security Policy

Service Availability:

Accela will use commercially reasonable efforts to (a) provide bandwidth sufficient for Customer's use of the Subscription Services provided hereunder and in an applicable Order Form and (b) operate and manage the Subscription Services with a 99.95% uptime goal (the "Availability SLA"), excluding situations identified as "Excluded" below measured on a monthly basis.

"Excluded" means any outage that results from any of the following:

Any maintenance performed by Accela during Accela's standard maintenance windows. Accela will notify Customer within forty-eight (48) hours of any standard maintenance and within twenty-four (24) hours for other non-standard emergency maintenance (collectively referred to herein as "Scheduled Maintenance"). Scheduled maintenance includes off-business-hours (agency time) deployments of major releases & service packs. Major releases are deployed into an agency's non-production environments well in advance, typically 4 weeks ahead of production, to allow for adequate user acceptance testing.

Customer's information content or application programming, or the acts or omissions of Customer or its agents, including, without limitation, the following:

Any mis-configuration by Customer (as determined in Accela's sole discretion), including, without limitation, configuration errors and bad or unintended usage of the Subscription Services.

Force majeure or other circumstances beyond Accela's reasonable control that could not be avoided by its exercise of due care.

Failures of the carrier networks itself and the network by which Customer connects to the carrier networks any other network unavailability.

Any window of time when Customer agrees that Subscription Services availability/unavailability will not be monitored or counted.

Interruptions or delays in providing the Subscription Services resulting from telecommunication or Internet service provider failures.

Customer's or any third party's use of the Subscription Services in an unauthorized or unlawful manner.

Remedies for Excessive Downtime:

In the event the Availability of the Subscription Services falls below the Availability SLA in a given calendar month, Accela will pay Customer a service credit ("Service Credit") equal to the percentage of the fees set forth in the table below corresponding to the actual Availability of the Subscription Services during the applicable calendar month. Such Service Credit will be issued as a credit against any fees owed by Customer for the next calendar month of the Subscription Period or, if Customer does not owe any additional fees, then Accela will pay Customer the amount of the applicable Service Credit within thirty (30) days after the end of the calendar month in which such credit accrued. Such Service Credit will be in addition to any other remedies available to Customer at law, in equity or under this Agreement.

System availability is measured by the following formula: $x = (n - y) * 100 / n$

Notes:

- (1) "x" is the uptime percentage; "n" is the total number of hours in the given calendar month minus scheduled downtime; and "y" is the total number of downtime hours in the given calendar month.
- (2) Specifically excluded from "n and "y" in this calculation are the exception times on scheduled upgrade and maintenance windows.

Service	Availability	Percentage of Fees Credited	Monthly Service
>99.95%		0%	
99.90% -	< 99.95%	5% (max of	\$280)
975.0% -	< 99.90%	10% (max of	\$560)
99.60% -	< 99.75%	20% (max of	\$840)
99.45% -	< 99.60%	30% (max of	\$1,120)
90.0% -	< 99.45%	40% (max of	\$1,400)
<	< 90%	50% (max of	\$2,800)

In the event the Availability of the Subscription Services falls below 99.90% in a given month for two consecutive months (as determined by neutral independent third party) in any 12-month period, the County may terminate the Agreement for cause (no refund for current year).

Customer Account Login:

For Accela user interface access, Accela uses TLS 1.2 with AES 256 bit or similar encryption for protection of data in transit, which is supported by most modern browsers. Accela will also restrict applicable administrative user interface access to Customer corporate networks for additional security on written request by Customer.

Accela SaaS Service Delivery:

Accela manages its apps and infrastructures within the industry-leading Microsoft Azure hosting environment, specifically designed and constructed to deliver world-class physical security, power availability, infrastructure flexibility and growth capacity. Accela's audit and compliance foundation includes SSAE 18 SOC 2 Type II, HIPAA, California Consumer Privacy Act (CCPA), and PCI-DSS (payment adapters). Accela's partnership with Microsoft delivers multi-layered security in physical datacenters, infrastructure and operations, with adherence to its numerous security certifications. More information can be found at <https://azure.microsoft.com/en-us/overview/security/>.

Exhibit E: Accela Software Support Services Policies

Accela, Inc. Standard SaaS Support Services Policy

This Accela Standard SaaS Support Services Policy (“Support Policy”) governs the terms under which Accela provides Support Services and is subject to the SaaS services agreement (“Agreement”) entered into between Accela and the recipient of such services (“Customer”). This Support Policy may be updated from time to time by Accela in its sole discretion.

General Requirements and Hours of Operation

- a. **Ticketing Support:** Accela will provide access to a ticketing system, which will be available twenty-four (24) hours per day, seven (7) days per week. A qualified support specialist shall use commercially reasonable efforts to answer questions and resolve problems regarding the Subscription Service from 4:00 A.M. until 6:00 P.M. Pacific Standard Time Monday through Friday, excluding Accela’s observed holidays.
 - b. **Telephone Support:** Accela’s Customer Support Department, a live technical support facility, will be available to Customer from 4:00 A.M. until 6:00 P.M. Pacific Standard Time Monday through Friday, excluding Accela’s observed holidays.
 - c. **Online Support Material:** Available twenty-four (24) hours, seven (7) days a week, Accela will make available to Customer certain archived software updates and other technical information in Accela’s online support databases.
- (1) **Agency Contacts:** “Agency Contacts” are the individuals who will be the primary users of the Support Plan. You may designate up to two (2) Agency Contacts and agree to let Accela know if they change.

Your Agency Contacts will be responsible for:
Overseeing your Agency’s support case activity, developing and deploying troubleshooting processes within your Agency’s organization.

Agency will ensure Agency Contacts:
Have completed the Administrator Training offered as part of Accela’s implementation and adoption programs.
Are knowledgeable about the Agency’s configured solution in order to assist Accela in analyzing and resolving technical issues. Have a basic understanding of any problem that is the subject of a case, and the ability to reproduce the problem in order to assist Accela in diagnosing and triaging the problem.

Submitting a Case

Agency Contacts may submit cases via:

- a. the online support portal by logging into the Accela Success Community at <https://success.accela.com> and selecting Get Support > Submit a case or
- b. a telephone call to Customer Support as described below (*For Severity Level 1 and Severity Level 2 issues, Agency must call Customer Support*)

Updates

Updates may address security fixes, critical patches, general maintenance functionality, and documentation and shall be made available at Accela’s discretion. Accela is under no obligation to develop any future functionality or enhancements unless otherwise specified in the Agreement. If an update for the Service is made available to Customer pursuant to this Support Policy, it will automatically replace the previous version of the applicable Service.

Where practical, Accela will schedule Updates during non-business hours and will provide Customers with advance notice of all Updates.

Upgrade/Downgrade of Severity Level

If, during the Support Request process, the issue either warrants assignment of a higher severity level than currently assigned or no longer warrants the severity level currently assigned based on its current impact on the production operation of the SaaS offering, then the severity level will be upgraded or downgraded accordingly to the severity level that most appropriately reflects its current impact.

Customer Cooperation

Accela must be able to reproduce errors in order to resolve them. Agency agrees to cooperate and work closely with Accela to reproduce errors, including, without limitation, conducting diagnostic or troubleshooting activities, implementation of fixes or updates previously provided by Accela, or providing information as reasonably requested and appropriate. Also, Accela may access Agency Contacts account and/or an admin account and/or Agency's personnel may be asked to provide remote access to their internal system for, without limitation, conducting diagnostic or troubleshooting activities, or implementation of fixes or updates previously provided by Accela.

Third Party Product Support

If any third-party software is supplied by Accela, Accela disclaims all support obligations for such third-party software, unless expressly specified by Accela in Customer's Agreement.

Exclusions

The following Support Exclusions are not covered by this Support Policy:

- a. Support required due to Customer's or any End User's or third party's misuse of the Services;
- b. Support during times outside of Accela's regular business hours stated above;
- c. Support necessitated by external factors outside of Accela's reasonable control, including any force majeure event or Internet access or related problems beyond the Service demarcation point;
- d. Support of or caused by customizations (if outside of Accela's best practice recommendations), configuration changes, scripting, or data loss caused by or on behalf of Customer or any End User;
- e. Support of or caused by Customer's or any End User's or third party's equipment, software or other technology (other than third party equipment within Accela's direct control);
- f. Support to resolve or work-around conditions which cannot be reproduced in Accela's support environment and
- g. Support of any software add-ons supplied together with the Service (except where specified in the customer's Agreement).

Any support services falling within these Support Exclusions may be provided by Accela at its discretion and, if so provided, may be subject to additional pricing and support terms as specified by Accela.

Error Classification

Functional Definitions: For the purposes of error classification, essential or major functions include: data capture features, SLA and alarming features, performance management features and application performance problem resolution features.

Severity	Definition
Level 1	Supported Product is non-functional or seriously affected and there is no reasonable workaround available (e.g. business is halted).
Level 2	Supported Product is affected and there is no workaround available or the workaround is impractical (e.g. Supported Product response is very slow, day to day operations continue but are impacted by the work around).
Level 3	Supported Product is non-functional however a convenient workaround exists (e.g. non-critical feature is unavailable or requires additional user intervention).
Level 4	Supported Product works, but there is a minor problem (e.g. incorrect label, or cosmetic defect).

Notes:

Severity 1 Issues: Accela defines a Severity 1 issue as one where critical business functionality is unavailable from the product as designed, and no viable workaround exists.

Troubleshooting Process: To effectively troubleshoot and resolve Severity 1 issues, Accela's support team will work closely with the Customer to reproduce the error and gather the necessary information. This may involve accessing the Customer's admin account or requesting remote access to the Customer's internal system. Accela is committed to working along side the Customer to identify the root cause and implement a solution.

Target Initial Response Time

Accela will use commercially reasonable efforts to respond to each case within the applicable response time described in the table below:

Target Initial Response Time by Case Severity	
Severity Level	Target Initial Response Time
1	2 hours ^a
2	36 hours ^a
3	60 hours ^a
4	84 hours ^a

^a Initial response times are including M-F, 4 am to 6 pm PT, excluding weekends and holidays. Severity Level 1 and 2 cases must be submitted via telephone as described above. Severity Level 1 and 2 target initial response times do not apply to cases submitted via email or electronically via the Accela Success Community. Severity 1 initial response times are based on business hours. Severity Level 1 cases must be submitted via telephone as described above. Severity Level 1 target initial response times do not apply to cases submitted via email or electronically via the Accela Success Community and will follow the Initial response time by severity level listed in the support Terms.

Notes:

Intake and Response: If the Customer encounters an issue, the Customer can reach out via phone, email, or the support portal, and Accela's live technical support specialists will work with the Customer to address the issue. Cases are triaged for scope and impact on submittal. If a case is classified as Severity 1, as defined in Accela's Incident Management process, it will be given the highest priority, and Accela's team will use commercially reasonable efforts to answer questions and resolve the problem as quickly as possible.

Transparency and Communication: In the event of a Severity 1 issue, Accela understands the importance of

keeping the Customer informed. Service impacting incidents are posted to Accela's Trust site at Trust.Accela.com, where Accela provides regular updates on the issue's status. A root cause analysis (RCA) can be made available upon request for critical issues.

Commitment to Support: At Accela, the goal is to provide the Customer with the highest level of support and ensure the continued reliability and availability of Accela's SaaS solutions. By prioritizing Severity 1 issues and maintaining transparent communication, Accela is committed to helping customers overcome critical challenges to keep their operations running smoothly.

Escalation Process: If the Customer elects to, the Customer can escalate directly through its Account Executive. Accela will work closely with the Customer to provide workarounds or temporary fixes to ensure the continuity of the Customer's operations until the issue is fully resolved. Accela is committed to keeping the Customer informed throughout the escalation and resolution process, providing regular updates via Trust.Accela.com and via the Support case. The goal being to restore functionality as quickly as possible while minimizing the impact on the Customer's business.

Exhibit F: Accela Data Storage Policy

The Licensee's subscription comes with a limit of 2.5TB data storage for all cloud environments. Data storage includes:

- Transaction data;
- Reference data;
- Configuration data;
- Documents and Report Files;
- Backup copies; and
- Other data stored by Accela on behalf of the customer.

Additional storage can be purchased from Accela in blocks of 500GB, with a price of one thousand dollars (\$1,000) per year. When Licensee approaches the 2.5TB limit, it will begin receiving monthly notifications highlighting data usage levels across its environment. Once the 2.5TB limit is reached, a charge of one thousand dollars (\$1,000) for an additional 500GB will be automatically added to the Licensee's subscription renewal.

Data Retention

If the Licensee's Software as a Service ("SaaS") subscription expires or is otherwise terminated, Contractor will initiate its data retention processes, including the deletion of licensee data from systems directly controlled by Contractor.

- If a Licensee's SaaS subscription expires or is otherwise terminated, Contractor will store its customer data, as defined in the Master Agreement between Licensee and Contractor, for ninety (90) days (the "Retention Period"). During the Retention Period, provide Licensee with a written notice indicating its intention to delete its Customer Data.
- After the Retention Period, Contractor will, within a commercially reasonable amount of time, disable the account and delete the customer data, including any cached or backup copies.

History and log data will be available to customers in real-time for up to 2 years in production and 1 year in non-production unless otherwise specified. After 2 years, the history data will be archived and retained for up to 7 years. This data will be provided to the customer upon request.

Frequently Asked Questions

Can Licensee track its storage usage on the Accela Cloud?

It's not currently possible to track storage usage in the Civic Platform application. However, Licensee will receive a report detailing its data usage annually, at the time of renewal. Licensee can request this information at any time outside of the renewal period by submitting a support case through Accela Customer Support. When Licensee approaches the storage limit, it will receive monthly notifications particularizing its storage usage.

What will happen if Licensee exceeds its storage limit?

If Licensee's Accela Cloud instance is likely to exceed the storage limit, it will receive a written notification from Accela and the parties shall discuss resolution.

Can I increase my storage limit?

Yes. Storage limits can be increased by purchasing additional storage in blocks of 500GB at one thousand dollars (\$1,000) per year.

Exhibit F-1: Confidential Information and Data Processing Addendum

Confidential Information and Data Processing Addendum

This Confidential Information and Data Processing Addendum (this “**DPA**”) is attached and made part of the Accela Software Agreement (the “**Agreement**”) between Seminole County (the “**County**”) and the Contractor (collectively, “**Parties**,” individually, “**Party**”), which collects, transmits, uses, maintains, or processes Customer Data (as defined in the Agreement) on behalf of the County pursuant to the Agreement (as identified in the Agreement, including the Scope of Services). Personal Information could be contained within the Customer Data. All Personal Information is County Confidential Information but not all County Confidential Information is Personal Information. All Customer Data is County Confidential Information but not all County Confidential Information is Customer Data.

1. General

- 1.1. Capitalized terms used but not defined in this DPA will have the meanings assigned to them in the Agreement and, if not defined in either this DPA nor the Agreement, shall have the ordinary meaning in the field of information technology services.
- 1.2. Contractor may process and/or receive “personal information” or “personal data” from, or on behalf of, the County. “Personal Information” or “Personal Data” shall be defined as County information that identifies, relates to, describes, is reasonably capable of being associated with, or could reasonably be linked, directly or indirectly, with a particular consumer or household (herein referred to as “Personal Information”). For avoidance of doubt, Personal Information shall include the definition as used in § 501.171, F.S., Protected Health Information as defined in 45 C.F.R. § 160.103, Nonpublic Personal Information as defined in 15 U.S.C. § 6809(4)(A), and credit card data as used in the Payment Card Industry Data Security Standard (“PCI DSS”).
- 1.3. In connection with providing services to the County, the County and Contractor may each share Confidential Information with the other Party. With respect to the County, “Customer Data” means all data, information, and material provided by, or received from, the County that is statutorily exempt from applicable public records laws. For avoidance of doubt, all Customer Data will be deemed and treated as the County’s Confidential Information. With respect to Contractor, “Confidential Information” means those documents and materials provided by Contractor that (i) qualify as Trade Secrets (as defined in Sections, 119.0715(2) and 688.022, F.S.), or (ii) are clearly labeled or marked as “TRADE SECRET” upon delivery to the County.
- 1.4. The Contractor to this DPA agrees that Contractor will treat as confidential all Customer Data provided by, or collected on behalf of, the County, including, without limitation, unencrypted Personal Information and County non-public information to the extent authorized by Florida Statutes.
- 1.5. Notices required under this DPA shall be sent according to the Accela Software Agreement with a copy (which shall not constitute notice) to both the usual point of contact or support at the County and via email to: **purch@seminolecountyfl.gov** with the subject line as: “Data Processing Addendum Notice.”
- 1.6. The Contractor shall carry out the services and process Personal Information received from, or collected on behalf of, the County as set out in the Agreement or as otherwise notified in writing by the County to the Contractor during the term of the Agreement.

2. Observance of Laws, Regulations, and Standards

- 2.1. The Contractor, when applicable, will use commercially reasonable efforts to ensure that the Customer Data designated for collection, transfer, or processing as part of agreed upon services will be collected, transferred, and processed in a fully compliant manner to enable the County to meet requirements of all laws, regulations, and contractual requirements applicable to the County, including, but not limited to, the current versions of, as applicable:
 - 2.1.1. Personal Identifiable Information
 - 2.1.1.1. Florida Information Protection Act (F.S. 501.171);
 - 2.1.1.2. Personal Information collected and processed by Contractor, to the extent that County has an affirmative duty and to the extent Contractor collects or processes Personal information of residents of other states in connection with the Agreement;
 - 2.1.2. Protected Health Information
 - 2.1.2.1. Health Insurance Portability and Accountability Act of 1996 (“HIPAA”) (Pub. L. 104–191, 110 Stat. 1936a);
 - 2.1.2.2. Health Information Technology for Economic and Clinical Health (“HITECH”) Act of 2009;
 - 2.1.3. Nonpublic Personal Information (herein referred to as Financial Information)

2.1.3.1. Gramm-Leach-Bliley Act ("GLBA") (15 U.S.C. §§ 6801(b) and 6805(b)(2));

214. Credit Card Data

2.1.4.1. Payment Card Industry Data Security Standard ("PCI DSS").

Contractor agrees to maintain a PCI DSS compliant environment if responsible for credit card data provided by, or collected on behalf of, the County including the provisions of **Appendix A** in this DPA.

3. Permitted Uses and Disclosures

31. Personal Information

31.1. Contractor shall use, disclose, and retain all Personal Information:

3.1.1.1. As specifically authorized in the Agreement and this DPA;

3.1.1.2. Solely for the purpose of performing the services described in Section 1(a) of the Agreement; and

3.1.1.3. In accordance with applicable laws, standards and regulations.

31.2. Contractor shall not sell, rent, transfer, distribute, or otherwise disclose or make available any Personal Information to any third party without prior written permission from the County, unless and to the extent required by law. Notwithstanding the foregoing, Subject to Section 12 ("Subcontractors") of the Agreement, Contractor may be authorized by the County to use third parties, as well as employees and contractors of Contractor's affiliates and subsidiaries, in performance of its obligations described in the Agreement. To the extent prior written authorization is provided by County, Contractor may disclose Personal Information to such third parties, provided that such third parties are subject to written data processing addenda that are consistent with, and at least as protective of Personal Information as, this DPA. Contractor understands that under no circumstance will it, or any third parties, process Personal Information outside of the United States.

31.3. Contractor shall:

3.1.3.1. Immediately notify the County of any subpoenas, warrants, or other legal orders, demands or requests received by Contractor seeking Personal Information provided by, or collected on behalf of, the County;

3.1.3.2. Consult with the County regarding its response to such requests described in Section 3.1.3.1 of this DPA;

3.1.3.3. Cooperate with the County's reasonable requests in connection with efforts by the County to intervene and quash or modify the legal order, demand or request; and

3.1.3.4. Upon the County's request, provide the County with a copy of its response.

32. Customer Data

32.1. Contractor shall treat all County Customer Data as strictly confidential and (i) shall not use such Customer Data for any purpose other than providing services to and for the benefit of the County as required under the Agreement, shall not (absent written consent from the County) disclose any County Customer Data to any person or entity other than an employee or contractor of the Contractor who is authorized by County in writing (provided that all such contractors are subject to written confidentiality obligations at least as protective of those set forth in this DPA) that has a need to know such Customer Data to perform its obligations under the Agreement, shall not combine County Customer Data with information received from third party sources, unless such processing is required to perform the services under this agreement, (iv) take all appropriate and commercially reasonable steps to protect such Customer Data, and (v) immediately notify the County in writing in the event of any actual unauthorized access, disclosure or use of County Customer Data. County will have access, under Contractor NDA, to view Contractor's Trust Site. As per Exhibit E, the Trust Site allows County to access and review certain event data related to Subscription Services. Contractor shall endeavor to ensure that County has continuous access to the Contractor Trust Site and any information contained therein for the duration of this Agreement and, in the event that County reasonably believes that information made available through the Trust Site may require the County to take additional steps under applicable law, Contractor shall reasonably cooperate with County to ensure County is able to meet such obligations.

(ii)

32.2. The obligations for protection, non-use and non-disclosure of County Customer Data hereunder must last during the term of the Agreement and for so long thereafter as the applicable County Customer Data is not subject to disclosure under statutory public records laws.

32.3. Contractor understands and agrees that Customer Data received from the County must be treated as County Confidential Information subject to the protection of this Section 3.2, regardless of whether or not similar or equivalent information may be obtainable from other sources. The County understands and agrees that information and material properly independently developed or legally obtained from third party sources, in each case without use of or reference to County Customer Data, shall not be considered County Confidential Information pursuant to this Section 3.2.

33. All Personal Information shall be deemed and treated as County Confidential Information and shall be protected, processed, stored and otherwise handled (i) as County Confidential Information, (ii) as required by applicable laws, and (iii) subject to a separate Business Associate Agreement between the County and Contractor.
34. If the County receives a subpoena, warrant, public records request pursuant to Chapter 119, F.S., or other legal order, demand or request seeking Customer Data provided by, or on behalf of, the County and maintained by Contractor, the County will notify Contractor of such request. Upon such notice, Contractor shall promptly supply the County with copies of Customer Data required for the County to respond. Contractor shall further cooperate with the County's reasonable requests in connection with its response. Should the County receive any subpoena, warrant, or other legal order, demand or request seeking Contractor Confidential Information, the County shall promptly notify Contractor of such request and shall cooperate with Contractor's reasonable requests in connection with its response provided, however, that at all times the County shall comply with all applicable laws and orders in its sole discretion.
35. Under no circumstances will Contractor disclose or use any County Personal Information, including Protected Health Information, Financial Information, and Credit Card Data, or other Confidential Information for any purposes whatsoever other than (i) to provide services to the County subject to the Agreement, or (ii) as otherwise required by law after providing all reasonable notice to the County, both during and after the term of the Agreement.

4. Data Security Obligations.

- 4.1. Contractor shall, subject to the Agreement:
 - 4.1.1. Implement a comprehensive information security program which includes generally accepted best practices for industry cybersecurity, as defined in F. S. § 282.3185, and reasonable technical and administrative safeguards to protect the confidentiality, integrity, and accessibility of Customer Data that are no less rigorous than commercial best practices for information security;
 - 4.1.2. Keep all Customer Data contained in any format (e.g., paper, computer system, and removable media) in a secure facility where access of unauthorized personnel is restricted;
 - 4.1.3. Ensure that all Customer Data received from, or collected on behalf of, the County remains in the continental United States at all times;
 - 4.1.4. Ensure Customer Data transmission between Contractor's hosted environment and Customer's environment shall be encrypted.
 - 4.1.5. Guarantee that all Customer Data that Contractor hosts will be located within the United States at all times.
 - 4.1.6.
 - 4.1.7. Install up-to-date firewall protection and operating system patches for files containing Customer Data on a system that is connected to any network;
 - 4.1.8. Install up-to-date versions of system security agent software which includes malware protection and reasonably up-to-date patches and virus definitions, or a version of such software that can still be supported with up-to-date patches and virus definitions, and is set to receive the most current security updates on a regular basis, on systems vulnerable to malware and containing or channeling access to systems containing Customer Data;
 - 4.1.9. Implement secure Subscription Services user authentication protocols including:
 - 4.1.9.1. Control of user IDs and other identifiers;
 - 4.1.9.2. A reasonably secure method of assigning and selecting passwords, or use of unique identifier technologies, such as token devices;
 - 4.1.9.3. Control of Customer Data security passwords to ensure that such passwords are kept in a location and/or format that does not compromise the security of the Customer Data they protect;
 - 4.1.9.4. Restricting access to active users and active user accounts only; and
 - 4.1.9.5. Blocking access to user identification after multiple unsuccessful attempts to gain access or exceeding the limitation placed on access for the particular system;
 - 4.1.10. Implement secure access control measures that:
 - 4.1.10.1. Restrict access to records and files containing Customer Data to those who need such information to perform their job's duties; and
 - 4.1.10.2. Assign unique identifications plus passwords, which are not Contractor supplied default passwords, to each person with computer access that are reasonably designed to maintain the integrity of the security of the access controls;
 - 4.1.11. Use strong encryption in the following situations:
 - 4.1.11.1. When Customer Data is transmitted over a public network;
 - 4.1.11.2. When Customer Data is stored in non-removable media prior to, or after, processing; and

- 4.1.11.3. When Customer Data is stored on removable media and that media is in transit between physical locations;
- 4.1.12. Provide ongoing employee training with respect to its information security program, the proper use of the computer security system, and the importance of Customer Data security;
- 4.1.13. Ensure that any employee or contractor of the Contractor who has access to Customer Data resides, and accesses such Customer Data while, in the continental United States;
- 4.1.14. Designate responsibility for maintaining Contractor's comprehensive information security program;
- 4.1.15. Oversee its third-party service providers by taking reasonable steps to select and retain third-party service providers that are capable of maintaining security measures to protect Customer Data consistent with the Agreement, including the Scope of Services, this DPA, and applicable laws;
- 4.1.16. Review the scope of its comprehensive security program at least once a year for the term of the Agreement; and
- 4.1.17. Document responsive actions taken in connection with any Incident involving a Security or Privacy Breach or Cybersecurity Incident, and mandatory post-incident reviews of events and actions taken, if any, in order to make changes in business practices relating to the protection of Customer Data, and promptly provide such documentation to County.
- 4.1.18. Maintain plans for business continuity, disaster recovery, and backup capabilities and facilities designed to ensure the Contractor's continued performance of its obligations under the Agreement, including, without limitation, loss of production, loss of systems, loss of equipment, failure of carriers and the failure of the Contractor's or its supplier's equipment, computer systems or business systems ("Business Continuity Plan"). Such Business Continuity Plan shall include, but shall not be limited to, testing, accountability, and corrective actions designed to be promptly implemented, if necessary. Contractor represents that, as of the date of this DPA, such Business Continuity Plan is active and functioning normally in all material respects. Contractor shall perform a comprehensive test of its Business Continuity Plan no less than once per calendar year. Contractor further represents that, all parties that are storing or processing unencrypted Customer Data, as part of the Business Continuity Plan or otherwise, must agree to and abide by this DPA. Contractor shall provide an outline of its Business Continuity Plan, and a summary of the results of its two most recent Business Continuity tests to the County upon request, at no charge.

5. Additional Rights and Obligations

51. Notwithstanding anything to the contrary, the Parties acknowledge and agree that StateRAMP P-ATO, SSAE18 SOC2 TYPE II, HIPAA HITECH, PCI-DSS v3.2.1 SAQ-D Service Provider, and CCPA audit reports and attestations of compliance (as only audited and attested to by qualified third parties) allow Contractor to fully adhere to all security requirements and audits under the Agreement, and Contractor agrees to make summaries of such audit reports and attestations of compliance available to County under Contractor NDA upon request.
52. Reserved.
53. To the extent such report or assessment in Section 5.1 determines that Contractor's processes, systems, networks or operations have a material deviation from the applicable standard or best practices, (i) Contractor shall promptly provide all reasonably requested information relating to the deviation that may be requested by the County, (ii) Contractor shall promptly provide a reasonably detailed remediation plan to the County and provide regular updates on the completion of such plan, and (iii) the County shall have the right to suspend or terminate Contractor's processing of Customer Data without charge or penalty until such deviation has been corrected to the applicable standard, or to terminate the Agreement with no charge or penalty in the event such deviation is not timely corrected to the applicable standard.

6. Security or Privacy Breach

61. For purposes of this DPA, the term, "Breach of Security" or "Breach" has the meaning given to it under the applicable Florida Statute (F.S. 501.171(1)(a)), applicable state or federal rule/regulation, or contractual obligation. The term "Cybersecurity Incident" has the meaning given to it under the applicable Florida Statute (F.S. 282.3185(5)). Upon becoming aware of such a Breach of Security or Breach or Cybersecurity Incident, Contractor shall notify the County in the most expedient time possible and without unreasonable delay or as stipulated below for GLBA or PCI DSS, reasonably assist County in investigating the Breach of Security or Breach or Cybersecurity Incident, and cooperate reasonably with the County's investigation. Except as otherwise required by law, Contractor will not provide notice of the Breach of Security or Breach or Cybersecurity Incident directly to individuals who were affected, regulatory agencies, or other entities, without prior written permission from the County.
62. Upon becoming aware of a Cybersecurity Incident, Breach of Security or Breach, that resulted in unauthorized access to or disclosure or use of Customer Data, as solely caused by the negligence of Contractor and a defect in the Subscription Services, ("Incident"), Contractor shall notify the County in the most expedient time possible and

without unreasonable delay or as stipulated below for GLBA or PCI DSS, fully investigate the Incident, and cooperate reasonably with the County's investigation of and response to the Incident. Except as otherwise required by law, Contractor will not provide notice of the Incident directly to individuals who were affected, regulatory agencies, or other entities, without prior written permission from the County.

621. GLBA (15 U.S.C. §§ 6801(b) and 6805(b)(2)) (Financial Information) – Contractor must report any unauthorized access to or use of Customer Data without unreasonable delay; and
622. PCI DSS (Credit Card Data) – Contractor shall report Breach of Security or Breach affecting Customer Data both orally and in writing to the County. In no event shall the report be made more than two (2) days after Contractor knows unauthorized access or use has occurred.
63. The report provided under section 6.2 of this DPA shall identify (if available):
 631. The nature of the unauthorized access, use, or disclosure of Customer Data;
 632. The types of Customer Data accessed, used, or disclosed;
 633. The person(s) or entities who accessed, used, and disclosed and/or received Customer Data (if known);
 634. What Contractor has done or will do to mitigate any deleterious effect of the unauthorized access, use or disclosure of Customer Data;
 635. What corrective action Contractor has taken or will take to prevent future unauthorized access, use or disclosure of Customer Data;
 636. In case of an Incident, Contractor may provide such other information, including a written report, as requested by the County.
64. In the event of any Incident Breach of Security or Breach affecting Customer Data, the County shall have the right to suspend or terminate Contractor's processing of Customer Data without charge or penalty until such Incident has been corrected to the satisfaction of the County, or to terminate the Agreement with no charge or penalty in the event Contractor does not timely correct the cause of the Incident, reasonably cooperate with the County in any remediation effort, and take such other corrective actions as the County may reasonably require, all in a timely fashion, and all to the reasonable satisfaction of the County, according to any applicable standard.
65. Under no circumstances will Contractor make any public statement regarding any Breach of Security or Breach or Cybersecurity Incident without the prior written consent of the County.

7. Other Obligations of Contractor

71. Subject to the Agreement, Vendor shall defend, indemnify and hold the County, its subsidiaries and affiliates, and its current and former officers, directors, employees, contractors, agents and representatives harmless from and against any and all direct third-party liabilities, losses, damages and costs, including reasonable attorneys' fees (collectively, "Losses"), reasonably incurred by County for an Incident due to:
 - (1) Contractor's storage or processing of data,
 - (2) failure, whether by action or inaction, for Vendor to perform the Vendor's duties or obligations under this DPA,
 - (3) unauthorized access, use or disclosure of County Customer Data,so long as County provides: (a) Contractor notice of such claim as soon practical and in no event later than would reasonably permit Contractor to respond to such claim, (b) reasonable cooperation to Contractor in the defense and/or settlement of such claim and (c) Contractor the sole and exclusive control of the defense, litigation and settlement of such claim.
72. Upon termination or expiration of the Agreement, Contractor will promptly return in a manner compatible with the information technology systems of the County, as provided for by County in writing, the Customer Data in its possession that was provided by, or on behalf of, the County, unless otherwise required by applicable law.

8. Obligations of the County

- 8.1. The County is solely responsible for:
 - 8.1.1. Ensuring that any consents required by law and/or the County policies and procedures for the collection, access, use, maintenance, and/or disclosure of the Customer Data have been obtained from each individual and entity (including, without limitation, consumers, business Clients, and/or the County's employees and contractors) to whom the Customer Data relates, when it is the County that directly collects, accesses, uses, maintains, and/or discloses that Customer Data;
 - 8.1.2. Rendering any Customer Data on its systems unusable, unreadable, or indecipherable to unauthorized individuals in accordance with industry standards. The County acknowledges that it is the County's responsibility to encrypt all

Customer Data on the County's systems and media components prior to providing such Customer Data to Contractor for any reason;

- 8.13. Establishing the applicable information security safeguards and associated policies for protecting Customer Data in its facilities; and
- 8.14. Promptly informing the Contractor of any policies that it implements with respect to the processing and protection of Customer Data with express instructions as to how these policies may be implemented by the Contractor.

9. Miscellaneous

- 9.1. Any ambiguity in the terms of this DPA will be resolved to permit Contractor or the County to comply with applicable laws.
- 9.2. To the extent there are any inconsistencies between the terms of this DPA and the terms of the Agreement, this DPA will prevail.

Exhibit F-2: Payment Card Industry Safeguard Standards

1. If Contractor is storing, processing, or transmitting cardholder data, or is accepting sensitive authentication data, as defined by the PCI DSS, Contractor agrees to maintain compliance with the current effective version of the PCI DSS throughout the term of the Agreement with the County. Upon request by the County, Contractor will provide County a current PCI DSS Attestation of Compliance.
2. If Contractor is utilizing a Payment Card Industry Security Standards Council ("PCI SSC") approved Point-to-Point Encryption ("P2PE") solution to accept or process credit card payments, Contractor is responsible for the solution's proper implementation and operation in compliance with all applicable PCI DSS, P2PE, and PCI SSC requirements. Contractor responsibilities include ensuring that the P2PE solution maintains its PCI SSC approval status throughout the term of its Agreement with the County. Upon request by the County, Contractor will provide County a current P2PE Instruction Manual, and P2PE Report on Validation (ROV) for the Solution, Application and Components being utilized.
3. If Contractor is utilizing a County-approved third-party vendor P2PE or End-to-End Encryption ("E2EE") solution to accept or process credit card payments, Contractor is responsible for the solution's proper implementation and operation in compliance with all applicable PCI DSS, PCI SSC and third-party vendor solution requirements throughout the term of the Agreement with the County. Contractor also is responsible for providing a responsibility matrix identifying the PCI DSS controls that the County is responsible for meeting, if any, and the controls that will be met by Contractor as required by the current version of the PCI DSS. Upon request by the County, Contractor will provide County the results of any PCI DSS assessments used to support or develop the responsibility matrix relevant to the third-party P2PE or E2EE solution.
4. If Contractor is utilizing a payment application that is Payment Application Data Security Standard ("PA-DSS") validated, Contractor is responsible for maintaining its PA-DSS compliance status throughout the term of the Agreement with the County. Upon request by the County, Contractor will provide County a current PA-DSS Report on Validation certifying the PA-DSS compliance status of the payment application.

Contract Pricing: See Exhibit A: Accela Investment Summary

Exhibit G: Accela Statement of Work

PAGE INTENTIONALLY LEFT BLANK

Statement of Work

SEMINOLE COUNTY, FLORIDA

**Software Agreement for Permitting,
Code Enforcement, And Contractor
Licensing Solution and Implementation
Services**

7/23/2024

Version 1.7

Accela, Inc.
9110 Alcosta Blvd
H3030
San Ramon, CA 94583
Tel: 925-659-3200

TABLE OF CONTENTS

DOCUMENT CONTROL	4
INTRODUCTION	7
EXECUTIVE SUMMARY	7
SOLUTION OVERVIEW.....	8
PROJECT METHODOLOGY	12
GOVERNING PRINCIPLES	14
ADMINISTRATION	15
PROJECT TIMELINE	15
PROJECTS PUT ON HOLD AND AGENCY DELAYS	18
PAYMENT TERMS	18
EXPENSES.....	29
CONTRACT SUM.....	30
CHANGE ORDERS	30
EXPIRATION.....	31
DISCLAIMERS.....	31
ASSUMPTIONS	31
GENERAL SCOPE ASSUMPTIONS	31
PROJECT RESOURCING ASSUMPTIONS.....	32
ACCELA TECHNICAL ASSUMPTIONS	34
APPENDIX A: SOLUTION INVENTORY	35
APPENDIX B: TAILORING FRAMEWORK.....	40
RECORD GROUPINGS.....	40
TAILORING COMPONENTS.....	40
CITIZEN ACCESS CONFIGURATION	42
STANDARD REPORT BRANDING	43
ACCELA DOCUMENT SERVICES.....	44
ACCELA MOBILE CONFIGURATION	44
ACCELA GIS CONFIGURATION.....	44
USER ACCEPTANCE TESTING (UAT).....	44
POST GO-LIVE SUPPORT	45
TRAINING COURSES	45
APPENDIX C: CUSTOMIZATION.....	49

AUTOMATION.....	49
CUSTOM REPORTS.....	49
INTEGRATIONS.....	50
DATA CONVERSION.....	52
<u>APPENDIX D: ACCELA METHODOLOGY</u>	<u>53</u>
DEFINE.....	54
REFINE.....	58
DEVELOP.....	65
DEPLOY	73
<u>APPENDIX E: PROJECT RESOURCES</u>	<u>84</u>
AGENCY RESOURCES	84
ACCELA RESOURCES.....	86
<u>APPENDIX F: DEFECT DEFINITIONS</u>	<u>88</u>
ISSUE TYPES	88
DEFINITION OF DEFECT SEVERITIES	89

DOCUMENT CONTROL

Date	Author	Version	Change Reference
5/6/2024	E Strang	1.0	SOW Creation
5/10/2024	E Strang	1.1	<p>Updated the SOW with the following:</p> <ol style="list-style-type: none"> 1. Inserted the Contract Extension language in the “Projects Put On Hold and Delays section. 2. Inserted alternative Control of Sub-Contractor, Project Team and Project Manager Designation in the Project Resourcing Assumptions 3. Inserted the Project Schedule and Acceptance language in Appendix D, Project Schedule Deliverable 4. Inserted the Programming Services language in the General Scope Assumptions section 5. Inserted the Written Deliverable language into the Payment Table Section 6. Inserted the “Conditional Acceptance” language into the User Acceptance Deliverable 7. Inserted the “Final Acceptance” language into the Post Go Live Support and Transition to Accela Support Deliverable 8. Inserted the Professional Services Commitment language under the Project Resourcing Assumptions 9. Inserted the Ineffective Training under the General Scope Assumptions section 10. Inserted the Change Order language under the Change Orders section. 11. Inserted the Video and Audio Recording language in the General Project Scope Assumption 12. Updated the Solution Overview, Civic Applications to reflect the language in the RFP
5/30/2024	E. Strang	1.2	<p>Updates to the SOW:</p> <ol style="list-style-type: none"> 1. Incorporate ePermitHub Digital Plan Room deliverables into the SOW <ol style="list-style-type: none"> a. Payment Table Deliverables b. Assumptions c. Added one deliverable for Provisioning Digital Plan Room 2. Appendix G – Deliverable RACI 3. Appendix H – County Fee Schedules
6/3/2024	E Strang	1.3	<p>Updated the SOW with the following:</p> <ol style="list-style-type: none"> 1. Incorporated the Digital Plan Room deliverables for Analysis and Configuration, into Appendix D

			<ol style="list-style-type: none"> 2. Incorporated Digital Plan Room data conversion into Appendix C and Appendix D 3. Incorporated Digital Plan Room Training deliverables into Appendix B and Appendix D 4. Add the Velosimo assumption in General Scope Assumptions section. 5. Inserted representative deliverable acceptance language into the Payment Table. Note, not all deliverables have been updated but will complete once we review the draft between the County and Accela
6/12/2024	E Strang	1.4	<p>Updates to the SOW:</p> <ol style="list-style-type: none"> 1. Merged the legal changes with the 1.3 version of the SOW <ol style="list-style-type: none"> a. Introduction b. Executive Summary 2. Completed the Acceptance Criteria in the payment table 3. Updated the RACI matrix in Appendix G 4. Updated Appendix A – Solution Inventory 5. Inserted Appendix I for process maps 6. Updated payment table dollar amounts 7. Added Prerequisite and Outputs for key deliverables
6/21/2024	E Strang	1.5	<p>Updates to the SOW:</p> <ol style="list-style-type: none"> 1. Added the following permit types to Appendix A: <ol style="list-style-type: none"> a. Fence/Wall Residential b. Hurricane/Res ReRoof 2. Added PowerBI connection setup to Solution overview and Appendix C Integrations 3. Updated Appendix C – Data Conversion with the table from the Pricing Matrix to reflect the different areas that will be included in the data conversion process. 4. Updated the Solution Overview to include the table from the Attachment B Section 1.8 from the RFP
7/2/2024	E Strang	1.6	<p>Updates to the SOW</p> <ol style="list-style-type: none"> 1. Rejected the deletion of the payment amounts in the SOW 2. Updated the payments to include expenses in the deliverables 3. Numbered each deliverable 4. Updated the Expenses language 5. Updated Automation Inventory language 6. Added Appendix J for sample DED and DAD

			7. Included the list of standard reports in Appendix B – Standard Report Branding
7/22/2024	E Strang	1.7	Edit to the opening paragraph on Appendix C, Section – Custom Reports to accurately reflect the edits proposed by the County. The inserted paragraph at the bottom of the section was removed since it was just modifications to the first paragraph.

INTRODUCTION

This Statement of Work (“SOW”) dated as of the last date of signature below sets forth the scope and definition of the project-based professional services (collectively, the “Professional Services”) to be provided by Accela, Inc. (“Accela” or “Vendor”) and Seminole County, FL (“Agency” or “Customer” or County).

This Accela Statement of Work (SOW) is (1) issued pursuant to and governed by the terms and conditions of the **Accela Software Agreement – Software Agreement for Permitting, Code Enforcement, and Contractor Licensing Solution and Implementation Services (RFP-604632-23/GCM) – Master Agreement Terms and Conditions, as executed by and between the parties (“Agreement”)** and (2) [referenced in the Agreement as Exhibit G: Accela Statement of Work.](#)

Customer has selected Velosimo Inc. located at 1111 Broadway, Suite 300, Oakland, CA, 94607 (“Velosimo”) to provide certain products and/or services, as set forth in this SOW. Use of Velosimo products is subject to the applicable terms and conditions provided in the Accela Software Agreement Exhibit H: Velosimo Master Subscription Agreement and, notwithstanding anything to the contrary, Customer acknowledges and agrees (1) with such terms and conditions as solely between Customer and Velosimo and (2) that Accela is not liable or responsible for any products and/or services provided by Velosimo.

Customer has selected PermitRocket Software LLC - dba, ePermitHub located at 11767 S Dixie Hwy., Ste 295, Miami, FL 33156 (“ePermitHub”) to provide certain products and/or services, as set forth in this SOW. Use of ePermitHub products is subject to the applicable terms and conditions provided in the Agreement, Exhibit I: ePermitHub Subscription Software & Services Agreement and, notwithstanding anything to the contrary, Customer acknowledges and agrees (1) with such terms and conditions as solely between Customer and ePermitHub and (2) that Accela is not liable or responsible for any products and/or services provided by ePermitHub. The necessary access URL and credentials will be provided to allow the Customer and its Authorized Users access to the subscription service.

In the event of a conflict between the SOW and the Agreement, the terms of the SOW shall prevail as to pricing, delivery dates, and description of the applicable Professional Services but will not prevail over, modify, or terminate any surviving provision of the Agreement. This SOW is effective as of the date that the SOW was last signed by the Customer and Accela (“SOW Effective Date”).

Any reference to “acceptance”, “Acceptance” or a like term refers only to the Professional Services under this SOW, not the Subscription Services.

Notwithstanding anything to the contrary, Accela is not assigning or licensing any intellectual property to Customer under this SOW.

EXECUTIVE SUMMARY

This document captures the configurations Customer will receive and provides visibility into how Accela will perform the implementation/migration/configuration of Customer’s solution according to the below terms based upon the County’s RFP, RFP-604632-23/GCM and Accela’s proposal response to the RFP. Notwithstanding anything to the contrary, the parties acknowledge and agree that if any terms in RFP 604632-23/GCM conflict with or are in addition to the terms in this SOW, those terms in the RFP 604632-

23/GCM that conflict with or are in addition to the terms in this SOW are for informational purposes only and of no legal effect.

ACCELA ORGANIZATIONAL RESOURCE PROFILE

Accela is quite comfortable working with the largest of customers such as New York City, NY, and Los Angeles, CA, or with small agencies such as Key Biscayne and Bradenton, FL. Our sweet spot is working with medium to large-sized government agencies in the 150,000 - 1,500,000 population range.

No matter the size of the agency, a large percentage of the types of records tracked along with their respective workflows are quite similar. Another way to say it is that the challenges are the same, just scaled differently, which Accela is excellent at handling. Accela has even been used for a brand-new all-solar city in southwest Florida that only had ~1,000 Residents when they contracted with Accela. As such, we can demonstrate that we are comfortable working with any sized agency and can solve most budget scenarios. In your case, the number of users presented in the RFP along with the stated budget and complexity of the project, Seminole County is an ideal candidate for Accela Products and Services.

Accela has over 50 employees dedicated to research and development with an annual investment of millions of dollars is proof of our commitment to staying current with market-leading technologies. Our future roadmap continues to focus on innovations and capabilities to increase data utilization and visualization, go further with citizen engagement, and ensure field workers have all the tools needed to efficiently do their work. We also are planning on more functionality within our Civic Applications, with more pre-built, and domain-specific permit and license types, reports, workflows, forms, checklists, notifications, and other elements to shorten implementation time and effort.

SOLUTION OVERVIEW

Accela's solutions are web-based and web-accessed. County users will only need a supported browser to access the solution. Your solution includes the following SaaS products:

- Civic Applications
 - Building and Planning
 - Custom
- Accela Citizen Access (ACA) Public Portal
- Accela Mobile
- Accela GIS
- Accela Enhanced Reporting Database
- Construct API
- ePermitHub – Digital Plan Room

Accela's proposes the Accela Civic Platform that has been in production since it was introduced in 1999.

Accela has partnered with Microsoft to utilize the Azure infrastructure for our SaaS deployment. We have optimized our software, both the platform and Civic Applications for this environment. Accela's clusters in Azure ensure our customers get the performance, reliability, and scalability they need, for large and small implementations and highest peak loads.

Accela has a strategic partnership with Velosimo. Velosimo is a cloud-based integration platform as a

service (iPaaS) solution specific to government connecting systems quickly and seamlessly. Velosimo, Inc. is revolutionizing the approach to government software integration with the Velosimo Connect integration platform. Velosimo Connect is a complete integration Platform as a Service (iPaaS) solution designed specifically for the software endpoints in government software. With the Velosimo integration platform, typical integration challenges are solvable and sustainable. Velosimo specializes in providing integration between Accela and many other government software systems by maintaining the ongoing application programming interface (API) connectivity between them.

Accela has a strategic partnership with ePermitHub an electronic plan review tool that allows Seminole County to comply with Statutes surrounding digital signature verification. The tool is used by multiple agencies throughout the state of Florida along with Accela.

The table below represents high-level functions of the solution the County has requested with the identified Accela Solution. The scope of the implementation is defined in Appendices A, B, C, and D.

Scope Areas	Functions	Accela Module/Solution
<ul style="list-style-type: none"> Planning Development Review: 	<ul style="list-style-type: none"> Preliminary review/zoning entitlement Electronic plan review (all disciplines) Land division/plat/condo plan review Design review/special use approval administrative reviews Planning commission review Other commissions (Historic District, DDA, Business District) Tree/landscaping reviews 	<ul style="list-style-type: none"> Accela Civic Applications – Building and Planning ePermitHub
<ul style="list-style-type: none"> Planning Development Appeals: 	<ul style="list-style-type: none"> Zoning Board of Appeals 	<ul style="list-style-type: none"> Accela Civic Applications – Building and Planning
<ul style="list-style-type: none"> Building Construction Permitting: 	<ul style="list-style-type: none"> Contractor Licensing/Verification Application intake Electronic plan review (all disciplines) Inspections (all disciplines) Project cost invoicing & performance guarantees (escrows, bonds) Final approval (Certificates of Completion/ Certificate of Occupancy/Temporary Certificate of Occupancy) Unpermitted construction enforcement 	<ul style="list-style-type: none"> Accela Civic Applications – Building and Planning Accela Mobile
<ul style="list-style-type: none"> Environmental Review: 	<ul style="list-style-type: none"> Wetlands/natural features/forestry 	<ul style="list-style-type: none"> Accela Civic Applications –

Scope Areas	Functions	Accela Module/Solution
<ul style="list-style-type: none"> Engineering Site Permitting: 	<ul style="list-style-type: none"> Impact fees/fee estimation Stormwater/site erosion control Right-of-way impact review Traffic impact/parking review Private utility design review (connections) Utility connections review Public acceptance of privately funded utilities Electronic plan review (all disciplines) Inspections 	Building and Planning <ul style="list-style-type: none"> Accela Civic Applications – Building and Planning
<ul style="list-style-type: none"> Right-of-Way Management: 	<ul style="list-style-type: none"> Permit fees and permit issuance for Right-of-Way access 	<ul style="list-style-type: none"> Accela Civic Applications – Building and Planning
<ul style="list-style-type: none"> Public Safety/Health Safety: 	<ul style="list-style-type: none"> Special event permitting (noise ordinance permits, outdoor merchandise sales, temporary package stores, daily gatherings/events) New business occupancy inspections (fire, health code) (note: permit inspections are separate from occupancy/cyclical inspections) Cyclical occupancy inspections (fire, health code) 	<ul style="list-style-type: none"> Accela Civic Applications – Building and Planning
<ul style="list-style-type: none"> Property Code (Planning) Enforcement: 	<ul style="list-style-type: none"> Nuisance abatement (initiation, violation, and compliance achieved) Court/administrative enforcement hearing process Enforcement for orders of enforcement Abatement performed, liens/assessments for cost/fine recovery 	<ul style="list-style-type: none"> Accela Civic Applications – Building and Planning
<ul style="list-style-type: none"> FEMA Community Rating System: 	<ul style="list-style-type: none"> Structure flood zone determination (SFHA) Structure flood exception (LOMA, LOMR) Community Rating System (CRS) documentation/reporting for required reporting cycles 	<ul style="list-style-type: none"> Accela Civic Applications – Building and Planning

Scope Areas	Functions	Accela Module/Solution
<ul style="list-style-type: none"> Data Analytics & Reporting 	<ul style="list-style-type: none"> Self-service reporting 	<ul style="list-style-type: none"> Accela Searches Accela Ad Hoc Report Writer Accela Insights Accela Enhanced Reporting Database
<ul style="list-style-type: none"> Online Applicant Portal 	<ul style="list-style-type: none"> Applicant self-service for permit application Contractor registration Permit status inquiry Permit activity performance dashboard Inspection requests Fee payment processing 	<ul style="list-style-type: none"> Accela Civic Access (ACA) Public Portal

Integrations are implemented by leveraging Accela’s Construct API and standard adapters. This implementation includes the following integrations:

- Esri ArcGIS Enterprise
- Hyland OnBase
- Navline (UB)
- JD Edwards
- Florida DBPR
- Converge Payment Gateway (Elavon)
- Microsoft Office Suite
- Muni Code
- ImageTrend Elite
 - Fire Occupancy
 - Fire Inspection
- Legistar
- ePermitHub
- PowerBI

PROJECT METHODOLOGY

Accela’s Professional Services team will apply Accela’s standard methodology throughout the life of the Agency’s implementation. This is a proven methodology that ensures quality results and positions the Agency for success.

Accela and Agency will prepare a joint project plan and Accela will provide a project manager and key resources to complete implementation tasks alongside the Agency team. This service is delivered over 1 release with each release being broken down into four stages (Define, Refine, Develop and Deploy) resulting in the Agency’s production use of the solution.

The methodology is based on existing or pre-configured solutions – the existing configuration will be used as the starting point for the tailoring process. It is important for the Agency to adopt Accela’s best practices, have their staff become familiar with how the system will work for their business processes, and to understand that over time the solution can evolve as the Agency implements standard practices or business changes.

A high-level overview of the methodology, associated activities and artifacts is defined in the table below. Details on the methodology is provided in Appendix D, which will serve as the basis for the parties’ joint project plan and schedule. Deviations from the methodology, or agreed schedule, are handled via the change control and governance processes defined in the Project Management Plan.

Stage Title	Stage Overview	Activities and Artifacts
Stage 1: Define	The Define stage sets the framework for how the project will be managed throughout the project life cycle.	<ul style="list-style-type: none"> • Project Schedule • Project Management Plan • Project Kickoff • Solution Provisioning
Stage 2: Refine	The Refine stage begins the knowledge transfer of the Agency’s Accela Civic Platform solution and promotes adoption of the new system. This stage completes the Agency-specific tailoring of the configuration.	<ul style="list-style-type: none"> • Core Team Training • Tailoring Sessions • Review and Verification testing • Conference Room Checkpoints • Integration Designs • Data Conversion Kickoff
Stage 3: Develop	The Develop stage builds upon the tailored solution from the Refine Stage adding automation, custom reports, integrations, and running the data conversion efforts. The result of this stage is a fully built solution ready for deployment.	<ul style="list-style-type: none"> • Business Automation Configuration • Custom Report development • Integration development • Data Conversion mock runs • Review and Verification testing • Conference Room Checkpoints
Stage 4: Deploy	After all development work has been completed, the system is ready for User Acceptance Testing (UAT) and End User Training. The final data conversion and cutover activities support Go-Live.	<ul style="list-style-type: none"> • Training Plan • Test Plan and Test Cases • User Acceptance Testing • End User Training

Stage Title	Stage Overview	Activities and Artifacts
		<ul style="list-style-type: none">• Final extract for production• Final conversion load into Production• Go Live Support and Transition to Accela Customer Support

GOVERNING PRINCIPLES

For Accela and the Agency to successfully perform the onboarding described herein, there are several critical success factors that must be closely monitored and managed by the Accela and Agency stakeholders. These factors are critical in setting expectations between the Agency and Accela, identifying and monitoring risks, and promoting strong communication:

- **Clear Business Objectives** – The Customer has clearly documented their business objectives before the commencement of onboarding and shared those objectives with Accela.
- **Accept Civic Application Solution(s)** – The Customer acknowledges that a standard Civic Application package solution will provide end-to-end processing of an application or permit solution and may require some modifications to how the Customer conducts business today. Customer staff supporting the tailoring sessions should have an open mind to accept these standard solutions based on Accela’s many years of applying best practices to the implementation process. These solutions will allow for online processing, attaching documents, processing the application via a workflow, sending notifications based on workflow status, accepting payment, allowing to capture standard comments, and if required trigger inspections. The solutions will allow the Customer to process their applications and/or permits.
- **Agency-specific Tailoring Inputs Identified and Documented** – The Customer has documented and has a clear understanding of their processes to enable the Accela team to perform solution tailoring. For example, the Customer must have a clear understanding on how fees are calculated to support the solution. If there is an expectation that the Customer’s business processes expand the scope of the solution, Accela will raise this risk to the Customer prior to proceeding.
- **Dedicated Agency Participation** – Agency acknowledges and agrees, throughout the duration of the Professional Services, to have (i) its staff and/or agents Agency personnel actively involved in the Project, and (ii) its software, hardware and other technology performing (or available for performance), each as specified in the agreed upon Project Plan (such Agency personnel and technology, collectively the Agency resources). Accela will communicate insufficient participation of Agency resources through Project Status Reports and will indicate actual and potential impacts to the Project Timeline. Accela will work the Agency’s Executive Sponsors and department leaders to determine appropriate team member involvement. This could range from full-time, during early analysis meetings, to part-time during the technical development phase. Please see [Appendix E](#) for a full description of Agency resources.
- **Executive Sponsorship, Governance, and Change Control** – The initiative is supported by executive sponsors within the Agency who will drive the Agency staff participants towards overarching goals and standardization/adoption of the Civic Application Solution. The executives will remove roadblocks, quickly make decisions, support risk mitigation, and resolve escalated issues. Effective governance during the onboarding period and a tight change control processes for the subscribed solution requires alignment across Agency stakeholders. Throughout the project, the teams will encounter issues and decisions that require engagement of the joint Agency/Accela governance team. Invariably, changes to the identified solution will arise and the governance process must resolve these issues with urgency in order to avoid impacts to the schedule and scope.
- **Accela Standard Implementation Methodology** – Agency acknowledges that it is willing to adhere to and will adopt Accela’s implementation methodology. Please see [Appendix D](#) for a full description of the Accela implementation methodology.
- **Knowledge Transfer** – Agency personnel must participate in all the implementation stages and activities for Accela to transfer knowledge to the Agency. Once Post-Production transition tasks

are completed by Accela, Agency personnel will assume all day-to-day business operation of the solution.

ADMINISTRATION

PROJECT PLANNING TIMELINE

The project is estimated to take **18 months**. The projected start date for the Project is forty-five (45) calendar days after mutual acceptance and signature of this SOW. A detailed schedule will be developed during the Define stage in collaboration with Accela and Agency Project Manager.

Notwithstanding anything to the contrary, upon completion of the work defined in this SOW, this SOW will expire.

The table below shows an estimated high-level timeline.

Month 1	Define Stage
Months 2 – 11	Refine Stage
Months 3 – 13	Develop Stage
Months 14 – 18	Deploy Stage
Month 19	Post-Production Stabilization

The project timeline is dependent on following the agreed upon Project Schedule, described further in [Appendix D: Accela Methodology](#). Throughout the project, several tasks will require Agency input, review and/or approval before moving to the next task. Unless otherwise specified in the Project Schedule, the timeline assumes that all Agency turn-around times are completed within five (5) business days.

Schedule

The Gantt chart below depicts the high-level schedule phases. The detailed schedule to be developed during the Planning phase of the project will utilize these names and durations. The Microsoft Project Schedule will utilize the Phases and Entry/Exit Criteria to define the predecessors. The Schedule Requirements section must also be adhered to.

1.1 Schedule Requirements (SR)

REQUIREMENT #	REQUIREMENT DESCRIPTION
OVERALL	
SR1	Vendor will provide MS Project Schedule details, including task names, dependencies, durations, work, and assignments. for all Deliverables within Vendor responsibility, regardless of whether resources are from the Client, Vendor, or other and must meet all of the following MS Project Schedule requirements:
SR2	Work to create and approve every Deliverable in the Deliverable List will be in the schedule.
SR3	Team leads from the Client and Vendor will be consulted on the tasks, dependencies, durations, work, and assignments within their area of responsibility.

SR4	Separate task lists will not be maintained outside of the MS Project Schedule. Not including tasks that will be managed in Jira.
SR5	All team members will work on project tasks assigned in the MS Project Schedule.
SR6	At all times the detailed MS Project Schedule will match the approved, published high level schedule in this SOW, adjusted by any approved Change Orders.
SR7	Once approved, the MS Project Schedule will be saved as a baseline. MS Project Level 1-3 target dates cannot change without Change Order.
SR8	A new baseline MS Project Schedule (with successive number) will be saved when any Change Order is approved that affects the MS Project Level 1-3 target dates.
TASKS	
SR9	Schedule will have, at a minimum, MS Project Level 1-3 tasks for the duration of the project, and level 4+ tasks for the current and next major (Level 1.0, 2.0, 3.0, 4.0, etc.). All development dates will be provided by individual item.
SR10	Task names will be meaningful on their own, so each can be understood without the context of the summary tasks.
SR11	Tasks will be at the level of what can be accomplished in 10 days. (10-day rule). For instance, if a deliverable span over several weeks or months, the deliverable will be broken into 10-day tasks with specific results or deliverables every 10 days. This will ensure progress in stages.
SR12	For example, every task to Write Functional Specification will be assigned one one-week task to include the duration for the task to be completed along with the planned level-of-effort that is necessary to complete the task.
SR13	When a task is split into multiple tasks over multiple weeks, the expectations for completion of each week will be clearly defined. For example: if the task to Write Functional Specification will take three weeks, it will be divided into three week-long tasks, with clear objectives for each week - not simply "Week 1", "Week 2", "Week 3".
SR14	The use of constraints (Start No Earlier Than, Start On, etc.) will be limited to only those tasks with true constraints. Constraints will not be used for leveling.
RESOURCE	
SR17	Resources regularly contributing to the project will be included in the MS Project Schedule, listed by last name, first name.
SR18	Generic resource names ("Developer") may be used for offsite resources and for occasional contributors only.
SR19	A resource will only be listed once.
SR20	Resource calendars will accurately reflect resource availability. The Client's full-time resources can be available for up to 35 hours per week. The County Project Manager will be responsible to load and level County resources in the project plan with guidance from Accela. Upon any schedule changes, the County and Accela Project Managers will work together to resource-level assigned resources.
SR21	Tasks assigned to more than one resource should be limited to group tasks (e.g., meetings).
SR22	Full time team members should be utilized at 85-115% on a weekly basis. Allocations outside that range must be leveled.
SR23	At all times, the work (effort) for a task must accurately reflect the work required to complete the task.
MAINTENANCE	
SR24	Late tasks will be rescheduled into the future and work re-leveled. All late tasks will require an explanation as to why the task was late and a plan explaining how the tasks will be completed in the new timeframe.
SR25	The scheduled work represented in the MS Project Schedule should represent all tasks with resources assigned and the work leveled.

SR26	MS Project Schedule tasks may be added or deleted as needed and work re-leveled.
------	--

Project Stages

Work Breakdown Structure (WBS)

Define	Refine	Develop	Deploy	Post Deploy Hypercare
Project Schedule				
Project Management Plan	Core Team Training	Automation and Reports Development (per Group)	User Acceptance Testing	Post Go Live Support Transition to Accela Customer Support
Solution Provisioning	Tailoring Sessions (per Group)			
Solution Startup Activities	Tailoring, Validation and CRC (per Group)	Interface Development	Training	
Project Kickoff Meeting	Report Specifications	Data Conversion mini-mock runs and mock runs	Cutover Support and Go Live	
Training Plan	Interface Specifications			
Testing Plan				

This section describes the Entry/Exit Criteria that will be used for each level 1/level 2 combination being utilized in the MS Project Schedule. All phases have specific Deliverables/Tasks outlined in the Recurring Deliverables and the Deliverable Attachments.

The Client has limited staffing to support this project however it will not impact the project. If the Vendor makes the decision to not follow the Entry and Exit criteria defined below it will be at the Vendor’s risk as the Client resources will not be available to provide input or Acceptance to the Vendor deliverable or work activity. In addition, if the Vendor makes the decision to not follow the defined sequence of work activities and deliverables it will be at the Vendor’s risk.

For example, if the Vendor makes the decision to develop items before the Client has approved the corresponding Specifications, that effort by the Vendor may require rework if the later approved Client Specification does not support the development work created by the Vendor.

Deliverables/Tasks will be delivered according to the MS Project Schedule which will follow schedule durations, sequences, predecessors and dependencies and the entry and exit criteria defined below in Appendix D: Accela Methodology.

PROJECTS PUT ON HOLD AND DELAYS

It is understood that sometimes Agency priorities are revised requiring the Agency to place the Accela implementation on hold. The Agency must send a formal written request to Accela to put the project on hold. Delays of two (2) weeks or more that have a tangible impact to Accela's resource plan are subject to Change Order.

If an Agency-based delay puts the project on hold for more than 90 calendar days, Accela reserves the right to terminate the SOW and negotiate new terms. If an Agency-based delay puts the project on hold past the termination period, Accela reserves the right to terminate the SOW on the day of termination. After that time, Accela can choose to cancel the rest of the SOW with advance written notification to County. Accela will provide at least 30 days written notice to County prior the termination date of the contract or prior to the expiration of the 90-day period, whichever is earlier. During this period, Agency will be provided an opportunity to propose options to accomplish remaining SOW deliverables for Accela's consideration.

If Accela anticipates missing a milestone date identified in the Project Schedule, then VENDOR must notify the Agency so that a mutually acceptable revised milestone date can be agreed to through a Change Order. Should Accela's action or inaction create delays, the County is not liable for Accela's additional costs to complete the services outlined in the SOW.

When a Project is put on hold, at minimum, Accela will need to draft a Change Order to keep some of the Accela project manager's time engaged to monitor progress and to resource the project once it comes off hold. When a project goes on hold, project resources will be re-deployed and Accela will need a forty-five (45) calendar day notice to re-staff the project. Accela cannot guarantee a Project Start Date until Accela resources are confirmed.

Should the Agency become non-responsive to Accela communications for a term of 30 calendar days regarding continuance of the project work, Accela can choose to cancel the remainder of the SOW.

PROFESSIONAL SERVICES DELIVERABLE TERMS AND SCHEDULE

Accela will perform the Professional Services on a Billing Milestone payment basis. Payments will be based on:

- i. the nature and scope of the Professional Services and associated Billing Milestones outlined,
- ii. the expected staffing requirements,
- iii. the Project Schedule,
- iv. Accela's and Customer's roles and responsibilities, and
 - a. The Owner of a Deliverable is the party that is primarily responsible for organizing, defining, and creating the Deliverable.
 - b. The Contributor is the party that will work under the direction of the Deliverable Owner to assist in the preparation of the Deliverable.
 - c. For Shared Deliverables, the parties will work under the guidance of their respective Project Managers to contribute all, or a portion of the Deliverable based on the Project Managers' direction.
 - d. Shared Deliverables will be accepted under the same process as other Deliverables.
- v. the other assumptions as set forth in this SOW.

The Fixed-Fee price is based on the information available at the time of signing and the assumptions, dependencies and constraints, and roles and responsibilities of the Parties, as stated in this SOW. Prior to the start of each project phase/stage Accela and County will meet to discuss Deliverable expectations and clarify in writing using a Deliverable Expectations Document (DED) any assumptions about Deliverable objectives, scope, format, Acceptance Criteria, and Acceptance Period. Once a Deliverable is completed, a Deliverables Acceptance Document (DAD) will be signed to verify and validate the deliverable and once all agreed upon Deliverables are completed. Each DED and DAD will be stored in a SharePoint site provided by Accela for any authorized member of the Agency's the Agency to access. After the DAD is approved, Accela will generate an invoice for the corresponding Deliverable payment. See the example DED and DAD in Appendix J: Sample Deliverable Expectations Document and Deliverable Acceptance Document.

For those deliverables denoted with an asterisk in the table below, please refer to these Deliverable-based Assumptions:

- VENDOR may submit interim drafts (stamped, noted, or otherwise clearly marked "Draft") of a written deliverable to the COUNTY for review. The COUNTY agrees to review and provide comments to VENDOR on each interim draft within five (5) business days after receiving it from VENDOR. The COUNTY will have the opportunity to review the written deliverable for an acceptance period of five (5) business days after delivery of the final version (stamped, noted or otherwise clearly marked "Final Draft") of the written deliverable (the "Acceptance Period"). The COUNTY agrees to notify VENDOR in writing by the end of the Acceptance Period either stating that the written deliverable is accepted in the form delivered by VENDOR or describing in reasonable detail any substantive deficiencies that must be corrected prior to acceptance of the written deliverable. If VENDOR does not receive any such deficiency notice from the COUNTY by the end of the Acceptance Period, the written deliverable will be deemed to be accepted and an approved document marked "Approved" and dated will be provided to the COUNTY. If the COUNTY delivers to VENDOR a timely notice of deficiencies and the items specified in the notice are deficiencies, VENDOR will promptly correct the described deficiencies and return to the COUNTY for Acceptance. The COUNTY will not unreasonably withhold, delay, or condition its approval of a final written deliverable. If there is an agreed upon exception between the County and Accela for a deliverable review duration different from the process described above, the team will document the new duration in the Deliverable Expectations Document.
- VENDOR is responsible for tracking status of each deliverable including but not limited to the date in which it was submitted to the COUNTY and date returned.

For those without asterisk, sign-off must be completed within five (5) business days of delivering the acceptance form. If there is an agreed upon exception between the County and Accela for a deliverable review duration different from the process described above, the team will document the new duration in the Deliverable Expectations Document.

The following lists each deliverable associated with a payment, and its criteria for acceptance. The details for each deliverable, including Accela and Agency responsibilities, can be found in [Appendix D](#) (Accela Methodology).

Stage Title	#	Deliverable	Acceptance Criteria	Deliverable Amount
Stage 1: Define	1.1	Project Startup	<ul style="list-style-type: none"> • Delivery of the Project Schedule reflecting Accela and Agency inputs* • Delivery of the Project Management Plan reflecting Agency and Accela inputs* • Delivery of a Project Kickoff slide deck and completed orientation presentations to Agency stakeholders. • Completion of the Project Kickoff Meeting, co-presented by Accela and the County.* 	\$60,314.80
	1.2	Accela Solution Provisioning	<ul style="list-style-type: none"> • Validate that the Accela Civic Platform is available including User Access and the Accela Civic Application record type inventory is available. This includes confirming the necessary access credentials, procedures, and instructions are provided for Agency staff. 	\$50,260.00
	1.3	Digital Plan Room Cloud Provisioning	<ul style="list-style-type: none"> • Validate that the Digital Plan Room is available including User Access. This includes confirming the necessary access credentials, procedures, and instructions are provided for Agency staff. 	\$4,766.44
Stage 2: Refine	2.1	Core Team Training	<ul style="list-style-type: none"> • Access and instructions are provided to the Agency to access the Accela Learning Management System (LMS). • Completion of the Core Team Training per the Training Plan, covering basic system navigation and tailoring components. 	\$50,260.00
	2.2	Tailoring Sessions For Group 1 & 2	<ul style="list-style-type: none"> • Tailoring Sessions have been conducted for the given record grouping(s). • Accela has recorded a task log representing the Tailoring Punch List – i.e., open items during the sessions that are mutually agreed upon between the County and Accela to be closed prior to the 	\$50,260.00

Stage Title	#	Deliverable	Acceptance Criteria	Deliverable Amount
			Conference Room Checkpoint (next deliverable in the process) for Groups 1 & 2.	
	2.3	Tailoring Sessions For Group 3 & 4	<ul style="list-style-type: none"> • Tailoring Sessions have been conducted for the given record grouping(s). • Accela has recorded a task log representing the Tailoring Punch List – i.e., open items during the sessions that are mutually agreed upon between the County and Accela to be closed prior to the Conference Room Checkpoint (next deliverable in the process) for Groups 3 & 4. 	\$50,260.00
	2.4	Tailoring Sessions For Group 5 & 6	<ul style="list-style-type: none"> • Tailoring Sessions have been conducted for the given record grouping(s). • Accela has recorded a task log representing the Tailoring Punch List – i.e., open items during the sessions that are mutually agreed upon between the County and Accela to be closed prior to the Conference Room Checkpoint (next deliverable in the process) for Groups 5 & 6. 	\$50,260.00
	2.5	Tailoring Sessions For Group 7 & 8	<ul style="list-style-type: none"> • Tailoring Sessions have been conducted for the given record grouping(s). • Accela has recorded a task log representing the Tailoring Punch List – i.e., open items during the sessions that are mutually agreed upon between the County and Accela to be closed prior to the Conference Room Checkpoint (next deliverable in the process) for Groups 7 & 8. 	\$50,260.00
	2.6	Tailoring Sessions For Group 9 & 10	<ul style="list-style-type: none"> • Tailoring Sessions have been conducted for the given record grouping(s). • Accela has recorded a task log representing the Tailoring Punch List 	\$50,260.00

Stage Title	#	Deliverable	Acceptance Criteria	Deliverable Amount
			<p>– i.e., open items during the sessions that are mutually agreed upon between the County and Accela to be closed prior to the Conference Room Checkpoint (next deliverable in the process) for Groups 9 & 10.</p>	
	2.7	Refine Stage Conference Room Checkpoints Group 1 & 2	<ul style="list-style-type: none"> For each Conference Room Checkpoint, County confirms Accela has resolved agreed upon items in the Tailoring Punch List for the related Groups 1 & 2 record types. The final configuration is documented in the Configuration Report produced from the Civic Platform for each record configured in the associated groupings. The configuration includes: Custom Fields, Custom Lists, Document Types, Record Statuses, Workflow Tasks/Statuses, Fees and Inspections. The County completes the Refine Conference Room Checkpoint, with Accela support. Any identified unresolved defect based on the related to the Groupings during the Conference Room Checkpoint, will be documented into a remediation plan and agreed upon by both the County and Accela. 	\$50,260.00
	2.8	Refine Stage Conference Room Checkpoints Group 3 & 4	<ul style="list-style-type: none"> For each Conference Room Checkpoint, County confirms Accela has resolved agreed upon items in the Tailoring Punch List for the related Groups 3 & 4 record types. The final configuration is documented in the Configuration Report produced from the Civic Platform for each record configured in the associated groupings. The configuration includes: Custom Fields, Custom Lists, Document Types, Record Statuses, Workflow 	\$50,260.00

Stage Title	#	Deliverable	Acceptance Criteria	Deliverable Amount
			<p>Tasks/Statuses, Fees and Inspections.</p> <ul style="list-style-type: none"> The County completes the Refine Conference Room Checkpoint, with Accela support. Any identified unresolved defect based on the related to the Groupings during the Conference Room Checkpoint, will be documented into a remediation plan and agreed upon by both the County and Accela. 	
	2.9	Refine Stage Conference Room Checkpoints Group 5 & 6	<ul style="list-style-type: none"> For each Conference Room Checkpoint, County confirms Accela has resolved agreed upon items in the Tailoring Punch List for the related Groups 5 & 6 record types. The final configuration is documented in the Configuration Report produced from the Civic Platform for each record configured in the associated groupings. The configuration includes: Custom Fields, Custom Lists, Document Types, Record Statuses, Workflow Tasks/Statuses, Fees and Inspections. The County completes the Refine Conference Room Checkpoint, with Accela support. Any identified unresolved defect based on the related to the Groupings during the Conference Room Checkpoint, will be documented into a remediation plan and agreed upon by both the County and Accela. 	\$50,260.00
	2.10	Refine Stage Conference Room Checkpoints Group 7 & 8	<ul style="list-style-type: none"> For each Conference Room Checkpoint, County confirms Accela has resolved agreed upon items in the Tailoring Punch List for the related Groups 7 & 8 record types. The final configuration is documented in the Configuration Report produced from the Civic Platform for each record configured in the associated groupings. The 	\$50,260.00

Stage Title	#	Deliverable	Acceptance Criteria	Deliverable Amount
			<p>configuration includes: Custom Fields, Custom Lists, Document Types, Record Statuses, Workflow Tasks/Statuses, Fees and Inspections.</p> <ul style="list-style-type: none"> The County completes the Refine Conference Room Checkpoint, with Accela support. Any identified unresolved defect based on the related to the Groupings during the Conference Room Checkpoint, will be documented into a remediation plan and agreed upon by both the County and Accela. 	
	2.11	Refine Stage Conference Room Checkpoints Group 9 & 10	<ul style="list-style-type: none"> For each Conference Room Checkpoint, County confirms Accela has resolved agreed upon items in the Tailoring Punch List for the related Group 9 & 10 record types. The final configuration is documented in the Configuration Report produced from the Civic Platform for each record configured in the associated groupings. The configuration includes: Custom Fields, Custom Lists, Document Types, Record Statuses, Workflow Tasks/Statuses, Fees and Inspections. The County completes the Refine Conference Room Checkpoint, with Accela support. Any identified unresolved defect based on the related to the Groupings during the Conference Room Checkpoint, will be documented into a remediation plan and agreed upon by both the County and Accela. 	\$50,260.00
	2.12	Digital Plan Room Analysis	<ul style="list-style-type: none"> Tailoring Sessions have been conducted for Digital Plan Room. Accela has recorded a task log representing the Tailoring Punch List – i.e., open items during the sessions that are mutually agreed 	\$52,024.00

Stage Title	#	Deliverable	Acceptance Criteria	Deliverable Amount
			upon between the County and Accela to be closed.	
	2.13	Report Specifications Group 1*	<ul style="list-style-type: none"> • Delivery of a Report Specification for each report in Appendix C, utilizing Accela's template for Group 1. • Report Specification will detail out: Report Mockup (provided by County), User Parameters, Selection Criteria, Grouping/Sorting, and Field-by-Field Source information. • Each Report Specification in the report inventory is finalized with County and Accela input/agreement and a development prioritization. 	\$50,260.00
	2.14	Report Specifications Group 2*	<ul style="list-style-type: none"> • Delivery of a Report Specification for each report in Appendix C, utilizing Accela's template for Group 2. • Report Specification will detail out: Report Mockup (provided by County), User Parameters, Selection Criteria, Grouping/Sorting, and Field-by-Field Source information. • Each Report Specification in the report inventory is finalized with County and Accela input/agreement and a development prioritization. 	\$50,260.00
	2.15	Integration Specification Group 1*	<ul style="list-style-type: none"> • Delivery of an Integration Specification for each integration in Appendix C, utilizing Accela's template for Group 1. • Integration Specification will include: Interface Method, Frequency, Requirements, and roles and responsibility of who is accountable for what part of the design. • Integration Specification is finalized with County and Accela input/agreement. 	\$50,260.00
	2.16	Integration Specification* Group 2	<ul style="list-style-type: none"> • Delivery of an Integration Specification for each integration in Appendix C, utilizing Accela's template for Group 1. 	\$50,260.00

Stage Title	#	Deliverable	Acceptance Criteria	Deliverable Amount
			<ul style="list-style-type: none"> Integration Specification will include: Interface Method, Frequency, Requirements, and roles and responsibility of who is accountable for what part of the design. Integration Specification is finalized with County and Accela input/agreement. 	
Stage 3: Develop	3.1	Integration Development* Group 1	<ul style="list-style-type: none"> Delivery of completed Integration, based on approved specification for Group 1 	\$50,260.00
	3.2	Integration Development* Group 2	<ul style="list-style-type: none"> Delivery of completed Integration, based on approved specification for Group 2. 	\$50,260.00
	3.3	Digital Plan Room Configuration	<ul style="list-style-type: none"> Delivery of the Digital Plan Room configuration documentation. 	\$59,313.73
	3.4	Data Conversion Kickoff and Training	<ul style="list-style-type: none"> Delivery of the Data Conversion Plan. Completion of the Training of the Accela Data Conversion toolset. Delivery of the Accela Data Conversion toolset. 	\$50,260.00
	3.5	Data Conversion Mock Run 1	<ul style="list-style-type: none"> Delivery of Mock Run to a non-production environment. Mock Run will include all data up to that given point – i.e., all data and updates from mini-mock runs executed to this point. A mock run does not need to be a complete set of data; it is up to Accela and County to mutually determine the appropriate times in the project to load data to a non-production environment. 	\$50,260.00
	3.6	Data Conversion Mock Run 2	<ul style="list-style-type: none"> Delivery of Mock Run to a non-production environment. Mock Run will include all data up to that given point – i.e., all data and updates from mini-mock runs executed to this point. A mock run does not need to be a complete set of data; it is up to Accela and 	\$50,260.00

Stage Title	#	Deliverable	Acceptance Criteria	Deliverable Amount
			County to mutually determine the appropriate times in the project to load data to a non-production environment.	
	3.7	Develop Stage Conference Room Checkpoints Groups 1 & 2	<ul style="list-style-type: none"> County confirms Accela has resolved agreed upon items in the development components Punch List. The development components are for Automation, Reports, Accela GIS and Integration Development for Groups 1 & 2. 	\$50,260.00
	3.8	Develop Stage Conference Room Checkpoints Groups 3 & 4	<ul style="list-style-type: none"> County confirms Accela has resolved agreed upon items in the development components Punch List. The development components are for Automation, Reports, Accela GIS and Integration Development for Groups 3 & 4. 	\$50,260.00
	3.9	Develop Stage Conference Room Checkpoints Groups 5 & 6	<ul style="list-style-type: none"> County confirms Accela has resolved agreed upon items in the development components Punch List. The development components are for Automation, Reports, Accela GIS and Integration Development for Groups 5 & 6. 	\$50,260.00
	3.10	Develop Stage Conference Room Checkpoints Groups 7 & 8	<ul style="list-style-type: none"> County confirms Accela has resolved agreed upon items in the development components Punch List. The development components are for Automation, Reports, Accela GIS and Integration Development for Groups 7 & 8. 	\$50,260.00
	3.11	Develop Stage Conference Room Checkpoints Groups 9 & 10	<ul style="list-style-type: none"> County confirms Accela has resolved agreed upon items in the development components Punch List. The development components are for Automation, Reports, Accela GIS and Integration Development for Groups 9 & 10. 	\$50,260.00
Stage 4: Deploy	4.1	User Acceptance Testing (UAT) Plan*	<ul style="list-style-type: none"> Delivery of a Test Plan utilizing Accela's template. Test Plan comprised of components for: Types of Testing, Roles/Responsibilities, 	\$50,260.00

Stage Title	#	Deliverable	Acceptance Criteria	Deliverable Amount
			Environment, Schedule, Test Cases, Defect/Issue Management. <ul style="list-style-type: none"> • Test Plan is finalized with City and Accela input/agreement. 	
	4.2	Training Plan*	<ul style="list-style-type: none"> • Delivery of a Training Plan utilizing Accela’s template. • Training Plan comprised of components for: Roles/Responsibilities, Needs Assessment, Prerequisites, Course Outline, Environment, Schedule. • Training Plan is finalized with City and Accela input/agreement. 	\$50,260.00
	4.3	UAT - Initial Test Support	<ul style="list-style-type: none"> • County executes all test cases in the allocated “Initial Testing” timeframe per Appendix B – User Acceptance Testing. County and Accela mutually agree on a UAT Punch List to include open Critical and High severity implementation defects that are required for go-live, as defined in Appendix F. 	\$50,260.00
	4.4	UAT – Remediation and Remediation Testing Support	<ul style="list-style-type: none"> • All punch list items agreed to at the end of Initial User Test period are remediated within allocated timeframe. • County completed Remediation Testing within the allocated timeframe as defined in Appendix B – User Acceptance Testing. 	\$50,260.00
	4.5	Digital Plan Room UAT	<ul style="list-style-type: none"> • All punch list items agreed to at the end of Initial User Test period are remediated within allocated timeframe. • County completed Remediation Testing within the allocated timeframe as defined in Appendix B – User Acceptance Testing. 	\$41,969.20
	4.6	Train the Trainer	<ul style="list-style-type: none"> • Completion of the Train-The-Trainer Sessions. • Deliver the End User template guides 	\$50,260.00
	4.7	Digital Plan Room -	<ul style="list-style-type: none"> • Completion of the Digital Plan Room Administrative Course. 	\$5,543.42

Stage Title	#	Deliverable	Acceptance Criteria	Deliverable Amount
		Administration and Technical Training	<ul style="list-style-type: none"> Completion of the Digital Plan Room Technical Training Course. 	
	4.8	Digital Plan Room - Staff Training	<ul style="list-style-type: none"> Completion of the Digital Plan Room End User Staff Training course. 	\$20,717.00
	4.9	Digital Plan Room - Agency Customer Enablement	<ul style="list-style-type: none"> Completion of the Digital Plan Room Agency Customer Enablement. 	\$20,717.00
	4.10	Production Go Live	<ul style="list-style-type: none"> Acceptance of the Go Live Plan Deployment support prior to moving to Production Accela production environment is available for County daily use, complete with the accepted configuration and converted data. 	\$65,342.20
	4.11	Transition to Customer Support	<ul style="list-style-type: none"> Execution of post-go live support, per <u>Appendix B</u> scope Completed remediation as agreed upon by the County and Accela of critical and high in-scope defects logged in the Issue Tracker (for those logged up to one (1) week prior to the support timeframe ending). Official transfer from the Accela Professional Services project team to Accela Customer Support in the form of a scheduled meeting (sign-off is not dependent on resolution of defects that are transitioned to Customer Support) 	\$68,619.60
TOTAL DELIVERABLES COST				\$1,957,387.39

All payments for undisputed invoices will be due net 45 day from the invoice date.

EXPENSES

The overall fee listed in the Payment Terms section is inclusive of expenses. The Agency will not be billed for travel expenses or travel time. The Agency will not receive expense reports or receipts.

Accela will provide up to a total of **twenty-eight (28) weeks** of onsite Professional Services. A “Week” is defined as one (1) person, for four (4) days or 32 hours, Monday through Friday, allowing for travel time on Monday morning and Friday afternoon. Accela may assign more than one person per Week. For

purposes of clarification only, if Accela assigns one person for one Week, this assignment will count as one (1) onsite Professional Services Week, if Accela assigns two (2) people simultaneously for a one (1) Week onsite assignment, this assignment will count as two (2) Weeks of onsite Professional Services. Should the customer require more onsite trips, a Change Order will be required prior to additional travel commencing to cover the cost of those additional trips. The number of Accela staff performing onsite activities will be reflected in the project resource plan for the County to review in advance of scheduled onsite activities. The number of Accela staff performing onsite activities will be reflected in the project resource plan for the County to review in advance of scheduled onsite activities.

CONTRACT SUM

Please see Appendix A - Investment Summary for fees associated with the Professional Services in the SOW.

The estimated fees for this SOW are predicated on the timely completion of Project milestones. However, should completion of milestones slip due to actions or inactions of Agency or Accela, and should this slippage result in material effort to Accela in excess of the hours provided for in this document, Accela will produce a Change Order for additional hours in support of the scope and deliverables contained herein. Any Change Order will need to be approved by both Agency and Accela. Should Accela's action or inaction create delays, the County is not liable for Accela's additional costs to complete the services outlined in the SOW.

CHANGE ORDERS

In order to make a change to the scope of the Professional Services in this SOW, and subject to the Disclaimers below, VENDOR recognizes the quoted price is the price for the services proposed. If conditions change, VENDOR will provide justification of conditions that it could not reasonably foresee and could not otherwise fulfill. The Project Managers appointed pursuant to this SOW will meet periodically to review the Project Schedule, Project Resource Plan.

Changes to the scope of the project including additional products and/or services may be proposed by either party, and if accepted by the parties, the proposed changes shall be reduced to a written document, inclusive of any applicable pricing changes ("Change Order"). Written approval signed by a duly authorized representative of each of the parties of such Change Order must be obtained prior to the provision of any products and/or services related to such Change Order.

VENDOR shall provide to the COUNTY a written quotation for any changes in this SOW, including products, services, Customizations, etc. Each Change Order shall be reviewed and approved by the COUNTY and shall be subject to the requirements in the section.

Accela will continue performing the Professional Services in accordance with the SOW until the parties agree in writing on the change in scope of work, scheduling, and fees. If Accela's effort changes, such as changes to the baseline schedule, roles, responsibilities, assumptions, or scope, or if additional support hours are required, a Change Order will be created that details these changes and impact to project and cost (if any). Any Change Order must be agreed to by Accela and Agency prior to commencing any activities defined in the Change Order.

EXPIRATION

The scope and terms of this SOW must be executed by 10/01/2024. If the SOW is not executed within that timeframe, the current scope and terms can be renegotiated.

DISCLAIMERS

Accela makes no warranties in respect of its Professional Services described in this SOW beyond the post-go-live support period except as set out in the Agreement. Any configuration of or modification to the Product that can be consistently supported by Accela via APIs, does not require direct database changes and is capable of being tested and maintained by Accela will be considered a “Supported Modification”. Accela’s obligations and warranties in respect of its Professional Services, Products, and maintenance and support, as set out the Agreement between Accela and Agency, does not extend outside the Supported Modifications or to any Agency manipulation of implemented scripts, reports, integrations and adaptors.

In the event Agency requires significant work beyond the scope of the included configuration and onboarding services, Accela may request that Agency separately engages Accela’s Professional Services organization to complete the out-of-scope services. In such instance, a separate proposal and statement of work for the additional services will be drawn up and agreed between the parties.

ASSUMPTIONS

GENERAL SCOPE ASSUMPTIONS

- Any coding or integrations not specifically described in this document are not in scope.
- Development of test cases is the responsibility of the County. Accela will provide the library of test scripts in advance of testing and will train the County as to how it can best use them based upon its configuration.
- Development of custom training materials is the responsibility of the County. Accela will provide the library of editable training guides.
- Scope of the Project is based on discovery sessions with Agency prior to the SOW development. The COUNTY may during the implementation period or thereafter require modifications, interfaces, conversion, report writing, etc., Professional Services from VENDOR (“Customizations”). VENDOR agrees to provide a written change order for this SOW, including schedules for delivery dates describing the work to be performed, and estimating the costs for COUNTY approval before any work is initiated by VENDOR. VENDOR will not exceed the costs set forth in the mutually agreed to change order without justification, in writing, that is acceptable to the COUNTY. No costs in excess of the estimates will be paid by the COUNTY unless approved in writing in advance of fee incurrence. All Customizations shall be subject to Acceptance Testing before payment is released by the COUNTY. Acceptance of the Customizations resulting from each change order shall be per the Acceptance Testing clause herein.
- VENDOR will submit to the COUNTY an agenda in advance of any training sessions to be covered with the key materials, agendas, dependencies, and recommended user roles to participate for each training session provided. Further, VENDOR will provide to the COUNTY details associated with the layout of the training facility, computer requirements, as well as all associated media necessary to deliver the course. The COUNTY will conduct a rating of the course after its completion and communicate the results of this rating to VENDOR for future class improvements. In the event

that the COUNTY asserts in good faith that any VENDOR training consultant lacks the skill or capability to adequately train the COUNTY's staff, VENDOR shall replace such training consultant as soon as reasonably possible. If the COUNTY notifies VENDOR within ten (10) business days of the completion of said training, that in the COUNTY's reasonable judgment the training sessions provided by such training consultant were inadequate or ineffective, then VENDOR shall provide a credit in training days to the COUNTY for all such training sessions.

- The COUNTY reserves the right to record video and/or audio of any and all configuration, training, and testing sessions, whether held at the COUNTY site, VENDOR site, or via teleconference.
- This SOW includes the services from ePermitHub to implement the product, Digital Plan Room.
- Accela assumes all the County's relevant Accela record types and workflows requiring plan review in scope for this project are already configured and approved by the County before adding plan review configuration.
- Accela assumes all standard choices required to integrate the software into the County's Accela configuration and software will be configured and approved by the County before configuring Digital Plan Room.
- Accela assumes the County will collaborate with Accela on delivery of scripts required for the Digital Plan Room.
- There are no deliverables as it relates to Velosimo in the SOW. Velosimo includes connecting to Elavon in their annual subscription cost. The Elavon connection via Velosimo will be in place prior to system testing.

PROJECT RESOURCING ASSUMPTIONS

- Resources expected by the Agency and Accela are listed in Appendix E: Project Resources.
- Accela and the County will maintain an integrated project plan including a schedule and resource plan for County and Accela resources by project role and position. This will enable both the County and Accela Project staff to anticipate and secure commitments necessary to execute project activities.
- Accela and the County will maintain an integrated project plan including a schedule and resource plan for County and Accela resources by project role and position. This will enable both the County and Accela Project staff to anticipate and secure commitments necessary to execute project activities.
- Accela personnel will attend Agency executive steering committee meetings, either in-person or remotely.
- Accela personnel will not be required to provide Professional Services on-site if doing so would put Accela personnel at actual or potential risk, as determined at Accela's sole discretion.
- Accela is not responsible for impacts to project timeline created by dependency on Agency third party consultants.
- When the project team works onsite at an Agency facility, suitable workspace will be provided and equipped with appropriately functional and network access to and connectivity with all systems, networks, and data as necessary to perform the project. Agency will also provide necessary security badges, parking passes as required.
- VENDOR agrees to maintain an adequate staff of experienced and qualified employees for efficient performance under this SOW. VENDOR agrees that, at all times, the employees of VENDOR furnishing or performing any services shall do so in a proper, workmanlike, and dignified manner.
- VENDOR agrees that all persons working for or on behalf of VENDOR whose duties bring them upon the COUNTY's premises shall obey the rules and regulations that are established by the COUNTY and shall comply with the reasonable directions of the County.

- The COUNTY may, at any time, require the removal and replacement of any of VENDOR's employees for justifiable cause (e.g. incomplete work, delays in delivery, non-responsiveness, inaccurate work, actions creating unnecessary rework for project team, etc.).
- VENDOR agrees that, in the event of an accident of any kind, VENDOR will immediately notify the COUNTY's contact person and thereafter, if requested, furnish a full written report of such accident.
- VENDOR shall perform the Professional Services contemplated in this SOW without knowingly interfering in any way with the activities of the COUNTY's staff or visitors.
- VENDOR and its employees or agents shall have the right to use only those facilities of the COUNTY that are necessary to perform Professional Services under this SOW and shall have no right to access any other facilities of the COUNTY.
- The VENDOR understands that the successful installation, testing, and operation of the Professional Services that is the subject of this SOW shall be accomplished by a cooperative effort. To most effectively manage this process, the VENDOR shall designate a single representative to act as an ex-officio member of the COUNTY's project management team ("Project Manager") and who shall have the authority to act on behalf of the VENDOR on all matters pertaining to this SOW.
- The COUNTY shall have the right to reasonably approve all sub-contractors, Project Manager, and staff assigned to the COUNTY by VENDOR ("Designated Staff"). In the event that a Designated Staff of the VENDOR is, in the opinion of the COUNTY, uncooperative, inept, incompetent, or otherwise unacceptable, the VENDOR agrees to remove such person from the project. In the event of such a removal, the VENDOR shall, within thirty (30) days, fill this representative vacancy as described above. Regardless of whom the VENDOR has designated to fill this representative vacancy, the VENDOR organization remains the ultimate responsible party for performing the tasks and responsibilities presented in this SOW.
- Unless otherwise indicated, assumption is all ePermitHub Digital Plan Room implementation services will be conducted remotely, except UAT and Training.
- ePermitHub Digital Plan Room Training Assumptions:
 - At the beginning of the project, the County selects and prepares the power-users who will be participating in the training and subsequently training end-users. Any switch in County internal resources may require the need for a project change request to account for missing time.
 - In the event of onsite training, County provides suitable onsite facilities and equipment, such as access to network-connected training computers and monitors, to accommodate various training classes.
 - In the event of onsite Training, classes are capped at fifteen (15) participants and may be recorded by the County for training purposes.
 - In the event of offsite training, County ensures all remote class attendees have access to suitable equipment, such as access to internet-connected training computers and monitors, to accommodate various training classes.
 - Accela provides training resources in digital format developed by Accela for County Staff being trained.
 - Ensure that users are proficient in using PCs in a Windows environment as a prerequisite for the course.
 - Ensure that users are familiar with the use of standard Internet browsers as a prerequisite for the course.
 - Ensure County staff that will use Digital Plan Room have completed initial Accela training and has basic understanding of Accela Civic Platform.

ACCELA TECHNICAL ASSUMPTIONS

- Agency will ensure that Accela resources have access to a Dev or Test version of the 3rd party system for integration development. All integrations will be developed against one (1) agreed upon version of the 3rd party system. Additionally, Agency will ensure Accela resources have access to a Production environment of the 3rd party system.
- Agency will select/purchase/acquire the appropriate third-party software prior to the Project Start Date as identified in the Accela Software Agreement Exhibit A: Accela Investment Summary.
- Agency is responsible for providing all third-party end user training and third-party training for Accela staff unless these services are explicitly excluded in this SOW.
- Accela will provide licensing to the Jira and SharePoint tools at no additional cost to the County for the duration of the implementation (including the post-implementation period) for the County's project team.
- Agency must sign a non-disclosure agreement with all third-parties, to be available for collaboration.
- Agency is responsible for hosting any integrations that requires middle-ware unless these integrations are explicitly excluded in this SOW and any supporting post-production support services.
- Agency is responsible for obtaining a code source repository prior to go-live, to maintain custom scripting code.
- Accela assumes the Agency has identified a dedicated Accela user-account to be used for communication between the ePermitHub and Accela software.
- Any Professional Services associated with 3rd party software such as, OnBase, OpenCounter, or others listed are not included in this SOW, should be contracted directly through the County. Accela will work closely with the third party's software provider to align and coordinate on schedule and deliverables.

APPENDIX A: SOLUTION INVENTORY

This appendix lists the subscribed Solution Inventory. This inventory has been created based on consultation with the Agency. For solutions where there is a pre-built Accela Civic Application, the “Accela Solution” provides the Civic App record type name. If there is no Civic App record type identified, the solution will indicate “custom”. This list represents all record types that are in scope for the implementation.

An estimated 86 record types will be implemented. Where applicable, the remaining processes will be consolidated as indicated in the Notes.

	Agency Process (Record Type)	Accela Solution	Notes	Code
	Planning			
1	Administrative Adjustment	Administrative Amendment		PLAN
2	Alcohol License	Alcohol Registration		PUB
3	Appeal	Appeal		PLAN
4	Arbor	Custom		PLAN
5	Backyard Chickens	Custom		PUB
6	Billboard/Outdoor Advertising	Sign		PUB
7	Film Permit	Film		PUB
8	Lot Combo	Custom		PLAN
9	Lot Research Request	Zoning Verification		PLAN
10	Land Split/Reconfiguration Inquiry	Lot Line Adjustment		PLAN
11	Land Split/Reconfiguration Approval		Combine with item 10	
12	MAP Sales	Custom		PUB
13	Minor Plat Pre-Eval	Custom		PLAN
14	Mobile Home/Limited Use	Mobile		PLAN
15	Noise Ordinance	Noise		PUB
16	Outdoor Sales Permit	Custom		PUB
17	Pain Management Clinic	Custom		PUB
18	Pre-Application	Pre-Application		PLAN
19	Rezone and Master Development Plan	Rezone		PLAN
20	Final Development Plan	Subdivision Final		PLAN
21	Rezone and Land Use Amendment	Amendment		Plan
22	Major Amendment		Combine with #21	
23	Minor Amendment		Combine with #21	

24	Development of Regional Impact	Custom		PLAN
25	Right of Way Driveway	Driveway		ROW
26	Right of Way Use	Special Use		ROW
27	Site Plan	Site Plan		PLAN
28	Small Site Plan		Combine with #27	
29	Dredge and Fill	Custom		ENV
30	Fill Only		Combine with #30	
31	Special Event Permit	Special Event		PUB
32	Special Exception	Special Use		PLAN
33	Preliminary Subdivision Plan	Preliminary Subdivision Plan		PLAN
34	Final Engineering		Combine with #35	
35	Final Plat	Final Plat		PLAN
36	Minor Plat	Minor Plat		PLAN
	Development of Regional Impact			
37	Above Ground Fuel Tank Installation	Aboveground storage tank		BLD
38	Access Control (Gates or Doors)	Custom		BLD
39	Addition to Commercial Structure	Comm Addition		BLD
40	Affordable 2 Family	Residential New Construction		BLD
41	Affordable 3 & 4 Family Bldg	Commercial New Construction		BLD
42	Affordable 5 or More Family Bldg		Combine with #41	
43	Affordable single family attached		Combine with #40	
44	Affordable single family detached		Combine with #40	
45	Alteration Commercial	Commercial Alteration		BLD
46	Hotels, Motels, Cabins		Combine with #41	
47	Hurricane/Comm Structure		Combine with #41	
48	Industrial Building		Combine with #41	
49	Mechanical Commercial	Commercial Mech		BLD
50	Mobile Home/Limited Use	Mobile		BLD
51	Model Home with Sales Office		Combine with #40	

52	Move underground gas line-pump		Combine with #49	
53	Tornado Damage/Commercial	Damage Assessment		FEMA
54	Townhome Single Family Attached		Combine with #40	
55	TriPlex & QuadPlex 3 or 4 family BLDG		Combine with #41	
56	Underground Fire Main Installation	Fire Main		PUB
57	Underground Fuel Tank installation	Underground Fuel Tank		BLD
58	Up to Code/Fire DMG Repair	Custom		BLD
59	Walk/Reach-in Cooler Commercial	Custom		BLD
60	Water Tank for Fire Protection	Custom		PUB
61	Wildfire damage/Comm		Combine with #53	
62	Screen Room		Combine with #39 or #63	
63	Shed/Barn Residential	Res Addition		BLD
64	Siding/Roof Over		Combine with #128	
65	Sign	Sign		BLD
66	Solar-pool/wtr htr supply		Combine with #49 - Water supply for the traditional heater or solar heater	
67	Temporary Power Pole	Custom		ROW
68	Temporary Sales Office	Temp Structure		PUB
69	Tent		Combine with #68	
70	Tornado Damage/Residential		Combine with #53	
71	AMUSEMENTSOCIAL OR RECREATION	Custom		PUB
72	APARTMENT 5 OR MORE FAMILY BLDG		Combine with #41	
73	Building moving	Over Dimension		ROW
74	Cell Tower	Small Cell		ROW
75	Churches or Religious Buildings		Combine with #41	
76	Condo Shell		Combine with #41	
77	Condo Unit		Combine with #41	
78	Duplex Two Family Bldg		Combine with #40	
79	Electric Solar Wiring		Combine with #80 and #81	
80	Electric Commercial	Commercial Electric		BLD

81	Electric Residential	Residential Electric		BLD
82	Fire Alarm System Installation	Fire Alarm		PUB
83	Fire Sprinkler System Install	Fire Sprinkler		PUB
84	Fire Suppression	Fire Suppression		PUB
85	Fuel Tank Closure Demo	Custom		BLD
86	Gas Commercial		Combine with #49	
87	Gas Residential		Combine with #125	
88	Generator	Custom		BLD
89	Guest House/Cottage		Combine with #113	
90	Hood System	Hood		PUB
91	Hospitals or Institutional Bldgs		Combine with #41	
92	Office/Bank/Profess BLDGS		Combine with #41	
93	Oil Tank Installation +550 Gal		Combine with either #37 or #57	
94	Other Building Commercial	Commercial Accessory		
95	Parking Garages open to public	Parking Lot		BLD
96	Plumbing Commercial	Commercial Plumb		BLD
97	Pool Enclosure/Bond		Combine with #111 or #112	
98	Public Works or Utilities Bldg	Custom	Combine with #41	ROW
99	Range Hood		Combine with #90	
100	Reroof Commercial	Comm Roof		BLD
101	Residential Shell		Combine with #113	
102	Schools or educational Bldgs	Custom		ROW
103	Shell Commercial		Combine with #94	
104	Shelter (Boarding House, Dorm)		Combine with #41	
105	Siding/Awnings/aluminum roof, canopy commercial		Combine with #45	
106	Single family detached		Combine with #40	
107	site lighting	Custom		BLD
108	SVC stations/repair garages	Custom		PUB
109	stores or mercantile buildings	Custom		PUB
110	Structures other than buildings		Combine with #113	
111	swimming pool commercial	Comm Pool		BLD

112	swimming pool residential	Res Pool		BLD
113	accessory structure	Residential Accessory		BLD
114	Christmas Tree lot/haunted house		Combine with #31	
115	Demo Commercial	Comm Demo		BLD
116	Demo Commercial partial		Combine with #115	
117	Demo Residential	Res Demo		BLD
118	Dock - Boathouse		Combine with #40 or #41	
119	Fence/wall commercial	Comm Fence		BLD
120	Fireworks show/sparkler sales	Fireworks		PUB
121	flood damage Residential		Combine with #53	
122	Flood damage commercial		Combine with #53	
123	Flood zone determination	Floodplain		FEMA
124	Hurricane/Comm Reroof		Combine with #100	
125	Mechanical Residential	Res Mech		BLD
126	Misc Building Residential		Combine with #40	
127	Plumbing Residential	Res Plumb		BLD
128	Re-Roof residential	Res Roof		BLD
129	residential Additions	Res Addition		BLD
130	Residential Alterations, no change in units	Res Alteration		BLD
131	Res Garage & Carports		Combine with #113	
132	Wildfire Damage Residential		Combine with #53	
133	Window/Door Replacement		Combine with #130	
134	Wood Deck		Combine with #113	
135	HURRICANE / RES STRUCTURAL		Combine with #40	
136	HURRICANE/RES REROOF		Combine with #128	
137	MISC BUILDING - COMMERCIAL		Combine with #41	
138	FENCE/WALL Residential	Res Fence		
139	Code Violation	Case		BLD
140	Planning Violation	Case		PLAN
141	Issue Violation	Case		
142	Address Management	Custom		
143	Variance	Variance		PLAN

APPENDIX B: TAILORING FRAMEWORK

Accela will perform the tailoring identified below based on the record types listed in [Appendix A](#) Solution Inventory.

Accela will categorize the record types into logical “Record Groupings” based on similar functions and the teams that perform them. The number of records and groupings becomes the basis for project scheduling. The sections that follow describe how the project is scoped based on these groupings.

RECORD GROUPINGS

The project assumes a total of 10 record groupings. Each record group will move through a 4-week tailoring process comprised of these high-level activities:

- One (1) week of Tailoring Sessions (two weeks for custom)
- One (1) week to tailor the configuration based on information collected in the sessions (two weeks for custom)
- One (1) week Agency validation of the configured solution
- One (1) week to finalize configuration and conduct Conference Room Checkpoint

The project timeline assumes that the tailoring activities across groupings will be performed in parallel. For example, once the Tailoring Sessions are completed for Group 1, sessions can begin the following week for Group 2 while configuration activities proceed for Group 1.

Throughout the time-boxed duration, Accela will work closely with the Agency to iterate on the configuration. It is expected that all tailoring for the record grouping can be completed in the time-box duration.

TAILORING COMPONENTS

Record-level

- **Civic Application Records** – For those items in the [Appendix A](#) Solution Inventory where there is a pre-built Civic Application, the subscribed service includes limited Agency-specific tailoring:
 - **Data Fields** – Data fields, represented as Custom Fields or fields in a Custom List, are used to track data elements driven by Agency business processes or needed for reports. The Agency can request or modify an average of ten (10) new data fields per record type, above what is already provided in the Accela Civic Application. Accela will configure each new or modified agency defined data field using one of the data types: text, date, y/n radio button, number, dropdown list, comment text area, time, money or checkbox. For each new or modified field, Accela will configure the field-level help text which will be displayed in Citizen Access. Historical data fields that are required for purpose of historical data conversion will be identified and configured separately as part of the Data Conversion effort.
 - **Workflow** – the Agency will leverage the pre-built Civic Application workflows, with limited updates to task names and task statuses. The Agency can request up to five (5) new tasks or statuses.
 - **Fee Configuration** – Accela will configure fee items for each record in the Solution Inventory. A fee item represents a fee with a distinct general ledger account and item description on the invoice. Accela will configure each unique fee item based on the native fee formulas in the Civic Platform, which include flat fees, fees based on a specific range,

and fees using fee indicators. Examples include fee calculations based on the number of employees or based on the square footage for a building. The Agency must provide their current fee schedules and account codes prior to Tailoring Sessions. Advanced fee item setup, such as automating a fee calculation or automating the assessment of a fee (using scripting), is included in Appendix C – Automation. See Appendix H for County Fee Schedules.

- **Document Types** – Applicant, Licensed Professionals, Authorized Agent, and Agency Staff can upload documents associated to a permit application.
- **ACA** – For each Civic Application record in the Solution Inventory, a pre-defined series of pages to submit the application online (i.e., the record’s pageflow) is included. Each page in a pageflow can have its own instructional text. Accela will update up to ten (10) instances of page-level instructional text and will train the Agency to update and maintain any further instructional text.
- **Custom Records** – For the processes in Appendix A that are marked “Custom”, Accela will clone an existing process where possible, and tailor the components above for each custom record. These updates must be completed and validated within the time-boxed tailoring process.

System-level

- **Standard Comments** – Standard Comments allow staff to select from a predefined list of comments during processing of applications, inspections, workflows and checklists, promoting consistency across the system. The County will provide their standard comments in a CSV format provided by Accela. Accela will load the comments into the Accela Civic Platform.
- **Condition Management** – A condition is a requirement applied to a record, contact, address, or parcel that the applicant must fulfill to qualify for approval. Automating the assessment or satisfaction of a condition (using scripting), is included in the Appendix C – Automation section.
- **Inspection Configuration** – To support inspection processing, Accela will configure:
 - Inspection types associated to the records in the Solution Inventory
 - Up to 20 discrete checklists (specific items inspectors are looking at during the corresponding inspection type. This will be different for each inspection type) for use in the system
 - Associating the appropriate Accela users as inspectors in the system
 - Up to 30 inspection districts (geographic areas in which inspectors are assigned to work) for use in the system
 - Up to 10 inspection disciplines (area of expertise such as restaurants or high-rise buildings) for use in the system
 - Up to 2 calendars (calendars used to determine when inspections can be done, the number of inspections done per day and who is available to perform inspections) to support the inspection process
 - Note: the Civic Platform inspection configuration is also used by the Citizen Access (public portal) for citizens to schedule inspections. Advanced inspection setup such as conditional inspection schedule is included in Appendix C - Automation.
- **User Groups** – Accela’s Civic Applications are deployed with a pre-defined set of role-based user groups, such as Admin, Agency Admin, Daily, Inspector, Public User, and Read Only. Accela will provide new user groups across the project. Accela will also work with the Agency to indicate which permissions need to be updated, as needed, for each user group. Accela expects permission updates to each user group. For example, if the Agency wants the inspector role to collect fees

and payments, this will be a permission update to allow additional access to the current role defined.

- **Amendment Record** – The amendment records are listed in Appendix A – Solution Inventory. Each amendment type will allow standard changes such as address and contact updates.
- **Notifications** – Accela uses standard automation to notify applicants of common processes performed in the system. The Civic Applications are pre-built with standard notifications such as the following. Custom notifications, outside of those pre-built in the Civic Applications, are managed through the Appendix C Automation section.
 - Additional Information required for application
 - Permit/License Issued
 - Application Denied
 - Inspection Scheduled
 - Inspection Result

CONFIGURING CASHIERING

Accela will configure Cashiering with the following functionality:

- Setup initial fee schedules
- Provide the ability to enter ad hoc amount at transaction time
- Add POS line-item notes during processing
- Associate three (3) General Ledger accounts to the POS item
- Augment the existing flat file integration for finance to include the new POS items (if necessary)
- Editing and voiding fees

The Agency is responsible for establishing relationship with payment processor vendor and provide Accela with merchant ID, access credentials and information required for the interface.

CITIZEN ACCESS CONFIGURATION

Accela Citizen Access (ACA) is the Agency's public portal for citizens to submit applications and manage their information online. Included in your subscribed solution is:

- The ability for citizens to register and create an ACA account; this includes a registration complete notification and updating the online disclaimer text.
- Branding of your ACA site leveraging Accela's branding tools; this includes an Agency banner, logo, and color scheme
- Updating the online disclaimer text per module.

The following use cases are included in the subscribed solution:

- Submitting an online application for the records in the Solution Inventory that are deemed available online
- Ability for applicants to check on the status of a submitted application i.e., see where the application is within the workflow routed to a specific group
- Request an inspection
- Upload additional documents based on request from Agency
- Check the status of an issued license
- Renew a license

System will also provide shopping cart functionality, i.e., access the shopping cart throughout the order session, including:

- Changing items in the cart
- Removing items in the cart
- Adding items to the cart
 - Item descriptions
 - Item prices
 - Convenience fees
 - Total cost

STANDARD REPORT BRANDING

Reports are defined as anything that can be output from the system, including but not limited to, reports, permits, forms, documents, notices, and letters. The Civic Application includes a set of pre-built standard reports and documents. Accela will apply standard Agency branding (i.e., logo and letterhead) to the Civic Application pre-built reports and outputs listed below as well as other custom reports related to the records in the Solution Inventory.

Building

Active Construction Permits
Address Activity Report
Building Inspector Workload
Building Permit
Certificate of Occupancy
Completed Inspection
Construction Permit Applications By Month
Construction Permits Due to Expire
Days to Issuance for Construction Permits
Expired Construction Permits with Contact Information
Inspection Result Ticket
Inspection Result Ticket
Scheduled Building Inspections

Public Works

Active Public Works Permits
Address Activity Report
Days to Issuance for Public Works Permits
Inspection Result Ticket
Public Works Inspector Workload
Public Works Permit
Public Works Permit Applications By Month
Public Works Permits Due to Expire
Scheduled Public Works Inspections

Trade Licenses

Active Licenses by Type
Business License Certificate
Construction License Application by Month

Occupational License Certificate
 Enforcement
 Address Activity Report

Planning

Active Planning and Zoning Applications
 Address Activity Report
 Planning and Zoning Applications By Month
 Days to Decision Notification

ACCELA DOCUMENT SERVICES

Accela will configure use of Accela Document Services (ADS) for the Agency’s document storage within the Accela Civic Platform.

ACCELA MOBILE CONFIGURATION

Accela will configure Accela Mobile, which includes setting up permissions for the modules that access the Mobile App, configuring inspection filters, Geocoding, map service, and saved searches.

ACCELA GIS CONFIGURATION

Accela will install and configure Accela GIS (JavaScript) to link and leverage existing Agency GIS information, including assistance with integrating map services with Accela GIS. The following are the main objectives of Accela GIS implementation:

- Look up permit information and parcel information from the Civic Platform.
- View selection, location, and associated GIS information.
- Select one or more parcels and add new applications to the permit system.
- Auto-populate spatial attributes for a property in forms, based on mapping setup (including ACA).

During GIS implementation, Accela’s staff will work with Agency IT staff to ensure that the components for hardware, software, database, network, and Internet are in place for the Accela GIS test and production environments. Accela staff will validate the proper configuration of the Accela GIS environment. The Agency must be running an Accela supported version of ArcGIS.

The following will be executed for this task:

- Configuration of map services within Accela GIS
- Configuration of xAPO
- Setup of 2 Proximity Alerts (EMSE script)
- Setup of 5 Attribute Mappings to Record Custom Fields

USER ACCEPTANCE TESTING (UAT)

The Agency and Accela has agreed to the following User Acceptance Testing durations:

Initial Testing	2 weeks
Remediation	1 weeks
Remediation Testing	1 weeks
Total User Testing Duration	4 weeks

Additional details may be found under the User Acceptance Testing section of [Appendix D: Accela Methodology](#).

POST GO-LIVE SUPPORT

Accela will provide **four (4) weeks** of post-production support to the Agency before transitioning support to Accela Customer Support. Additional details may be found under the Post Go Live Support and Transition to Customer Support section of [Appendix D: Accela Methodology](#).

TRAINING COURSES

Accela will provide the following standard training courses for the project. All training courses have a maximum of 15 participants.

Training	Description
Accela Civic Platform	
Core Team Training Delivered by Professional Services	This course is an overview of the Accela Civic Platform to help agency personnel become familiar with the basic terminology, system navigation, and core functionality of the Civic Platform. Attendees will learn the Civic Platform best practices, explore design concepts, learn of advanced configuration and automation options. It is recommended this course be taken prior to the analysis and system requirement gathering sessions with Accela Consulting personnel.
Civic Platform Records and Mobile Administration Provided by Accela University (public)	This course prepares agency administrators to build and maintain all facets of record type configuration within the Civic Platform. Administrators will learn basic and advanced configuration options for associated record components and be able to successfully build fully functioning record types from setup to deployment in the Civic Platform, Citizen Access and Accela Mobile per agency business requirements.
Civic Platform User Experience Administration Provided by Accela University (public)	This course prepares agency administrators to configure and maintain the user experience for the Civic Platform. You will learn how to control page and form visibility at agency, module, group, and user levels. You will be able to modify current pages and forms in the system, and deploy new pages, forms, and fields. You will learn to design consoles for group-specific customization and create appropriate data filters for records or tasks at the appropriate effect scope. You will be able to design custom field layouts for all enabled forms or records and employ expressions to further enhance user experience.
GIS Administration Provided by Accela University (public)	This course is designed to prepare agency administrators to configure and maintain Accela JavaScript GIS maps in the Civic Platform and Citizen Access. You will learn to use the GIS Admin tool for setup and connection to your existing map service. You will be able to build map profiles consisting of map services, geocoding, routing, and custom base maps. You will learn to create AA and ACA integrations and customize your map users experience with map groups. You will be able to setup and configure optional items such as XAPO, Dynamic Themes, Custom Widgets, and Hotlinks.
Ad Hoc Reports Provided by Accela University (public)	This course is designed to prepare agency report writers with the skills and knowledge to use the Ad Hoc tool to prepare, manage and deploy low to medium level reports. Learn how to use report tools to design and develop reports and create sub-reports. Learn to deploy reports in hundreds of places throughout the Civic Platform and ACA. Practice creating expressions to concatenate or calculate at the field level. Discover how to use the form designer to create forms and letters.

<p>SSRS Reports</p> <p>Provided by Accela University (public)</p>	<p>Participants will receive instruction in designing reports, connecting to custom data, creating custom formulas, and accepting user input through parameters. Additionally, participants will receive instruction in creating reports to show workflow, workflow history, associated people, and related record information. Finally, the training will conclude with instruction in the creation of a report showing the results of an inspection. The report will show details of inspection results, guide-sheet, and guide-sheet items associated with the inspection.</p>
<p>Train - the – Trainer</p> <p>Delivered by Professional Services</p>	<p>This course is designed to certify agency trainers/super-users knowledge and understanding of their unique instance of the Civic Platform and associated components. Course places special emphasis on the following areas: Civic Platform and Citizen Access overview, user groups and hierarchies, data types and search, task assignments and filters, records, record functionality, fees and payments, processing records, working with inspections, Accela maps/GIS, Citizen Access, End-user training resources available in Accela University. Course experience will include demonstration using select agency records, hands-on exercises and participant testing. Course experience is designed to be completed within 24 hours of instruction but can be extended upon request or in special circumstances where additional record types with special complexity may require additional hours of instruction. Introductory Civic Platform courses that teach Accela functionality (not agency-specific) are available to all agency end-users for free on the University.</p>
<p>Digital Plan Room Training</p>	
<p>Administrative and Technical Training</p>	<p>Accela will provide training to Agency staff focusing on the administrative and technical setup and the Digital Plan Room administration and configuration. The goal is to educate Agency staff in all aspects of the Digital Plan Room solution and ensure the staff is self-sufficient before Go-Live.</p> <p>Accela will provide remote training sessions that span 4 hours. Agency staff is responsible for selecting qualified users for the training, who are critical to project success. The following topics will be covered as part of the training session:</p> <ul style="list-style-type: none"> ● Accela workflow integration ● Plans and Documents upload ● Digital Plan Room roles and mapping to Accela roles ● Digital Plan Room Standard Choices ● Digital Signatures validation ● Approval Stamps creation and deployment <p>Accela will provide Agency staff with appropriate documentation for the topics covered in the training session.</p>
<p>End User Training</p>	<p>The Company will complete all the necessary training to run electronic plan review operations across applicable departments. Training materials and required training sessions will be created and conducted.</p> <p>The Company will provide the following onsite or remote training sessions to the Customer End Users (Users with non-administrative roles) within the same week:</p> <ul style="list-style-type: none"> ● One [1] two-hour session for Intake Specialists/Permit Technicians with the same curriculum for each session ● Two [1] four-hour sessions for Plan Reviewers/Managers with the same curriculum for each session <p>It is recommended that each training session be recorded for reference. The course curriculum is as follows:</p> <p>Intake Specialists/Permit Technician Curriculum ePermitHub Digital Plan Room embedded into Accela Citizen Access</p>

	<ul style="list-style-type: none"> ● Plan submittal from the customer perspective <ul style="list-style-type: none"> ○ Understanding the process, a customer will follow to submit an application and submit plans and supporting documents ○ Review the types of file validation & digital signature validation occurring during submittal and how to interpret any errors ○ Walkthrough file processing and reviewing the automated sheet numbering. ● Resubmittal process from the customer perspective <ul style="list-style-type: none"> ○ Reviewing & answering issues from a rejected plan set ○ Completing the resubmittal of plan addressing the answered issues. <p>ePermitHub Digital Plan Room embedded into Accela Civic Platform Back Office</p> <ul style="list-style-type: none"> ● Plan submittal from a staff perspective when done in-house ● High-level review of Plan Reviewer activities ● Learn at a high-level the steps a plan reviewer will perform and how they affect what the customer will see in Accela Citizen Access <p>Plan Reviewers/Managers Curriculum</p> <p>ePermitHub Digital Plan Room embedded into Accela Civic Platform Back Office</p> <ul style="list-style-type: none"> ● Accela workflow and the digital plan room <ul style="list-style-type: none"> ○ Learn how the digital platform interacts with the Accela workflow ● Completing a plan review <ul style="list-style-type: none"> ○ Navigating the digital plan room ○ Overview of the viewer and available tools ○ Creating issues & markup ○ Reviewing issues and filtering tools ○ Sheet versioning ○ Comparison tools ○ Stamping ● Rejecting plans & requesting revisions ● Resubmittals & approving plans ● Create print set ● Overview of Intake Staff usage of the digital plan room <ul style="list-style-type: none"> ○ Plan submittal from a staff perspective when done in-house <p>ePermitHub Digital Plan Room embedded into Accela Citizen Access</p> <ul style="list-style-type: none"> ● Overview of customer usage of digital plan room <ul style="list-style-type: none"> ○ Plan submittals and file validation & processing ○ Reviewing and answering issues contextually from the plan markup
<p>Agency Customer Enablement</p>	<p>The Agency’s customers, such as the licensed professionals, owners and general public leveraging the ePermitHub Digital Plan Room embedded in Accela Citizen Access will learn to:</p> <ul style="list-style-type: none"> ● Submit their initial electronic plans and supporting documents ● Respond to Issues related to their plans created by Agency Plan Reviewers ● Resubmit corrected plan sheets (aka, digital slip sheets) ● Access and print approved job copies of their plans

	<p>During Agency Customer Enablement, Accela provides web-based training sessions, produces contextually relevant public-facing web-based training videos, and produces a User Guide for Agency's customers on how to use the ePermitHub Digital Plan Room embedded in Accela Civic Access. The Agency publishes videos and User Guide to a dedicated Digital Plan Room information page at Agency's website.</p>
--	---

APPENDIX C: CUSTOMIZATION

AUTOMATION

During the Tailoring process, Accela and the Agency will identify opportunities to supplement the Accela Civic Platform base functionality via scripting to validate and automate business processes.

Automation is time boxed at **(800) hours**. These hours include time for initial automation estimation, analysis, design specifications, development, unit testing and QA. The team will document the process for managing to the time budget in the Project Management Plan. The Accela team will allocate the estimated number of automation hours needed for the Automation Inventory identified in Stage 2: Refine. The Automation hours available will be reported on as part of the Status Report. Additional automations can be identified in the Develop stage as well. The same process will be used to manage the hours remaining.

Below are samples of typical automation implemented throughout the record groupings.

Typical Scripting for Solution Groups

Standard Configurable Rules that would require analysis, configuration tweaks, and regression testing:

- Workflow, Inspection, and Record Status Notification Rules
- Contact Type Required Fields
- Amendment Scripting Rules (minor actions on these records)
- Record Validations – Balance due checks, LP Validations
- Inspection Automations
- Auto-issuance and Report execution
- Extension and Expiration Date setting rules and batch scripting
- Converted Record/Public User Association Solutioning (May be distinct between Permits, Licenses, and Planning Records)

New Automation: Analysis, Development, Testing and QA

- Expressions
- Fee Scripting
- Other record Dependency Rules (i.e. Fences around pools)
- Routing and Approval Scripting
- Certificate (for Temp, Partial, and Final CO) Readiness validation and generation rules
- GIS Attribute based rules
- Minor Distinctions between Standard Commercial and Multifamily rules.
- Potential Pageflow skipping for combined record types
- Addition and Alteration Combined permit rules
- Potential for Phased Releases (Early Release) rules

CUSTOM REPORTS

The project timeline assumes the following custom reports will be developed. As part of Stage 2: Refine, Accela will determine the complexity of custom reports according to the level of complexity scale

provided below. If more custom reports are identified outside the below estimates, Accela and Agency will need to assess level of effort.

- **Zero (0)** Very High Complexity Report - High complexity reports that may include the following: multiple layouts, large number of fields, multiple headers, footers and page breaks.
- **Five (5)** High Complexity Report - Reports that require complex queries, joins, multiple sources, etc. Examples include statistical and analytical reports, schedules, and agendas.
- **Ten (10)** Medium Complexity Reports - Reports that require some calculations and summaries. Examples include forms and transaction reports (receipts, permits, inspection tickets, journals, logs). Many agency reports fall under this category.
- **Five (5)** Low Complexity Reports - Reports that require a simple pull from a limited number of database fields and presentation on a document. Examples include letters such as Certificates of Occupancy, notices, and mailing labels.

Changes to the report specifications after approval can negatively impact project progress and the overall schedule. Therefore, changes to the report specifications after approval requires an analysis by Accela to determine the level of effort required.

If the Agency chooses to modify a standard report, this will require custom report development and will be assigned to one of the report complexities above based on the changes requested.

INTEGRATIONS

For each integration, Accela will work with Agency’s technical and business leads to document the functional and technical requirements of the integration. Results will be captured in an Interface Specifications Document. Interface development begins upon written approval of the specifications. It is expected that all interfaces will use Accela’s Construct API, web services or batch engine. In other words, data coming into Accela and data coming from Accela will use the existing integration technology. Agency responsibility includes obtaining permission for level/type of integration from appropriate application owners (including on premises or cloud/hosted, etc.). Further, Agency will ensure that Accela resources have access to a Dev or Test version of the 3rd party system for interface development. All interfaces will be developed against 1 (one), agreed upon version of the 3rd party system.

Description	Source System	Target	Frequency	Trigger
Two-way synchronization and reconciliation of addresses, parcel numbers, and boundaries with the County’s GIS parcel database to support mapping of all Development Services System transaction data such as permits, violations, licenses, inspections, etc	Esri ArcGIS Enterprise*	Accela	Real Time Transactional	On Demand
Enterprise content management data retention and storage	Accela	Hyland OnBase	Real Time Transactional	On Demand

		Microsoft SharePoint*		
Utility billing	Accela	Navline	Batch (Daily)	Scheduled
Financial and GL data	Accela	JD Edwards	Batch (Daily)	Scheduled
Contractor licensing verification for intake and open permits	Florida DBPR (Department of Business and Professional Regulation)	Accela	Real Time Transactional	On Demand
Online payment data	Accela/Velosimo	Converge Payment Gateway (Elavon)*	Real Time Transactional	On Demand
Legal documents and code references	MuniCode	Accela	Batch	Scheduled
Email and calendaring integration and data import/export capabilities	Microsoft Office Suite**	Accela: Outgoing to email and calendaring. Incoming from email only	Real Time	On Demand
Fire occupancy inspection data	ImageTrend Elite	Accela	Batch	Scheduled
Fire inspection data retention and storage	ImageTrend Elite	Accela	Batch	Scheduled
Board agenda information	Legistar (Granicus)	Accela	Batch	Scheduled
Electronic plan review	ePermitHub*	Accela	Real Time Transactional	On Demand
Setup of PowerBI connection to Accela's ERD	Accela Enhanced Reporting Database	PowerBI	Real Time	On Demand

Notes:

*- Systems will not have a specification as the adapter is productized

** - Accela will provide a specification for email integration coming into Accela

DATA CONVERSION

One of the most challenging aspects of the implementation of a new software system is the data conversion. The legacy system will have features and functions not found in the new system, maintains the data differently than the new system, and the overall user experience will not be the same. The data conversion process will take the data from the legacy system and extract it in a manner that will be useable for the new system. This iterative process will take place for the following data source(s):

- NaviLine
- ProjectDox

#	Area	Data Description	Requested Conversion Item	Legacy System
1	Contractor Licensing Records	Vendor contractor records including names, references, addresses, phone contacts, State (DBPR), local license identification numbers, subcontractor records, etc.	Vendor Contact Records	NaviLine
2	Inspections & Code Enforcement	All active and completed cases, case actions, case violation information, generic inspections information, cash receipts information, user setup and code files. - 100% migrated to new system	Inspections & Code Cases	NaviLine
3	Permitting	All active and completed Building Permits with associated information including general permit information, application names, miscellaneous information , structure setup, application tracking, permit setup, cash receipts & charges, application fees, application documents, inspection results. - 100% migrated to new system	Permitting	NaviLine

4	Planning & Engineering	Project information (including letter document attachments); project/location cross reference; planning action information; key date, project letter, electronic plan reviews with associated reviewer comments, and meeting document information; zoning, allowable use, and project receipt information; and code information. - 100% migrated to new system	NaviLine ProjectDox
---	------------------------	--	------------------------

With respect to data conversion item #4 above, Accela understands the County is currently using Avolve ProjectDox to manage electronic plan reviews. There is no integration between NaviLine and ProjectDox at present. It is expected Accela will migrate ProjectDox and NaviLine documents into ePermitHub and Accela solutions. The conversion of legacy records will integrate ePermitHub plan review documents with Accela permitting records. This record integration will be performed for closed and open records at the time of Accela system go-live so County staff can access these records directly within Accela.

Accela will provide office hours to support legacy data mapping and scripting activities, up to **eighty (80) hours**. The use of these hours will be tracked in the Accela project status report issued on a weekly basis.

Accela conducts mini-mock conversion runs throughout the project to support our implementation methodology. The mini-mock runs are done in a dedicated conversion environment (CIVCON). In addition to the iterative mini-mock runs, Accela will load up to four (4) Mock Runs into a Non-Production environment from Naviline, Accela will load one (1) Mock Run of historical plan review data into a Non-Production environment, in addition to one (1) Final Go-Live Production Run. The 4 mock runs may be used as follows, but are up to the discretion of the project team: 1 during Development, 1 to support System Test, and 2 to support User Acceptance Test.

APPENDIX D: ACCELA METHODOLOGY

This Appendix further defines the specific activities, outputs, and roles/responsibilities for the four stages: Define, Refine, Develop, and Deploy.

As depicted below, the first (Define) and last (Deploy) stages of project delivery flow in a linear direction. The second (Refine) and third (Develop) stages have an incremental approach to deployment based on the record groupings.

During the Refine and Develop stages, the solution scope is approached incrementally in distinct groups of record types. The team will group the Agency’s solutions based on similar processes. Each group will move through the Refine and Develop Stages in an iterative manner to identify tailoring, update configuration and demonstrate the updated solution. The key component of the methodology is having the Agency see their solution come together. Each group will undergo Refine and Develop tasks and culminate in a Conference Room Checkpoint that will demonstrate an end-to-end working solution for a representative sample of records.



STAGE 1: DEFINE

The Define Stage sets the plan and foundation for the Agency’s Accela Civic Platform implementation. The stage will be initiated once the parties execute all contract documents. This stage defines how the project will be managed throughout its lifecycle. Accela will provide Agency with a Project Management Plan which documents key disciplines, processes, and standards for how the project will be managed from roles and responsibilities to risk management. Accela and Agency will collaborate on a Project Schedule to define the tasks with durations and resource assignments. Accela will provide a SharePoint site as the primary repository for tracking all project related documentation, issues and risks. Accela will provision the Agency’s non-production environments and install the subscribed Civic Application Solution.

PROJECT INITIATION

Prior to the formal project kickoff, a series of pre-kickoff activities will occur. The Accela and Agency Project Managers, along with key staff, will meet to confirm alignment between the parties prior to starting the process. Meetings will include a review of the overall approach and methodology, discussion of expectations, and commencing the detailed planning activities.

Accela will review with Agency the subscribed solution inventory through a facilitated orientation workshop. The Solution Inventory illustrates the Agency’s subscribed Civic Application solution by mapping the Agency’s record types to Accela Civic Application features. Accela will further categorize the record types into logical groups (Solution Groups) based on similar functions. The Solution Inventory is used as the basis for solution definition and workshop scheduling.

The following staff will be included in the pre-kickoff activities.

Agency Staff:

- Agency Project Sponsor
- Project Manager

- Organization Change Manager

Accela Staff:

- Regional Director
- Project Manager
- Solution Architect
- Implementation Lead

Accela Responsibilities:

- Communicate the Accela Implementation Methodology
- Create the project SharePoint site and provide access to the Accela and Agency teams.
- Review and begin elaborating the project schedule and project management plan.
- Facilitate Solution Inventory orientation workshop and determine solution groupings.

Agency Responsibilities:

- Provide timely and appropriate responses to Accela's requests for project planning input and meeting logistics requests.
- Make available the appropriate key Agency users for the review.
- Confirm adherence to the Accela Implementation Methodology.
- Participate in the Solution Inventory orientation workshop.
- Gather and provide the following:
 - Paper applications
 - Fee schedules
 - Inspection checklists, inspection types and results
 - Communication standards (if applicable)
 - License and Conditional License samples
 - Letterhead sample
 - User list (including email addresses and department)
 - Sample Warning Letter
 - Sample Revocation/Suspension Letter
 - Merchant Account information (if applicable)
 - Hearing Calendars (if applicable)

PROJECT SCHEDULE – DELIVERABLE PROJECT STARTUP

The purpose of this activity is to jointly elaborate the project schedule to enable the parties' management teams to drive and monitor progress throughout the implementation. Agency and Accela will review their responsibilities before work begins (prior to commencing the Refine Stage) to ensure tasks can be satisfactorily completed in the agreed upon timeframe and the appropriate resources will be made available. It's assumed the Agency has committed to the involvement of key resources and subject matter experts for ongoing participation in all project activities of the agreed upon project schedule.

The project schedule is managed using Microsoft Project. The project schedule assumes timely completion of Agency-led activities and tasks, availability of key Agency resources, and collaboration and availability of any third-party vendor resources. Late (per mutually agreed project schedule) Agency tasks may adversely impact overall project timeline.

Output:

- Mutually agreed upon Project Schedule that will serve as the baseline schedule.

Accela Responsibilities:

- Finalize staffing for the Accela project team.
- Finalize the project schedule that includes duration and responsible party for all tasks (in cooperation with the Agency Project Manager).
- Maintain the schedule with input from the Agency PM and team members.

Agency Responsibilities:

- Provide input to tasks and duration in Project Schedule.
- Finalize staffing for the Agency project team. Guidelines and recommendations for the Agency project staffing are addressed in the Project Staffing section of this onboarding document.
- Review and commitment that tasks can be completed in the agreed upon timeframe and the appropriate resources will be made available.
- Sign-off on baseline Project Schedule.

Project Schedule and Acceptance:

- VENDOR will develop a detailed project schedule that details both VENDOR and the COUNTY's responsibilities, timeline for project activities, phases, milestones, and deliverables ("Project Schedule") in connection with VENDOR's performance of the Professional Services. The Project Schedule should be in sufficient detail to specify the deliverables, conversion, training, testing, acceptance, configuration, modification, integration, and live operation activities. Both VENDOR and the COUNTY agree that a mutually agreeable Project Schedule will be submitted and approved by the COUNTY within thirty (30) days of the date this SOW is signed by both parties. The Project Schedule will also include the criteria by which the Professional Services will be tested and accepted by the COUNTY.

PROJECT MANAGEMENT PLAN – DELIVERABLE PROJECT STARTUP

The Project Management Plan defines the management disciplines, processes, and standards the parties will adhere to during the project.

The following outputs are included:

- Project Management Plan – This document captures how the project will be managed covering disciplines such as change control, configuration management, quality assurance, and risk / issue management.
- Status Report Template – Accela will provide the Agency with a Weekly Status Report that outlines the tasks completed during the prior week, the upcoming tasks that need to be completed during the following week, a current version of the project schedule, risks that require mitigation, and a listing of any issues that may delay the project or jeopardize one or more of the production dates. The status report will be used for the on-going communication with the customer to ensure the Project teams are aware of the activities being completed and upcoming activities.
- Project Artifact Repository – Accela will provide Agency and Accela teams with a SharePoint repository to house project artifacts. Artifacts produced during the project use Accela based

templates and the Accela methodology. There is no stated or implied promise that deliverables will be of a specified page length or comply to Agency formatting requirements.

- Governance Process and Committee Meetings – Established and scheduled, to include Accela participation.

Accela Responsibilities:

- Draft the Project Management Plan document (an Accela template) based on input from and collaboration with the Agency Project Manager.
- Finalize the Project Management Plan based on review comments from the Agency Project Manager.

Agency Responsibilities:

- Review the Project Management Plan.
- Provide timely and appropriate responses to Accela's requests for project planning input and meeting logistics requests.
- Make available the appropriate key Agency users for the review.
- Adherence to the Project Management Plan as a source document for managing the project.

ACCELA SOLUTION PROVISIONING - DELIVERABLE

Accela will setup the Accela Civic Applications provisioned based on the Agency's subscribed solution and Solution Inventory. After setup, the Agency will be able to log into the system and verify that the software is available.

Output:

- The ability for the County to log into the Accela Civic Platform

Accela Responsibilities:

- Provisioning of the subscribed Civic Applications in the hosted non-production development and test environments.

Agency Responsibilities:

- Validate that the subscribed solution is available.

DIGITAL PLAN ROOM SOLUTION PROVISIONING - DELIVERABLE

Accela will review the Digital Plan Room cloud provisioning requirements with the Agency's technical team, including infrastructure and software prerequisites. Once the prerequisites are confirmed to be in place in the Agency's SUPP environment, the Digital Plan Room software components will be provisioned by the Company and verified to work properly. Documentation on the software setup architecture specific to the Customer will be provided to the Customer's technical team for reference.

Output:

- The ability for the County to log into the Digital Plan Room solution

Accela Responsibilities:

- Providing timely and appropriate responses to Agency's requests for information.

- Consulting with Agency resources to provide technical input and answer technical questions related to the requirements for the Digital Plan Room.
- Accela will provision up to two [2] sandbox environments

Agency Responsibilities:

- Providing timely and appropriate responses to Agency's requests for information
- Providing Accela with Admin contact information to setup Agency's Admin account

PROJECT KICKOFF MEETING – DELIVERABLE PROJECT STARTUP

The final activity as part of the Define stage is a Project Kickoff Meeting with all key stakeholders. This will include, but is not limited to, the Agency Project Sponsor, Accela and Agency Project Managers, and the implementation team members. The Kickoff Meeting is presented by both the Agency and Accela, and will cover topics such as project objectives, methodology and timeline.

Output:

- Completion of the Project Kickoff Meeting.
- Delivery of the Project Kickoff slide deck.

Accela Responsibilities:

- Finalize Kickoff presentation.
- Co-Present with the Agency Project Sponsor and Project Manager on the project objective, methodology and timeline.

Agency Responsibilities:

- Provide input for the Kickoff presentation.
- Schedule and provide meeting facilities for Project Kickoff and other onsite activities.
- Co-Present with the Agency Project Sponsor and Project Manager on the project objective, methodology and timeline.

STAGE 2: REFINE

The Refine stage begins the knowledge transfer of the Accela Civic Platform and adoption of the new system. This stage is where tailoring of the Civic Application for the Agency is performed. Accela starts this stage with training the Agency's core team on the subscribed Accela solution, then conducts Civic Application Tailoring readiness sessions. Following these sessions, the Tailoring Sessions begin, using the Accela Civic Application non-production system real-time review of the provisioned Solution Inventory, reviewing each Solution Group incrementally. During the sessions, Accela will demonstrate the Civic Application solution components that pertain to the Agency's application/record type(s), identify areas available for tailoring based on [Appendix A](#), and make real-time tailoring updates as appropriate. As the Tailoring Sessions continue for additional application/record types, the Accela team will evaluate points of integration and collaborate with the Agency on the concept design for these integration points. During the Refine stage the Accela team will also orient the Agency to the legacy data mapping tool, Accela schema, and associated activities. Upon accepting the configuration of each grouping, the Agency and Accela team will conduct a Conference Room Checkpoint where Agency stakeholders will be invited to an overview of the system at this point in the project.

CORE TEAM TRAINING - DELIVERABLE

Accela will provide remote instructor-led training for Agency core onboarding team members that focuses on the basic system navigation and tailoring components of the subscribed Civic Application solution. This training is an essential component to project success. Agency staff involved in the tailoring, testing, and validation of the solution must be trained prior to the tailoring sessions. This training will help the Agency onboarding team understand the a high-level of the following:

- Basic system navigation of the Civic Platform
- Searching, creating and processing records
- Reviewing tailoring components such as contacts, documents and inspections
- Review of the Citizen Access portal

Prerequisite:

- Project Kickoff Meeting has been completed

Output:

- Access has been provided to the Accela Learning Management System (LMS).
- Completion of the Core Team Training course

Accela Responsibilities:

- Coordinate with Agency and schedule the appropriate day/time and confirm the Civic Platform Core Training content outlined in the provided agenda.
- Provide remote Civic Platform Core Training.
- Provide Agency access to the Accela Learning Management System (LMS), provide instruction on how to register and login, along with how to search for and find the online training content.

Agency Responsibilities:

- Select and prepare the onboarding team members who will participate in the training.
- Schedule appropriate Agency staff participants and meeting locations for training activities.
- Provide instructions on accessing the Accela LMS to the staff users who will require the online training content.
- Ensure that users have appropriate hardware/software for successfully viewing online video content.

ACCELA SOLUTION TAILORING

Following the core team training, the team will begin tailoring the Agency's Civic Application Solution. Please refer to [Appendix B](#) for the estimated tailoring. Throughout the sessions, Agency staff will continue to learn how the Civic Application features are mapped to Agency record types and to their end-to-end processes.

TAILORING ORIENTATION

Prior to conducting the individual tailoring sessions, Accela will conduct an orientation meeting. The key Agency staff that will participate in the sessions will all attend the orientation. During this session, Accela will:

- Review dates and times of all sessions, as well as required participants
- Describe expectations of the sessions and the format/agenda

- Review [Appendix A](#) (Solution Inventory), B (Tailoring Framework) and C (Customization)
- Review roles and responsibilities of the sessions and final goal (conference room checkpoint)

TAILORING SESSIONS - DELIVERABLE

Based on the record groupings identified at the start of the project, Accela will schedule tailoring sessions with agency personnel to review the records in each group. As the records are reviewed, the agency and Accela will review and tailor the solution components.

Tailoring sessions for each group generally cover the following topics:

- Review workflow(s) for records within the grouping
- Review Intake in public portal (Citizen Access) to validate items such as data elements, documents, disclaimer, and fees
- Review Intake from back-office (Civic Platform) to validate items such as data elements, documents, and fees
- Review agency level configuration of user groups and calendars

Sessions adhere to the following format:

- Accela and Agency teams will review the Accela Civic solution during the session, focusing on areas where solution tailoring is available (refer to [Appendix B](#) for the Tailoring Framework).
- For records that will be custom-built, Accela and Agency teams will review a similar record during the session and identify the configuration needs for the custom process (refer to [Appendix C](#)).
- Accela will take note of the tailoring requests during the sessions. As much possible, Accela will make real-time updates in the session. All remaining updates will be completed after the session.

It is imperative that the above process occurs within the Project Schedule timeframes to not delay subsequent activities and stages. Agency must commit all necessary SME's and IT personnel for the appropriate sessions as outlined by the Accela and Agency Project Managers.

The Accela team will allocate the estimated number of automation hours needed for the Automation Inventory identified in Stage 2: Refine. The Automation hours available will be reported on as part of the Status Report. Additional automations can be identified in the Develop stage as well. The same process will be used to manage the hours remaining.

Prerequisite:

- Core Team Training has been completed

Output:

- Solution Tailoring Sessions
- Document the Tailoring Punch List (items unresolved during the sessions to be closed prior to or during the subsequent Agency validation period)

Accela Responsibilities:

- Facilitate solution tailoring sessions per the agreed project schedule.
- Update solution configuration based on session decisions.

Agency Responsibilities:

- Designate and authorize the Responsible Expert for each session / record group who will make decisions and represent the department/business.
- Make available the appropriate Agency key users and content experts to provide required information, participate in the sessions and verify the accuracy of the tailored configuration.
- Provide any documentation requested by Accela, including fee schedules; commonly used applications, reports and forms; and other relevant information.
- Schedule participants and meeting locations for session activities.
- Provide three to five Agency SMEs to test/review/confirm the tailored system prior to moving to the next scheduled project activity.

REFINE CONFERENCE ROOM CHECKPOINTS - DELIVERABLE

The purpose of the Finalization period for each grouping is to work down the open configuration gaps (the Tailoring Punch List – those items remaining after the Tailoring sessions), driving closure of the Tailoring activity for each group. The Finalization period is time-boxed (as defined in the Project Schedule) and require dedicated time from the Agency and Accela project teams to rapidly close the open gaps for each grouping. New items identified during the Finalization outside of the Punch List must be completed within the established time box for the Finalization period.

When the Tailoring Punch List is resolved, this denotes finalization of the solution configuration.

To promote information sharing outside of the day-to-day project team and following the Finalization period, Accela and the Agency jointly conducts a Conference Room Checkpoint meeting. In this meeting the Agency's Responsible Expert will demonstrate the work-in-progress software to key stakeholders. The demonstration will cover 1-3 record types that demonstrates the solution from end-to-end.

Finalization expectations:

- Accela will run a Configuration Report from the Civic Platform showing the details of the record's tailored configuration.
- The Agency team will review, test and confirm the tailored solution, enabling the teams to move to the next scheduled project activity.
- Solution changes (requests for configuration or customization outside the available solution tailoring framework) are deferred for review as per the Change Control process defined in the Project Management Plan.

Conference Room Checkpoint expectations:

- Accela will collaborate with the Agency users to select scenarios that should be demonstrated to peers and executive sponsors in a Conference Room Checkpoint meeting.
- Agency staff will lead a Conference Room Checkpoint meeting, up to 1 day per record group, to demonstrate the completed solution configuration to peers and executive sponsors.
- Once the Conference Room Checkpoint is conducted and confirmed, the teams will move to the next scheduled project activity.

Prerequisite:

- Tailoring Sessions for the specific group have been completed

Output:

- Finalized tailored solution for the specific group ready for the Develop stage

Accela Responsibilities:

- Close out agreed upon action items from the Punch List to support the Finalization of each grouping.
- Assist the Agency's Responsible Expert in identifying a scenario to support the Conference Room Checkpoint for each grouping.
- Produce the Detailed Configuration Report for all records within the grouping.

Agency Responsibilities:

- Provide timely and appropriate responses to Accela's request for information.
- Make available the appropriate Agency key users and content experts to participate in an effort to learn about the system (knowledge transfer).
- Agency tests and confirms that the identified configuration Punch List items from the Tailoring sessions have been completed.
- The Agency (Responsible Expert) will facilitate the Conference Room Checkpoint.

DIGITAL PLAN ROOM CONFIGURATION ANALYSIS - DELIVERABLE

Configuration Analysis comprises the activities required to define the appropriate configuration of the Digital Plan Room and its integration points with the Accela Civic Platform, specifically to reflect the County's plan review business processes. During this task, the Accela team, with input from the County, will identify any details as it pertains to plan submittal, review, and approval and provide appropriate configuration specifications for the following items:

- Determine configuration for each Plan Review record type
- Determine all needed document types
- Determine document upload configuration
- Determine Digital Signatures validation configuration
- Determine Accela workflow integration configuration points
- Determine final approved set cloning business logic
- Determine Accela to Digital Plan Room user role mappings
- Determine Digital Plan Room discipline configuration
- Determine required Approval Stamps

Prerequisite:

- Tailoring sessions for the Planning records have been completed

Output:

- Approved punch list of configuration items for Digital Plan Room

Accela Responsibilities:

- Providing timely and appropriate responses to County's request for information
- Interviewing staff to understand existing business processes

- Conducting to-be analysis sessions to capture the required business processes to be automated within the system
- Conducting meetings via email, web conference, and phone to gather and validate analysis input

Agency Responsibilities:

- Providing timely and appropriate responses to Accela's requests for information.
- Making available the appropriate Agency key users and content experts to provide the required information, participate in the configuration analysis, and verify the accuracy of the documented workflows, input/output formats, and data elements
- Providing any existing business process documentation, including process flows; fee schedules; commonly used applications, reports, and forms; and other relevant information
- Scheduling participants and meeting locations for analysis activities

AUTOMATION INVENTORY

The Accela team will work with the Agency to identify the automation required as part of the implementation, and prioritize per scope in [Appendix C: Customization of this SOW](#). The estimated hours will be allocated to each automation and remaining hours will be reported in the Status Report provided on a weekly basis. Accela will document an inventory of the automation, which will be the final list used for development.

REPORT INVENTORY

The Civic Application solution includes a set of pre-built standard reports and documents. During the tailoring sessions, the Accela team will identify the reports provided as part of the subscribed Civic Application Solution. Any report identified that is not included in the Civic Application solution is considered a custom report. Accela will assist the Agency to document a Report Inventory of the system outputs needed to support the production system, including but not limited to, reports, forms, documents, notices, and letters that the Agency wishes to print as identified during tailoring sessions.

The purpose of the Report Inventory list is to document the Agency's reporting needs known at this time, and based on the scope in [Appendix C: Customization of this SOW](#), assign which reports the Agency wants Accela to own and develop. The inventory list can grow throughout the project, but any reports outside the scope of Accela would be owned by the Agency. The estimated hours will be allocated to each report and remaining hours available for reporting will be reported in the Status Report provided on a weekly basis.

Accela Responsibilities

- Map agency report needs to the reports available within the subscribed Civic Application Solution.
- Perform standard/minor branding updates (e.g., Agency logo and contact information) for Agency's subscribed solution reports.
- Prepare/validate the standard report(s) for the group of records with the Agency.
- Document a Report Inventory of the Agency system output needs. This inventory will be in the format of a list only.

Agency Responsibilities

- Make available the appropriate key Agency users and content experts to participate in creating the report inventory.
- Provide Accela standard branding information (e.g., Agency logo and contact information) for all standard reports.
- For any custom reports identified, capture the custom report criteria and layouts.
- Participate in the demonstration of the scenario from Refine stage and review the configurable reports included in the subscribed solution.

REPORT SPECIFICATIONS - DELIVERABLE

Based on the scope of reports identified in [Appendix C: Customization](#) Accela will work with the Agency to document report specifications for each. The Agency is responsible for providing a mockup (sample report) of what the desired report should look like from the new system.

Prerequisite:

- Report Inventory has been finalized

Output:

- Delivery of a report specification document for each report in the specific group

Accela Responsibilities

- Document the Report Specification for each report in [Appendix C](#).
- Finalize each Report Specification based on one round of feedback from the Agency.

Agency Responsibilities

- For each custom report identified, provide to Accela the custom report criteria and layout.
- Provide to Accela a sample mockup of each report, as expected from the Accela Civic Platform.
- Review each Report Specification and provide one round of review comments to Accela.
- Review and approve the final Report Specification to validate the comments are incorporated.

INTEGRATION SPECIFICATIONS - DELIVERABLE

Accela is responsible for the integrations on the Accela Civic Platform, with the Agency being responsible for the coordination and development of changes made to the 3rd party system.

Prior to development, Accela will work with the Agency to document integration specifications for each. Changes to the integration specifications after approval can negatively impact project progress and the overall schedule.

Prerequisite:

- Completion of the Tailoring Sessions

Output:

- Delivery of an integration specification for each integration in its related group

Accela Responsibilities:

- Conduct integration design sessions to review the interfaces in scope.
- Document the Integration Specification document for each integration in [Appendix C: Customization](#).

- Finalize each Integration Specification based on one round of feedback from the Agency.

Agency Responsibilities:

- Make available the appropriate key users and system experts to participate in the integration analysis and validation activities.
- Review each Integration Specification document and provide one round of feedback.
- Review and approve the final Integration Specification document to validate the comments are incorporated.
- Provide links and credentials for third party systems.
- Handle all coordination with 3rd party vendors including review of specifications if deemed required.

STAGE 3: DEVELOP

The Develop stage takes the group of processes (records) from the Refine Stage and continues the process for building and unit testing the solution which will include integrations, running mock run -conversion activities, and functional testing of data conversion efforts (or dry runs for the production).

The subscribed Civic Application Solution includes pre-defined business process automation/validation. For example, common business rules are included such as sending an email to an applicant when a record is submitted and preventing record issuance when a balance is due. If custom automation is defined in the scope, these components are built and unit tested during the Develop stage.

Another series of Conference Room Checkpoints will be conducted upon completing development for each grouping.

AUTOMATION DEVELOPMENT

In this step of the process, the automation identified during the Refine stage is developed and tested. Automation will be developed per record grouping and demonstrated in the Final Conference Room Checkpoint for that grouping.

Prerequisite:

- Approval of the related groups Refine Conference Room Checkpoint and associated automation punch list

Output:

- Configured automation based on the automation punch list

Accela Responsibilities:

- Develop and unit test automation per the user stories documented in the Automation Inventory.

Agency Responsibilities:

- Test automation to ensure it is built and functioning per the approved user stories.
- Make available the appropriate key users and content experts to participate in the development and validation activities.

REPORT DEVELOPMENT

In this step of the process, the report specifications finalized during the Refine stage are developed. Reports will be developed per record grouping and demonstrated in the Final Conference Room Checkpoint for that grouping.

Prerequisite:

- Approval of the report specification

Output:

- Developed report based on the approved specification

Accela Responsibilities:

- Develop and unit test custom reports per signed specifications.
- Provide one round of defect resolution following agency review period.

Agency Responsibilities:

- Make available the appropriate key users and content experts to participate in the report development and validation activities.
- Test each report to ensure it is built and functioning per signed specification and provide one round of feedback.
- Review and approve each report to validate the comments are incorporated.

INTEGRATION DEVELOPMENT - DELIVERABLE

It is expected all integrations will use Accela's Construct API, web services or batch engine. No custom or third-party integration tool will be used to accomplish input or output of data to/from the Accela system. In other words, data coming into Accela and data coming from Accela will use the existing integration technology. Agency is responsible for gaining appropriate system access to support the integration from appropriate application owners (including on premises or cloud/hosted, etc.) and handling all coordination with 3rd party vendors. All integrations will be developed against one (1) agreed upon version of the 3rd party system.

Prerequisite:

- Approval of the integration specification

Output:

- Developed integration based on the approved specification

Accela Responsibilities:

- Develop and unit test integration per signed specifications.
- Provide completed and demonstrate working interface.
- Perform knowledge transfer to agency administrator.
- Provide one round of defect resolution following agency review period.
- Assist agency in deployment to one environment.
- Provide source code for interface to Agency at conclusion of project.

Agency Responsibilities:

- Make available the appropriate key users and system experts to participate in the integration development and validation activities.
- Test each integration to ensure it is built and functioning per signed specification and provide one round of feedback.
- Review and approve each integration to validate the comments are incorporated.
- Provide links and credentials for third party systems.
- Handle all coordination with 3rd party vendors including 3rd party licensing, and end to end testing between Accela Civic Platform and 3rd party system.
- Updates to interface, post go-live, due to changes in 3rd party system or Agency business processes.

DIGITAL PLAN ROOM CONFIGURATION - DELIVERABLE

Accela will configure the Digital Plan Room and make any modification to the Accela Civic Platform configuration by the requirements and determinations made and agreed upon in the Digital Plan Room Configuration Analysis.

The following high-level tasks will be performed:

- Configure Accela Civic Platform standard choices for the Digital Plan Room as defined in the Digital Plan Room Configuration Analysis
- Configure new Accela document types and associated business rules
- Configure Digital Signature validation
- Configure Digital Plan Room EMSE library and required scripts
- Implement custom EMSE scripting as determined during Configuration Analysis
- Design, create and configure Approval Stamps as determined during Configuration

Prerequisite:

- Approved punch list of Digital Plan Room from the Digital Plan Room Analysis session

Output:

- Delivery of a configured Digital Plan Room system
- Documentation on the software configuration specific to the Agency will be provided to the Agency's administrative and technical team for reference.

Accela Responsibilities:

- Providing timely and appropriate responses to Customer's request for information
- Configuring the solution components as defined in the To-Be Analysis sessions

Agency Responsibilities

- Providing timely and appropriate responses to Accela's requests for information
- Making available the appropriate Agency key users and content experts to participate in creating the system to learn about the system (knowledge transfer)

- Working with Accela to verify that the system meets the requirements captured in the To-Be Analysis sessions

ACCELA GIS CONFIGURATION

Accela will configure Accela GIS (JavaScript) to link and leverage existing Agency GIS information, including assistance with integrating map services with Accela GIS. The following are the main objectives being pursued through the implementation of the Accela GIS:

- Look up permit information and parcel information from the Civic Platform.
- View selection, location, and associated GIS information.
- Select one or more parcels and add new applications to the Civic Platform.
- Auto-populate spatial attributes for a property in forms (including Accela Citizen Access).

Accela's technical staff will work with Agency IT staff to ensure that the components for hardware, software, database, network, and internet are in place for the Agency's GIS services are available for Accela to consume. Accela technical staff will validate the proper configuration of the Accela GIS environment.

Accela Responsibilities:

- Configure Accela GIS and perform quality assurance checks on the configuration and performance.
- Demonstrate that the Accela GIS application is operational via successful communication between Accela Civic Platform and the Agency's ArcGIS.

Prerequisite:

- Approval of the integration specification

Output:

- Developed integration based on the approved specification

Agency Responsibilities:

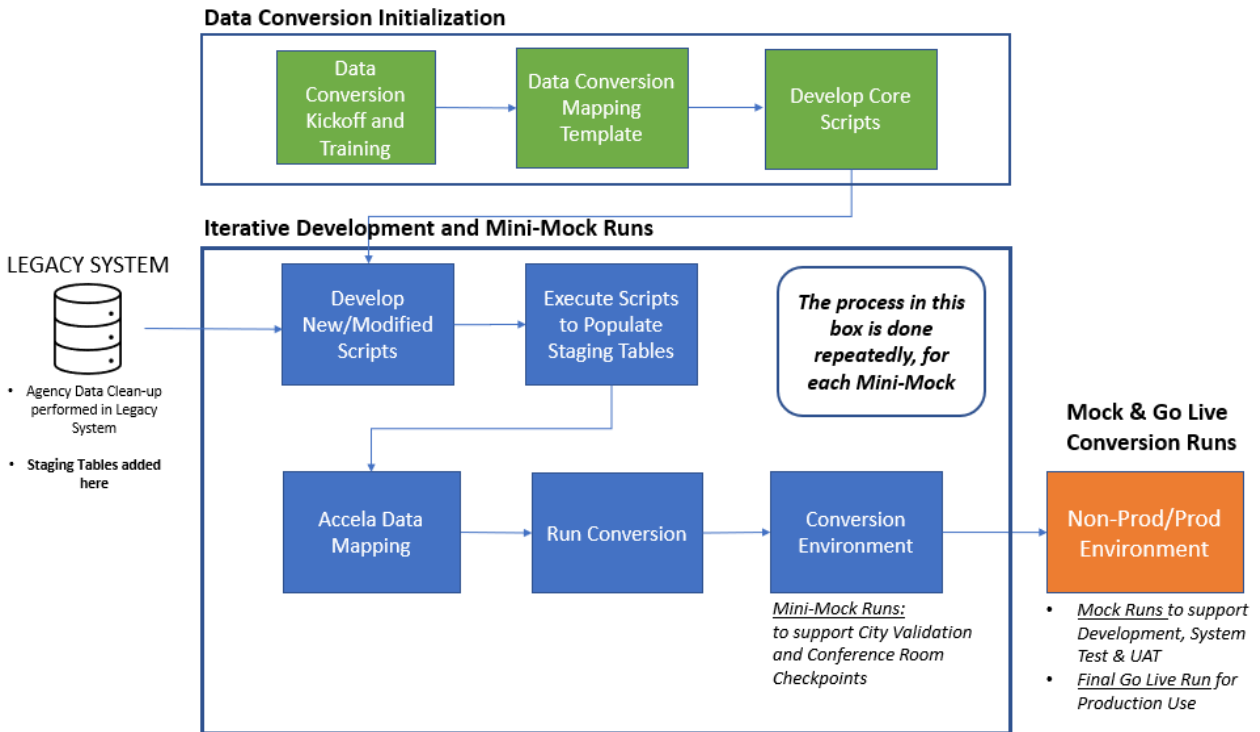
- Arrange for the availability of appropriate staff for the system setup, testing, and quality assurance throughout the configuration process.
- Order and procure necessary hardware, non-Accela systems software, and networking infrastructure as specified by Accela.
- Prepare the hardware, software, and network in accordance with the specifications provided by Accela.
- Provide people and physical resources based on the dates outlined in the project schedule.
- Provide Accela with network access to ArcGIS service, or the public link.
- Provide information and data in the formats specified by Accela that will be needed for the GIS implementation.
- Test each GIS integration to ensure that it is configured and functioning.
- Agency staff must review and test the integration and provide feedback to Accela Delivery based on the agreed upon project schedule timeline.

DATA CONVERSION

Converting historic/legacy data from the Agency’s systems is a critical activity for the success of this project. Accela’s data conversion methodology is an iterative process, starting early in the project and ensuring the Agency sees data frequently during the development activities. Accela provides a separate Conversion environment (CIVCON), in addition to the Agency’s non-production environments. The Conversion environment will be a fully functional environment and will mirror the Agency’s configuration, without impacting the non-production environments.

The image below demonstrates Accela’s iterative approach to data conversion. Throughout the development cycle, the team will conduct mini-mock runs based on conversion work completed up to that point. For each mini-mock run, the project team will execute the steps outlined within the box. This is an iterative and cumulative process, where each mini-mock builds upon the next. Each mini-mock run will be executed in a Conversion Environment (CIVCON) where the Agency will verify the data and ensure processing of the converted records. It is critical the Agency is involved in this verification testing in order to resolve issues early in the process. The data migrated during mini-mock runs will also be used to support Conference Room Checkpoints (described in the next step of this Appendix).

In addition to the mini-mock runs, Accela will conduct mock runs as well as the final go-live run. The mock runs will be loaded into a targeted non-production environment and the go-live run will be loaded into the production environment. Please refer to [Appendix C – Data Conversion](#) for how many runs into a non-prod/prod environment are in scope.



During project startup activities, Accela will train the Agency on our Data Conversion mapping tool. The Agency will be responsible for data extraction, data mapping, data cleansing and data integrity. It is critical

that the Agency, specifically the business users, provide ample time to test the data conversion and ensure processing of converted records.

AGENCY ROLES

1. Legacy Database SME (per data source)
2. Developer (writes extraction scripts, and QAs the migrated data)
3. Business SME (needs to know Accela configured solution; does not require knowledge of Accela database schema; also QAs the migrated data)

The following describes a high-level of each step in the above image.

DATA CONVERSION KICKOFF AND TRAINING - DELIVERABLE

1. Data Conversion Kickoff and Training
 - a. Accela will conduct meetings to provide the Agency conversion resources a copy of the Accela Conversion Tools and install Accela's staging tables on the legacy system. The staging tables are a flattened and abbreviated version of the Accela schema.
 - b. It is highly encouraged that the Agency begin data cleanup of the legacy database as early as possible. This will help streamline efforts later by increasing data integrity and reducing the need for additional scripts pre/post conversion.
2. Data Conversion Mapping Template
 - a. Accela will work with the Agency to complete the Data Conversion Mapping Template (DCMT) which is a spreadsheet containing a tab for each of the staging tables. This spreadsheet documents which tables and columns in the legacy system will be inserted into the staging tables and columns. This activity will be done over a series of meetings between the Accela Data Conversion resource and an Agency Database SME. This is a one-time activity that can be done early in the project, even before configuration is completed.
3. Develop Core Scripts
 - a. Scripts are required to populate the legacy data into the staging tables. Core scripts are developed to satisfy each tab of the DCMT completed above. Accela will lead the Agency in completing a couple examples and then support the Agency in completing the remaining scripts.
 - b. At this point, Accela will begin developing a Conversion Run Book which will be used as the set of instructions to run conversion later in the process. The instructions may include when to run each script and any parameters required to run a given script. As the Agency completes scripts, they will also update the Run Book regarding these instructions.

ITERATIVE DEVELOPMENT AND MINI-MOCK RUNS

The steps that follow are repeated for each mini-mock run. Each run builds upon the prior one, so it is a cumulative process.

4. Develop New/Modified Scripts
 - a. For each new set of records to be part of a mini-mock run, the team will evaluate the Core Scripts and what has been already developed for prior records. The team will establish requirements for the new records and then develop new or update existing scripts. These scripts will include custom fields and custom lists, at minimum. The Agency will develop these scripts, with Accela's support.

- b. The Agency may also develop scripts here to define additional data cleanup that can be done prior to conversion runs and/or post conversion runs.
 - c. As any scripts are completed, they must be saved to a shared repository and instructions must be added to the Run Book.
- 5. Execute Scripts to Populate Staging Tables
 - a. The Agency will execute the scripts developed in the prior step to populate the legacy data into the staging tables.
 - b. Note: Scripts can be executed as they are completed (do not need to wait for all scripts to be completed for a given run).
- 6. Accela Data Mapping
 - a. As part of the first mini-mock run activities, Accela will provide training on the Accela Data Mapping Tool to the Agency conversion resources. Accela's Data Mapping Tool is a means for the Agency to map data from the staging tables populated above (source) to the Accela configuration (target). The tool creates a set of translation tables (Mapping File) used later in the process to run the conversion program.
 - b. The Agency Legacy Database SME along with an Agency Business SME (the SME part of the tailoring process) will complete the data mapping. Accela will support this activity as needed.
 - c. Note: Mapping can be done as scripts are executed (do not need to wait for all scripts to be completed for a given run).
- 7. Run Conversion
 - a. There are three (3) inputs to a conversion run, as performed in the above steps: Scripts, Staging Tables, and Mapping File.
 - b. Prior to a conversion run, the Agency will provide Accela with the populated staging tables from the legacy database, as well as the completed Mapping File from above.
 - c. Accela will run a conversion to the Conversion environment (CIVCON), leveraging the run book and Accela Conversion Tools.
- 8. Conversion Environment (CIVCON)
 - a. As a result of the conversion run, the data lands in the Accela Schema. Conversion runs are always first into a dedicated Conversion environment (CIVCON). CIVCON will mirror the configuration completed to date. The Agency is required to validate the data in CIVCON and ensure processing of converted records.
 - i. Accela can provide a copy of the Accela Schema to assist in technical validation.
 - ii. It is critical that the business users use CIVCON to perform functional testing and ensure processing of converted records.
 - b. Mini-mock runs only go as far as this environment (i.e., mini-mock runs do not get loaded into non-prod or prod). The mini-mock runs are done to support an iterative development and testing process, and are also leveraged during the Develop Conference Room Checkpoints to demonstrate converted data as part of the solution built to date.

MOCK & GO LIVE CONVERSION RUNS - DELIVERABLE

- 9. Non-Prod/Prod Environment
 - a. If a conversion is targeted for load into a Non-Production or Production environment, it is taken a step further here to move the data from CIVCON to the targeted environment. This is completed by Accela's Cloud Operations team. Please refer to [Appendix C – Data Conversion](#) for how many runs are in scope.
 - i. Mock Runs are loaded into a non-production environment.

- ii. The Go-Live Run is loaded into the production environment.

Accela Responsibilities

- Training on the Accela Data Conversion Mapping Tool.
- Training on the Accela Civic Solutions database schema.
- Manage the overall conversion timeline and methodology.
- Support the Agency in scripting and mapping activities.
- Run conversions using Accela Conversion Tools.
- Collaborate with the Agency on identifying the current cycle of documents, document type translation, and current status of in-flight plan reviews.
- Load mock run migrations and the final production load during production cutover.

Agency Responsibilities

- Data cleanup of Legacy data.
- Population of staging tables by developing and executing scripts.
- Completion of data mapping utilizing Accela's Data Mapping Tool.
- Identifying the scope of each project, document type mapping, current status for in-flight plan reviews, and status of textual plan review comments.
- Provide access to legacy ProjectDox system and database to determine appropriate migration data schema.
- Conduct technical validation / unit testing of the conversion. Technical validation should be performed in the staging tables and in the conversion environment.
- Conduct business user testing to ensure converted records can be processed. User testing should be performed in the conversion environment following mini-mock runs, and in the non-prod environments following mock runs.

General Information and Requirements for Data Conversion:

- The Civic Application solution tailoring must be finalized before Accela will support the data conversion mapping effort.
- The standard data conversion includes the conversion of transactional data to the Accela database when a configured target destination exists. In the event there is no destination for legacy transactional data then it will be required to be converted as best fits into another area of the configuration or excluded from the conversion effort.
- Conversion of transactional tables, Address/Parcel/Owner (APO) data, Professional License data is executed "As-is" from the staging area into Accela. "As-is" means that the data will be transformed as mapped to existing configuration elements in Accela. The conversion process will not create configuration data or alter the mapped data when processed into Accela. Additionally, this means if invalid, inaccurate, or incomplete data is provided, it will be loaded into Accela "As-Is". All data cleanup must occur prior to load from staging area into Accela.
- The standard document conversion may be utilized to convert record/permit level attached electronic documents into the configured Accela Document Service (ADS). In the event a 3rd party EDMS is used by Accela Civic solution, it is still possible to convert documents if the 3rd party integration supports the create method.
- At a minimum the electronic document(s) to be converted must exist in a Microsoft Windows accessible file system (e.g., NTFS, FAT32) and have the ability to identify the associated Record ID

in order to be converted. In the event files exist in a database they must be extracted into a windows file system prior to being evaluated for conversion.

DEVELOP CONFERENCE ROOM CHECKPOINTS - DELIVERABLE

As items are completed throughout the Develop stage, the Agency will be responsible for testing items to ensure they function according to the scope above. Once development and unit testing for a group is completed, the Accela and Agency team will conduct a final Conference Room Checkpoint for each grouping.

The Agency would walk the participants through an actual scenario(s) where the record would be created in the Public Portal (ACA) and demonstrate the steps to record/application/permit closure. This walk through should support on the additional components on top of configuration which include points of integration, business automation, reports, and a preliminary view of converted data (if applicable) based on the scenario. At the conclusion of the Conference Room Checkpoint, the Agency will accept the solution for the particular group and this will allow for the exit criteria for the particular group.

If enhancements or new requirements are introduced during Conference Room Checkpoints, they will be managed through the Change Management process.

SYSTEM TESTING

System Test is performed by the Accela team. It is an end-to-end test to ensure that the solution is operational prior to going into User Acceptance Testing. It includes comprehensive testing.

Prerequisite:

- Approved completion of related Develop Conference Room Checkpoints
- Agency Test Scripts finalized

Output:

- System has been validated using the subset of Agency Test Scripts

Accela Responsibilities:

- Lead system test activities including testing the system using a sample of test cases provided by Agency
- Report status of system testing on what has been completed and if there are any open defects

Agency Responsibilities:

- Core team project members assist in testing the system at the Agency's discretion (Note: This is considered to be an Accela-led task)
- Provide a subset of the UAT test cases to be used by the Accela team for system testing

STAGE 4: DEPLOY

Deploy is the final stage of the Accela Implementation Methodology. The Deploy Stage starts when all components of the system are developed and unit tested (including all components developed by the Agency), and the system is ready for User Acceptance Testing (UAT).

The Agency will prepare for UAT by creating test cases and a test execution plan. Agency will lead the test activities by executing test cases to validate the system is performing processes as defined in the solution inventory. The Accela team will address Civic Application solution defects as they are identified. The Agency team will address defects associated with custom development (reports, integrations, etc.). At the completion of UAT, Agency will conduct End User Training and the Agency and Accela will begin to prepare the cutover plan. Once training has completed, the cutover plan will be executed, and the Agency will Go-live on the Accela solution. Accela will provide post-production support to address bugs that are identified. The Accela team will then transition the Agency to the Accela Customer Support team for on-going support.

TRAINING PLAN - DELIVERABLE

Accela's approach follows a Train the Trainer approach to training. The Accela Trainer will train the Agency's designated trainer for each business area in the operations of functions in Accela. Accela training is focused on use of the standard Civic Applications. The Agency will be responsible for training end users on how to use the system to accomplish agency-specific daily business activities. Customization of end user training material and end user training is also the responsibility of the Agency.

Accela will develop a Train the Trainer Plan. Agency will develop an End User training plan.

The Training Plan for trainers will include:

- An overview of the strategy for training for the solution.
- The training subject areas, audience, objectives, approach, and milestones.
- Definition of minimum competencies for Agency trainers and super users.
- Definition of components required, such as course outline, schedule, etc.
- High-level training schedule for all target audiences based on the logical sequence of how the content should be delivered, availability of the participants, and deployment timing.

Accela Responsibilities:

- Prepare Train the Trainer plan and material based on Accela standard Train the Trainer content/curriculum.

Agency Responsibilities:

- Prepare end user training plan and associated content.
- Make available the appropriate Agency resources to provide required information.
- Identify users who will participate in the Train the Trainer sessions and end user sessions.
- Schedule participants and meeting locations for training sessions.

USER ACCEPTANCE TEST (UAT) PLAN - DELIVERABLE

Accela will provide a Test Plan template to support the Agency's implementation. Agency will amend the Test Plan based on the implementation. The Test Plan will focus on the following:

- UAT process
- High-level plan/schedule to conduct UAT
- Who should participate?
- What should be tested?
- How to report an issue?
- Retesting issues that were fixed

- Sign-off

The Agency will review and jointly participate in updates to the Test Plan to include:

- Specific resource names
- Sign-off that resources have been adequately trained to execute test cases
- A list of test cases to be executed
- Detailed schedule of the test execution plan

It is critical that the Agency devote ample time and attention to the development of their test cases. Accela recommends the Agency use this opportunity to update their Standard Operating Procedures (SOPs) and/or custom Training Materials and leverage these as test cases. The Agency is responsible for creating and verifying all the test cases meet specific business needs. Test cases should confirm record creation, automation, workflows, inspections, citizen access, reporting, etc. and any other specific integration or areas within Accela used in normal business. Accela recommends Agency leverage SOPs as the basis of test cases. Test cases must be validated by the Agency experts and within the scope of the Civic Solutions and tailored configuration. Based on the developed test cases, the Agency is responsible for staffing appropriately so that the UAT activities will fit into the agreed upon onboarding duration. At the conclusion of UAT, the Agency should identify which test cases should be used for future regression testing when upgrades are applied. Accela recommends Test Cases form the basis for the Agency's ongoing Training and User Guides.

USER ACCEPTANCE TESTING (UAT) – DELIVERABLES FOR INITIAL AND REMEDIATION

User Acceptance Testing is formal testing by the Agency to validate the system is working per the project scope. Throughout the project, the Agency is expected to test components of the system as they are completed (i.e., configuration, reports, integrations, etc.).

Prior to UAT, the teams will establish a configuration and development code freeze on the test environment. As all components should have already been tested and validated during the Define and Develop stages, UAT should focus on end-to-end testing of the Agency's full business processes as they would perform in production.

User Testing includes the following distinct phases:

1. Initial Test – a timeboxed phase where the Agency runs through every test script and logs all issues in the issue tracker.
2. Defect Remediation – a time for Accela to remediate all implementation defects found during Initial Test. As time allows the Agency is encouraged to remediate all Medium and Low implementation defects, in preparation of taking ownership of the solution for post go live.
3. Remediation Testing – the phase where the Agency validates that all agreed upon implementation defects have been resolved.

The Agency will lead the UAT activities outlined in the UAT Plan. The Agency will test and validate the solution and its readiness to be migrated to production for active use. **All test cases should be completed prior to UAT.** At completion of Initial Test, Accela and Agency will create a Punch List and agree to implementation defects required for remediation before go-live. The Punch List then becomes the focus of remediation and remediation testing. The Punch List will contain implementation defects responsible by both Accela and the Agency, based on which party was responsible for the original configuration/development.

It is critical that the Agency devote ample time and resources to this effort to ensure the system is operating per onboarding scope and ready for production. The testing effort will require a significant time investment by the Agency, and the commitment of resources is key to success.

If the Agency does not devote adequate time and staffing to User Testing to completely test the solution, Accela may opt to postpone Go-live at the Agency's expense. Accela will work diligently with the Agency to ensure this does not occur and provide several opportunities for the Agency to add additional staff and time to this effort before recommending a postponement or delay.

Accela will ensure the appropriate test environment to be used for User Testing is setup and ready prior to the start of testing activities. This should include deployment of the approved configuration, automation, reports, integrations, and a full mock run of converted data. The Agency will ensure the appropriate Agency and/or 3rd party test environments are available to support integrations. Test environments for the third-party systems partnering with Accela (Velosimo and ePermitHub) will be coordinated by Accela's Team.

Accela will provide support for User Testing by answering questions and resolving agreed upon defects that are within the scope of the onboarding services. Medium and Low defects should be resolved by the Agency as they are expected and encouraged to begin taking ownership of the solution in preparation for post go live. These updates should be closely coordinated between the Agency and Accela teams so that no unexpected issues or changes are introduced with the resolution of these Medium and Low defects. Requested changes to the system must be managed through the Change Management process and should not be treated as defects.

At this point in the implementation process, the Agency should test individual components of functionality of the solution (i.e., functional), and test to ensure that the interrelated parts of the Accela Automation solution are operating properly (i.e., integration testing).

Based on the UAT Duration table above, the high-level schedule of User Testing would be as follows:

- **Initial Test:** Agency to execute all User Testing test cases. During this phase, Accela and Agency will also begin resolving agreed upon implementation defects identified throughout the testing. At the end of Initial Test, the Agency and Accela will develop and prioritize a User Testing Punch List to include open Critical and High severity implementation defects that are required for go-live, as defined in Appendix E: Project Resources.
 - The punch list must be finalized at the end of the Initial Test phase. Accela will export the current open implementation defects from the User Testing issue tracker and review this with the Agency at the close of the phase. Only in-scope issues will be considered for punch list resolution. The Remediation Phase (punch list/defect resolution) will be delayed until the Agency and Accela agree upon the punch list. At this point the issue tracker is closed.
 - If the Agency has not completed execution of all their test cases at the end of the defined duration, then an extension to the project would be required.
 - **User Testing is a time-boxed activity** so it is critical the Agency identifies all issues in the Initial Test timeframe. If the Agency identifies issues AFTER the Initial Test phase (i.e., after the Punch List is agreed upon), these would be an extension to the project.
- **Defect Remediation:** Accela will remediate, build and implement configuration updates for the User Testing Punch List.

- **Remediation Testing:** Agency will perform testing to confirm the Punch List items are resolved. This period is for retesting issues found during the initial test period. It is not for performing additional User Testing. New issues go to the parking lot. The User Testing is deemed accepted when Agency has verified the Punch List and severity of Critical and High implementation defects have been addressed. Accepted deliverable will become the configuration code set that will be deployed to the PROD environment.

Prerequisite:

- System Testing has been completed

Output:

- Upon acceptance of User Testing, a configuration and development freeze on TEST environment. This environment will be used to move to production.
- “Conditional Acceptance” will occur upon the earlier of correction of Defects reported as part of User Acceptance Testing of the Phase. There will be a Conditional Acceptance for each Phase; Conditional Acceptance after the final Phase constitutes Conditional Acceptance of the Professional Services. Unless the Project Schedule determines otherwise, the Acceptance Test Period for User Acceptance Testing will be thirty (30) calendar days, VENDOR and the COUNTY will work diligently to put the Phase into Go Live operations.

Accela Responsibilities:

- Support the Agency in User Testing execution, remediation and retesting of punch list implementation defects.

Agency Responsibilities:

- Identify resources who will participate in User Testing.
- Any Critical and High priority issues assigned to the Agency must be responded to in the Jira tracker within 3 business days. For example, additional information needed or the results of Agency retest.
- Ensure that testers are adequately trained on the system to accurately execute test cases.
- Lead and manage the User Testing effort, including resources and test execution schedule.
- Execute the User Testing test cases developed by the Agency during the User Testing test plan activities.
- Make available the appropriate key Agency users and content experts to participate in User Testing as defined and managed by Agency.
- Resolve Medium and Low severity implementation defects related to tailored components.
- Determine which test cases will be used for ongoing regression testing.
- Leverage test cases as a basis for ongoing training and user guides.

PRODUCTION CUTOVER “GO LIVE” - DELIVERABLE

Production date is defined as the official date in which Accela Civic Platform moves from the test environment to production for daily Agency usage. This date will be agreed to by both Accela and the Agency at project inception. In the weeks prior to moving to Production, Accela will assist in final data conversions, system validation, staff preparation and training, and coordination of deployment.

Prerequisite:

- UAT has been completed
- Training has been completed

Output:

- Deployment support prior to moving to Production.
- Assistance with setup of Integration points in Production.
- Final Conversion run during cutover.
 - Historical Plan Review
 - Transactional legacy data
- Accela Civic Platform used in Production environment for Agency daily use.

Accela Responsibilities:

- Lead the effort to transfer the system configuration and any required data from Test to Production.
- Lead development of a Go Live checklist that details the critical tasks that must be accomplished prior to moving to Production.

Agency Responsibilities:

- Provide technical and functional user support for pre and post Go Live planning, execution, and monitoring.
- Assist in the development of a Go Live checklist that details the critical tasks that must be accomplished prior to moving to Production.

POST GO LIVE SUPPORT AND TRANSITION TO ACCELA SUPPORT - DELIVERABLE

This deliverable comprises the post go-live support assistance that Accela will provide to address issues and provide consultative advice immediately following Go-Live. Accela will work with the Agency to address issues identified during this period using a Post Go-Live Issues list. This list will comprise issues related to the defined deliverables listed in the onboarding package. Examples of issues the Agency is responsible for include training issues, functional changes beyond the scope of the onboarding services, cosmetic changes, and procedures related to using the Accela solutions. Accela will not be developing or creating additional reports, conversions, integrations, record types and workflow processes that were not included in the scope of this project during post deployment support.

Agency will take ownership of the production environment upon system go-live. To enable ownership of the production system, promote continued knowledge transfer, and provide the Agency with maximum flexibility to address not only high or critical defects not found during testing but also other desired incremental system changes, Accela will provide Tier 3 support to address issues and provide consultative advice. The Agency performs the functions of Tier 1 and Tier 2 support.

Tier 1	Basic help desk resolution and service delivery	Support for basic customer issues such as solving usage problems and fulfilling service desk requests. If no solution is available, tier 1 personnel escalate incidents to a higher tier.	Lower-level technical personnel, trained to solve known problems and to fulfill service requests.
Agency			

<p>Tier 2 Agency</p>	<p>In-depth technical support</p>	<p>Experienced and knowledgeable technicians assess issues and provide solutions for problems that cannot be handled by tier 1.</p> <p>If no solution is available, tier 2 support escalates the incident to tier 3.</p>	<p>Support personnel with deep knowledge of the product or service, but not necessarily the resources who designed and implemented the solution.</p>
<p>Tier 3 Accela</p>	<p>Expert product and service support</p>	<p>Access to the highest technical resources available for problem resolution or new feature creation.</p> <p>Tier 3 technicians attempt to duplicate problems and define root causes.</p> <p>Once a cause is identified, tier 3 will build a resolution or identify as a product defect and work with the Agency in submitting a ticket for it to be resolved by the product team.</p>	<p>Tier 3 specialists are generally the most highly skilled product specialists.</p>

One week prior to the end Accela’s post go-live support period, the issue tracker will be closed for new issues. Accela will use the final week to complete resolution of the critical and high priority issues in the issue tracker. Any new issues identified during that final week will be prioritized and documented for resolution through Accela Software Support Services. Accela will be available for consultation during the final week be prioritized and documented for resolution through Accela Software Support Services.

A formal meeting will be scheduled with the Agency, Accela Professional Services Team, and Accela Customer Support for the purpose of transitioning support of future issues and questions from the Agency to the Accela Customer Support program.

Prerequisite:

- Production Cutover “Go-Live” was completed successfully

Output:

- Accela will provide support immediately following deployment (go-live).
- Accela will work with the Agency to identify and address issues identified during this period using a Post-Production Issues List. This list will be comprised of issues related to the defined deliverables listed in this SOW, which will be addressed by Accela.
- Finalized post-production copy of issues list.
- Transition of Agency from Professional Services team to Customer Support for ongoing support.
- “Final Acceptance” involves use of the Professional Services in production operations for a period of ten (10) calendar days, provision of Professional Services by VENDOR, and completion of the Phases previously tested and meeting Conditional Acceptance. If after ten (10) calendar days the Professional Services performs without Defects, the COUNTY and the VENDOR will both issue and execute a “Final Acceptance” of the Professional Services. The ten (10) day period for Final Acceptance will stop if Defects are found during production use and prevent further production use of the Professional Services. The Final Acceptance process will resume on the date the Defect

is confirmed as fixed and will continue for the remainder of the ten (10) day period. There will be a Final Acceptance for each Phase; Final Acceptance after the final Phase constitutes Final Acceptance of the Professional Services.

Accela Responsibilities:

- Provide post-production support for Accela developed configuration and components. For example:
 - Assistance with new UI or browser settings since not every user has accessed the new version of our software.
 - Issue research.
 - Escalation of issues that can't easily be resolved.
- Assist with the identification of issues for the Post-Production Issues List.
- Assist with issues that may arise related to the deliverables in this onboarding package.
- Transfer ongoing support of the Agency to the Accela Customer Support program.

Agency Responsibilities:

- Provide technical and functional user support for post-production support and monitoring.
- Any Critical and High priority issues assigned to the Agency must be responded to in the SharePoint tracker within 3 business days. For example, additional information needed or the results of agency retest.
- Examples of issues the Agency is responsible for include: training issues, functional changes beyond the scope of this onboarding package, cosmetic changes, and procedures related to the use of Accela Civic Platform.
- Develop and maintain a Post-Production Issues List.

CIVIC PLATFORM TRAIN-THE-TRAINER TRAINING - DELIVERABLE

This course is intended to prepare identified Agency trainers to train their end users. Participants will first be taught the basic two-day end user course around the customer daily Civic Platform processes. Then participants will engage in workshop practice sessions where the students teach each other and the Accela instructor sections of the two-day end user course. Feedback will be given to help the customer trainers obtain the skills needed to effectively train their end users. By the end of this course, the Agency will have ability to train your end users in Civic Platform functions.

Output:

- Train-The-Trainer for Civic Platform End-User Training

Accela Responsibilities:

- Coordinate with Agency to schedule the appropriate day/time to deliver the training.
- Coordinate with Accela PM and Agency to identify trainee list and create event registrations.
- Manage the pre- and post-training event communication to ensure trainee participation and awareness.

Agency Responsibilities:

- Notify Accela trainer of selection of up to 3 record-types for training demonstration and workshops.

- Provide Accela trainer with access to Agency workflow/business process SME no later than two weeks prior to the scheduled Train-the-trainer event.
- Ensure that trainees have appropriate hardware/software for successfully participating in the online training.
- Staff participants have successfully read and completed any recommended online course content.
- Participant maximum is 12 trainees.
- Schedule End User Training for the Agency.
- Conduct End User Training.

DIGITAL PLAN ROOM - ADMINISTRATIVE AND TECHNICAL TRAINING - DELIVERABLE

Accela will provide training to Agency staff focusing on the administrative and technical setup and the Digital Plan Room administration and configuration. The goal is to educate Agency staff in all aspects of the Digital Plan Room solution and ensure the staff is self-sufficient before Go-Live.

Accela will provide remote training sessions that span 4 hours. Agency staff is responsible for selecting qualified users for the training, who are critical to project success. The following topics will be covered as part of the training session:

- Accela workflow integration
- Plans and Documents upload
- Digital Plan Room roles and mapping to Accela roles
- Digital Plan Room Standard Choices
- Digital Signatures validation
- Approval Stamps creation and deployment

Accela will provide Agency staff with appropriate documentation for the topics covered in the training session.

Accela Responsibilities:

- Coordinate with the Agency to define training schedule and logistics
- Deliver training per the specific requirements listed above

Agency Responsibilities:

- Select and prepare the power-users who participate in the training and subsequently training end-users.
- Arrange the time and qualified people for the training who are critical to the project success.
- Provide suitable facilities to accommodate various training classes.
- Confirm that users are proficient in using PCs in a Windows environment as a prerequisite for the course.
- Confirm that users are familiar with the use of standard Internet browsers as a prerequisite for the course.
- Confirm that the users install prerequisite software prior to training.

DIGITAL PLAN ROOM - END USER TRAINING - DELIVERABLE

Accela will complete all the necessary training to run electronic plan review operations across applicable departments. Training materials and required training sessions will be created and conducted.

The Company will provide the following onsite or remote training sessions to the Customer End Users

(Users with non-administrative roles) within the same week:

- One [1] two-hour session for Intake Specialists/Permit Technicians with the same curriculum for each session
- Two [1] four-hour sessions for Plan Reviewers/Managers with the same curriculum for each session

It is recommended that each training session be recorded for reference.

The course curriculum can be found in Appendix B: Training Courses

Accela Responsibilities:

- Coordinating with the Agency to define training schedule and logistics
- Providing End User Training as described above
- Providing training material in a format easily modifiable by the Agency

Agency Responsibilities:

- Selecting and preparing the power-users who will be participating in the training and subsequently training end-users
- Arranging the time and qualified people for the training who are critical to the project success
- Providing suitable Customer onsite facilities to accommodate various training classes
- Providing printed training resources developed by Accela for Agency staff
- Confirm that users are proficient in using PC's in a Windows environment as a prerequisite for the course
- Confirm that users are familiar with the use of standard Internet browsers as a prerequisite for the course

DIGITAL PLAN ROOM - AGENCY CUSTOMER ENABLEMENT - DELIVERABLE

The Agency's customers, such as the licensed professionals, owners and general public leveraging the ePermitHub Digital Plan Room embedded in Accela Citizen Access will learn to:

- Submit their initial electronic plans and supporting documents
- Respond to Issues related to their plans created by Agency Plan Reviewers
- Resubmit corrected plan sheets (aka, digital slip sheets)
- Access and print approved job copies of their plans

During Agency Customer Enablement, Accela provides web-based training sessions, produces contextually relevant public-facing web-based training videos, and produces a User Guide for Agency's customers on how to use the ePermitHub Digital Plan Room embedded in Accela Civic Access. The Agency publishes videos and User Guide to a dedicated Digital Plan Room information page at Agency's website.

Accela Responsibilities:

- Provide two (2) web-based Agency Customer training sessions of one (1) hours each covering the following topics:
 - Plan Submittal
 - File Validation Overview
 - Response to Agency Correction comments
 - Plan Re-submittal

- Produce the following five (5) public-facing videos:
 - Uploading Plans & Supporting Documents
 - Finalizing & Submitting Review Packages
 - Accessing Review Issues & Conditions
 - Submitting Revised Plans
 - Downloading Approved Plans
- Produce User Guide in editable format

Agency Responsibilities:

- Creating a dedicated public-facing information web page for related Digital Plan Room videos and User Guide
- Adding Agency branding at the beginning and end of each video
- Adding Agency branding to User Guide
- Adding Digital Plan Room videos and User Guide to Agency's Digital Plan Room information web page
- Coordination of the external customer webinar scheduling, registration and launching of the training

APPENDIX E: PROJECT RESOURCES

AGENCY RESOURCES

The Agency must fill the following roles with the appropriate Agency Personnel that will work together with the Accela Project Team for the Project. Agency will make available additional resources as needed for the Project to be successful. Agency roles can be filled by the same person. In addition, Agency will provide all necessary technical resources to make appropriate modifications within any Agency systems wishing to integrate with any Accela systems. These resources must be proficient in Agency coding/development environment and tools, to make the required changes to their software to enable integration and must be available during the timeframe of these Professional Services.

Agency Resources	Description
Project Sponsor	Responsibilities include: <ul style="list-style-type: none"> • Represent the strategic and financial interests of the Agency within context of the project • Create an environment that promotes project buy-in • Stay informed and provide high-level oversight throughout the duration of the project • Serve as the primary escalation point to address project issues and remove obstacles in a timely manner
Steering Committee	<ul style="list-style-type: none"> • Provide input to the development of the project, including the evaluation strategy; • Provide advice on the budget; • Define and help to achieve the project outcomes; • Identify the priorities in the project – where the most energy should be directed; • Identify potential risks; • Monitor risks; • Monitor timelines; • Monitor the quality of the project as it develops; • Advise (and sometimes making decisions) about changes to the project as it develops
Project Manager	Agency will provide a dedicated Project Manager throughout the course of the engagement. Responsibilities include: <ul style="list-style-type: none"> • Overall administration, coordination, communication, and decision-making associated with the implementation • Plan, schedule, and track the implementation with Accela and across departments within the agency • Primary responsibility for the coordinating and scheduling of Agency employees and facilities in support of project activities. • Supervision of the Agency team members to ensure the project team stays focused, tasks are completed on schedule, and that the project stays on track
Product/System Administrator	<ul style="list-style-type: none"> • Participate in system configuration and build out as much as possible, working closely with Accela implementation team

	<ul style="list-style-type: none"> • Assist Agency end users with testing • Attend system administration training • Post go-live, take over internal administration of Accela system
Division/Departmental Business Leads	<p>A user representative for each affected department must be appointed to facilitate analysis and configuration and serve as a decision-making entity for that group. These critical appointments may well determine the success of the implementation for their respective areas.</p> <p>The designated Leads assist the Agency Project Manager in delegating project tasks, driving priorities for the department and ensuring action items are completed in a timely manner.</p> <p>Responsibilities include:</p> <ul style="list-style-type: none"> • Attending tailoring sessions • Willing and able to gather data and make decisions about business processes • Assumes the Responsible Expert role for any record groupings assigned to the department • Lead the Conference Room Checkpoints for the department record groups • Participate in knowledge transfer opportunities in order to understand the solution
Division/Departmental Subject Matter Expert (SME)	<p>Responsibilities include:</p> <ul style="list-style-type: none"> • Being trained on the Accela system and proactively learning the system as it is implemented • Being fully engaged in the sessions and system configuration activities • Provide expertise in their business area • Writing of test cases • Assist internal efforts towards the creation of reports, integrations & conversions • Review and testing of the solution • Review and testing of the converted data • Actively participate in the full implementation of the Accela solution
Integration Developer	<p>Responsibilities include:</p> <ul style="list-style-type: none"> • Liaison between Accela and 3rd party providers • Understand integration needs of Agency and build designs • Write integration methods to meet the Agency requirements • Participate in unit and system testing
Report Developer	<p>Responsibilities include:</p> <ul style="list-style-type: none"> • Understanding reporting needs of Agency • Attend the SSRS and AdHoc training • Write or amend reports as the Agency requirements determine • Participate in unit and system testing
Data Conversion Leads	<p>Responsibilities include:</p> <ul style="list-style-type: none"> • Lead efforts to cleanse the legacy data to be migrated • Attend Accela Data Conversion

	<ul style="list-style-type: none"> • Create data mappings • Write extraction scripts, transformation, business rule routines to move data from legacy data source to Accela staging area • Review and validation of the converted data • Participate in mock data runs during the implementation and final production conversion
Organization Change Management Agent	<p>Accela does not provide Change Management services as it relates to Organizational Change Management (OCM). Accela supports the OCM objectives by supplying technical training, content for awareness meetings, demonstrations to user groups during the project, but we find the most success for the Agency to own the OCM objectives and have a dedicated change agent with the organization.</p> <p>Responsibilities related to the Accela workstream:</p> <ul style="list-style-type: none"> • Have a designated OCM representative attend the Accela analysis sessions and determine how best to align Agency operational process with technical solution workflow. • Access the Accela test environment to become more familiar with the solution. • Participate in verification of the solution and attend Conference Room Checkpoints. • An Accela trainer can work with the OCM representative on a plan on how the Accela end user training will be integrated with the OCM campaign.
Trainer	<ul style="list-style-type: none"> • Primary responsibility for understanding the solution through attending the Train-The-Trainer sessions • Build the training materials for end users from the materials provided from Accela • Conduct End User Training

ACCELA RESOURCES

Accela will assign key resources for the onboarding project. Accela will work with the County to come up with an onsite model that best serves the project. We would typically have a 50% onsite presence during the Refine Stage, 25% onsite coverage during Develop, and 50% onsite coverage during our Deploy stage. Onsite resources usually consist of one or more key resources on the project and may also include additional staff resources. Accela’s Project Manager is responsible for coordinating the Accela team and its interaction with key Agency Resources assigned to the Project. The main roles are as follows:

Accela Resources	Description
Regional Director	The Regional Director provides executive oversight, oversees the project’s progress and direction by working with the Project Manager. Primary goals are to ensure efficiency, consistency, and quality in delivery of Accela implementations. The Regional Director will be part of the project Steering Committee and have a role in escalation of risks and issues to drive the project forward.

<p>Project Manager</p>	<p>The Accela Project Manager works directly with the Agency Project Manager to manage, track, facilitate and plan for all project activities. The Project Manager works with the Project Sponsors, Subject Matter Experts and other stakeholders to ensure the timely delivery of a quality product. The Project Manager undertakes the project administration tasks including:</p> <ul style="list-style-type: none"> • Develop and maintain project plan • Resource management and tracking • Risk identification and mitigation • Issue management and escalation • Status reporting • Provide direction and facilitate team meetings
<p>Solution Architect</p>	<p>Accela’s Solution Architect is responsible for the overall solution architecture and will:</p> <ul style="list-style-type: none"> • Recommend standard and custom solutions for business requirements • Architect new custom solutions for Agency-specific scope • Provide Solution Architect oversight throughout the implementation • Guide the customer and project team with best practices and standards • Confirm delivered solutions follow best practices and standards
<p>Implementation Lead</p>	<p>The Implementation Lead assigned to the project will have significant experience in the business functions as well as the product functionality and is responsible for:</p> <ul style="list-style-type: none"> • Lead tailoring sessions • Lead the tailoring/system configuration • Providing training/mentoring to Agency staff • Coordinate with technical team members through analysis and testing as it relates to Agency processes
<p>Implementation Consultant</p>	<p>Implementation Consultant resources support the project as-needed and typically focus on the following tasks:</p> <ul style="list-style-type: none"> • Provide support during tailoring sessions • Perform tailoring/system configuration • Unit and functional testing
<p>Technical Consultant(s)</p>	<p>Accela Technical Consultants are involved in the project to perform the following responsibilities:</p> <ul style="list-style-type: none"> • Lead integration analysis, specifications and development • Lead report analysis, specifications and development • Provide data conversion expertise, training, mapping assistance, and execute data conversion runs
<p>Training Consultant</p>	<p>Training Consultants are responsible for Accela Training classes with assistance from Implementation consultants, depending on the nature of the specific project.</p>

APPENDIX F: DEFECT DEFINITIONS

ISSUE TYPES

1. **Implementation Defect** – Implementation Defects relate to elements configured or built as part of the project such as record configuration, workflow configuration, business rules/automations, custom integrations, and reports. An issue is considered an Implementation Defect when the software is not behaving as per the approved software version (e.g., development stage complete). Data Conversion issues are considered Implementation Defects if the data was available in the proper format via the source data file but is not converted as defined in the approved Data Mapping document and as executed in the previously-approved final mock run. For definitions of defect severities, refer to table in next section.
2. **Product Defect** – Product Defects are errors due to unexpected behavior within the Accela Platform source code. A Product Defect cannot be resolved through configuration changes and requires a new product release or hotfix/patch.
3. **Non-Defect Issue Examples**
 - a. **Change** – Modifications or additions to the approved specification are considered changes. Examples include:
 - i. Changes to record configuration, new or changes to custom fields, changes to workflow configuration, new or changed expressions, new automation scripts, addition of business rules to existing automation script to account for previously un-documented exception cases or new requirements
 - ii. Addressing a Product Defect or product limitation via configuration changes (implementing a work around)
 - iii. New report or change to existing report format, queries, or business logic
 - iv. New integration or new transaction for existing integration or change to existing integration business logic
 - b. **New Requirement** – Previously undocumented business need driving additions or changes to the configuration is considered a new requirement
 - c. **Conversion Source Data Issue** – Data cleansing issues such as data that is incomplete, erroneously formatted, or misplaced due to data errors found in the source data set often lead to undesirable or unexpected product behavior or system errors
 - d. **3rd Party Product Issue** – Issues related to 3rd party system errors or results returned from a 3rd party system back to Accela through an integration. E.g., data in APO dataset is not up to date and causing errors in Accela or an error in the Financial system is leading to Accela transaction reconciliation problems
 - e. **Product Enhancement** – The Accela product does not currently include or support the desired feature
 - f. **Training Issue** – The end user reported a problem that is attributed to user error
 - g. **Infrastructure Issue** – The issue is rooted in Agency infrastructure or environment settings (such as server hardware/software, network infrastructure, security software/settings, end user hardware/software)

DEFINITION OF DEFECT SEVERITIES

Please refer to the below table for definition of Implementation Defect severities.

Severity Level	Description
Critical	<p>This is a “must fix” problem, a “showstopper.” The problem is causing a major system error, fatal error, serious database corruption, serious degradation in performance, major feature malfunction, or is preventing a major business goal from being realized. The problem does not have a workaround that is reasonably acceptable to the corresponding end-users.</p> <p>Examples:</p> <ol style="list-style-type: none"> 1. The Address, Parcel, Owner search is not returning any results which means an Applicant or Staff cannot submit a record because the Parcel is required and requires validation with the Agency’s GIS system 2. An error is displaying when trying to select the submit button during Intake which is preventing the Record from being created. The error message is not providing any direction to the user other than contact your system administrator. 3. The Payment Integration is down which would not allow the online records from being created and the back-office staff would not be able to proceed with workflow due to business rules preventing the advance of workflow if there are outstanding fee due.
High	<p>This is a problem that is causing significant loss of feature functionality, but the system can recover from the problem and it does not cause total collapse of the system. The system does not meet a business goal or a portion of a business goal; performance degradation is minor, but not within established exit criteria; or minor database issues may exist (e.g., single rows or fields may be locked). The problem does have a workaround that is reasonably acceptable to the corresponding end-users.</p> <p>Examples:</p> <ol style="list-style-type: none"> 1. Fees are wrongly being applied to records based on business rules or configuration. The workaround would require business rules (scripts) to be disabled and staff would manually apply fees or staff voiding fees or refunding fees if duplication is occurring. 2. Notification going to citizens where the URL for the online portal, the Record ID, Decision, or attachments are missing. The workaround, Staff would take more calls around the notification received by the citizen. 3. Notification being sent to an incorrect contact on the record. The workaround, Staff would take more calls around the notification received by the citizen. 4. Incorrectly activating a workflow task status, for example where the task was not activated or based on business rules closing the workflow task. The workaround, Supervisor would need to override the workflow task status to activate the correct workflow task to proceed with the application life cycle. 5. Workflow assignment is either not assigning to the correct department or is not assigning to a department (i.e. department would be blank). The workaround, Supervisors or Managers would need to use the Unassigned Reviews report for workflow assignment.

	<p>6. A Notification going to one of the contacts identified as recipient, but not all (for example going to the Applicant, but not the Owner). The workaround, Staff would take more calls around the notification not received by the citizen</p>
<p>Medium</p>	<p>This is a problem that is causing minor loss of feature functionality. Optional workarounds are acceptable but causing significant efficiency loss. Problem is cosmetic, but public facing and deemed go-live critical.</p> <p>Examples:</p> <ol style="list-style-type: none"> 1. Notification going to citizens where Assigned Reviewer, Address, or Contact Types is missing. The workaround, Staff would take more calls around the notification received by the citizen. 2. Notification going to one of the contacts identified as recipient, but not all (for example going to the Applicant, but not the Owner). MUST be going to Applicant to be considered medium. The workaround, Staff would take more calls around the notification not received by the citizen. 3. Workflow assignment for the round-robin is incorrectly assigning staff users. The workaround, Staff assigned to the record would need to re-assign the workflow to the appropriate Staff 4. Incorrectly setting due dates in the workflow based on defined business rules. The workaround, Staff would need to manually set the due date. 5. Required element such as document types, contacts, or custom fields are allowing the user to proceed w/out having met the requirement. The workaround, Staff would need to validate all required elements and if one was missing use the workflow task status of "Additional Information Required" to have the user provide the required information to proceed with the application process.
<p>Low</p>	<p>This is a problem that is causing minor loss of feature functionality. Optional workarounds reasonably acceptable to the corresponding end-users are available with minor efficiency loss. Minor issues, misspellings, cosmetic changes, etc.</p> <p>Examples:</p> <ol style="list-style-type: none"> 1. Misspellings on instructions, data elements, report content, or notifications content. 2. Font inconsistencies, if data elements or online portal language is written in different fonts in different sections. 3. Inconsistency with Console configuration between departments, for example the record selection where there is the drop down rather than the decision tree or constraint within the defined filter is not displaying the entire defined criteria.



APPENDIX G: PROJECT RACI MATRIX

Below is a RACI matrix that includes major project activities as well as deliverables. Some deliverables are represented across multiple entries.

Seminole County RACI		Governance Committee	Executive Steering Committee	Project Sponsor	Accela Regional Dir.	Accela Project Mgr.	Accela Onsite Relationship Manager	Accela Solution Architect	Accela Lead Implementation Consultant	Accela Implementation Consultant	Accela Technical Consultants	County Business Project Manager	County IT Project Manager	County Division/Departmental Business Leads (Decision Maker)	County Division/Departmental Subject Matter Expert (SME)	County Intergration Developer	County Report Developer	County Data Conversion Lead	
R = Responsible -the person who actually owns the project, task, or work. A = Accountable -the person who will sign off on the work and judging its completion and how it meets quality standards. C = Consulted -the person who has the ability or knowledge needed to complete the work. I = Informed -people who must be kept informed of the work, but not necessarily.																			
Note - Bolded deliverables in column C are billable in the SOW		Project Leadership					Accela Team						County Team						
Governance	a. Ensure a common understanding, continued commitment and buy-in among all parties	R	A	C	C	I/C						I/C	I/C						
	b. Maintain realistic and consistent expectations on project objectives and milestones	R	A	C	C	I/C						I/C	I/C						
	c. Provide vision and leadership to the project	R	A	C	C	I/C						I/C	I/C						
	d. Take necessary actions on a timely basis to remove barriers that impede delivery success	A	R	C	C	I/C						I/C	I/C						
	e. Discuss and mitigate key project risks and support implementation of mitigation plans	A	R	C	C	I/C						I/C	I/C						
	f. Make resources available to enable the project to remain on schedule and budget	A	R	C	C	I/C						I/C	I/C						
	g. Create and Run Bi-Weekly Status Reports	I	I	I	I	R	R	I	I	I	I	A	A	I	I	I	I	I	
	h. Deliverable Acceptance	I	I	R	I	A						A	A	I/C					
	i. Change Control	I	I	A	I	R	A	A	A	I	I	R	R	C	I	C	C	C	
Define	a. Project Initiation			I	I	R	I					A	A						
	b. Project Schedule			I	I	R	I					A	A						
	c. Project Management Plan			I	I	R	I					C	C						
	d. Project Kick off Meeting			I	I	R	I					A	A						
	e. Accela Civic Platform Solution Provisioning			I	I	A	I	R				I/C	I/C						
	f. Digital Plan Room Solution Provisioning			I	I	A	I	R				I/C	I/C						
Refine	a. Core Team Training					C	C	R	R	A	A	A	A	A	C				
	b. Tailoring Orientation					C	C	R	R	A	A	A	A	A	C				
	c. Tailoring Sessions					C	C	R	R	A	A	A	A	A	C				
	d. Tailoring Updates					A	A	A	R	R	R	A	A	C	C				
	e. Tailoring Validation					I	I	I	I	I	I	A	A	R	R				
	f. Tailoring Final Updates					C	C	R	R	A	A	A	A	A	C				
	g. Digital Plan Room Configuration Analysis					C	C	R	R	A	A	A	A	A	C				
	h. Refine Conference Room Checkpoint/Checkpoint					C	C	I	C	C	I	A	A	R	R				
	i. Automation Inventory					A	I	C	C	C	R	A	A	A	C				
	j. Automation Specification					A	I	C	C	C	R	A	A	A	C				
	k. Report Inventory					A	I	I	C	C	R	A	A	A	C				
	l. Report Specifications					A	I	I	C	C	R	A	A	A	C			A	
	m. Intergration Specifications					A	I	C	C	C	R	A	A	A	C	A			
Develop	a. Automation Development					A	I	C	C	C	R	I	I	I				C	
	b. Automation Validation					I	I	I	I	I	I	A	A	R	R				
	c. Report Development					A	I	C	C	C	R	I	I	I				C	
	d. Report Validation					I	I	I	I	I	I	A	A	R	R			R	
	e. Intergration Development					A	I	C	C	C	R	I	I	I				C	
	f. Intergration Validation					I	I	I	I	I	I	A	A	R	R			R	
	g. Digital Plan Room Configuration					A	I	C	C	C	R	I	I	I					
	h. Develop Conference Room Checkpoint					C	C	I	C	C	C	I	A	A	R	R	R	R	
	i. Data Conversion -Mock Runs					I	I	I	I	I	I	C	I	I	C	C		R	
	j. Full System Test					R	R	R	R	R	R	C	C	C	C	C	C	C	
	k. Create UAT Test Scripts					C	C	C	C	C	C	R	R	R	R	R	R	R	
	Deploy	a. Training Plan			I	I	R	I					A	A	I	I			
		b. User Acceptance Testing (UAT) Plan			I	I	R	I					A	A					
c. User Acceptance Testing (UAT)						I/C	I/C	I/C	I/C	I/C	I/C	R	R	R	R	C	C	C	
d. Accela Civic Platform - Train the Trainer						R	A	A	A	A	A	A	A	A					
e. Digital Plan Room - Administrative and Technical Training						R		A	A	A	A	A	A	A					
f. Digital Plan Room - End User Training						R		A	A	A	A	A	A	A					
g. Digital Plan Room - Agency Customer Enablement						R		A	A	A	A	A	A	A					
h. Accela Civic Platform - End User Training						R		A	A	A	A	A	A	A	R				
i. Create Cut Over Plan						R	C	C	C	C	C	C	A	A	C	C	C	C	
j. Post Go Live Support and Transition to Accela Customer Support						R	C	C	C	C	C	C	A	A	C	C	C	C	

APPENDIX H: COUNTY FEE SCHEDULES

Below are the draft fee schedules provided from the County to be used in the implementation of the Accela Civic Platform solution.

EDUCATION IMPACT FEES

Seminole County

EDUCATION (SCHOOL) SYSTEM IMPACT FEES	Impact Fee Rate per Dwelling Unit
Land Use Category	
Single Family	\$9,000.00
Condominium, Townhomes & Duplex	\$5,000.00
Apartments (Multi-Family) < 850 sf	\$4,900.00
Apartments (Multi-Family) 851 to 1,000 sf	\$7,100.00
Apartments (Multi-Family) > 1,000 sf	\$8,700.00
Mobile Home	\$4,700.00

*No change in 2021 update

FIRE RESCUE IMPACT FEES

Seminole County

2020 Calculated Fire Rescue Impact Fee Schedule	Impact Unit	Calculated Impact Fee
Residential:		
Single Family (detached)		
- Affordable Housing	du	\$249
- Less than 1,500 sf	du	\$440
- 1,500 to 2,499 sf	du	\$497
- 2,500 sf or greater	du	\$557
Multi-Family (Apartment/Condominium/Townhouse)		
- Affordable Housing	du	\$183
- All Other	du	\$332
Mobile Home	du	\$318
Transient, Assisted, Group:		
Congregate Care Facility	du	\$436
Hotel	room	\$397
Motel	room	\$342
Nursing Home	1,000 sf	\$836
Recreational:		
Marina	boat berth	\$42
Golf Course	hole	\$273
Movie Theater	screen	\$1,688
Racquet/Tennis Club	court	\$416
Health/Fitness Club	1,000 sf	\$784
Institutional:		
Elementary School (Private)	student	\$26
Middle/Junior High School (Private)	student	\$29
High School (Private)	student	\$29
University/Jr College (7,500 or fewer students)(Private)	student	\$33
University/Jr College (more than 7,500 students)(Private)	student	\$26
Church	1,000 sf	\$120
Day Care Center	1,000 sf	\$264
Medical:		
Hospital	1,000 sf	\$420
Office:		
Office	1,000 sf	\$290
Medical Office 10,000 sq ft or less	1,000 sf	\$390
Medical Office greater than 10,000 sq ft	1,000 sf	\$560

Retail:		
Discount Superstore, Free-Standing	1,000 sf	\$534
Retail/Shopping Center	1,000 sfgla	\$491
New/Used Auto Sales	1,000 sf	\$511
Supermarket	1,000 sf	\$784
Pharmacy/Drug Store with & without Drive-Thru	1,000 sf	\$602
Furniture Store	1,000 sf	\$104
Services:		
Bank w/Walk-In	1,000 sf	\$335
Bank w/Drive-In	1,000 sf	\$485
Quality Restaurant	1,000 sf	\$1,874
High-Turnover (Sit-Down) Restaurant	1,000 sf	\$1,812
Fast Food Restaurant w/Drive-Thru	1,000 sf	\$3,156
Automobile Care Center	1,000 sf	\$543
Gas Station w/Convenience Market <2,000 sq ft	fuel pos.	\$475
Gas Station w/Convenience Market 2,000-2,999 sq ft	fuel pos.	\$579
Gas Station w/Convenience Market 3,000+ sq ft	fuel pos.	\$657
Industrial:		
General Light Industrial	1,000 sf	\$163
Manufacturing	1,000 sf	\$150
Warehouse	1,000 sf	\$36
Mini-Warehouse	1,000 sf	\$13
Utility	1,000 sf	\$342

LIBRARY IMPACT FEES

Seminole County

2020 Calculated Library Impact Fee Schedule	Impact Unit	Calculated Impact Fee
Residential:		
Single Family (detached)		
- Affordable Housing	du	\$198
- Less than 1,500 sf	du	\$351
- 1,500 to 2,499 sf	du	\$395
- 2,500 sf or greater	du	\$443
Multi-Family (Apartment/Condominium/Townhouse)		
- Affordable Housing	du	\$148
- All Other	du	\$269
Mobile Home	du	\$280

MOBILITY FEES

Seminole County

2020 Condensed Mobility Fee Schedule	Unit	Fee District		
		Rural	Suburb	Core
Single Family - Affordable Housing	D.U.	\$3,656	\$1,357	\$906
Single Family (<1,500 s.f.)	D.U.	\$5,923	\$2,198	\$1,467
Single Family (1,500 to 2,499 s.f.)	D.U.	\$7,312	\$2,714	\$1,811
Single Family (>=2,500 s.f.)	D.U.	\$9,798	\$3,636	\$2,427
Accessory Dwelling Unit	D.U.	\$2,729	\$982	\$618
Multi-Family - Affordable Housing	D.U.	n/a	\$916	\$576
Multi-Family (1-2 Floor)	D.U.	n/a	\$1,665	\$1,048
Multi-Family (3+ Floor)	D.U.	n/a	\$1,237	\$779
Mobile Home	D.U.	\$2,456	\$875	\$537
Hotel	Room	\$4,446	\$1,644	\$1,086
Motel	Room	\$1,699	\$618	\$399
Marina	Berth	\$1,180	\$617	\$480
Golf Course	Holes	\$10,557	\$5,491	\$4,019
Fitness Center	1,000 sf	\$8,100	\$4,180	\$2,975
Hospital	1,000 sf	\$4,048	\$2,082	\$1,713
Independent Senior Living	D.U.	\$2,518	\$906	\$570
Nursing Home	bed	\$593	\$299	\$210
Church (Non-Sanctuary Space Only)	1,000 sf	\$1,757	\$893	\$652
Private School	student	\$451	\$229	\$165
Day Care (Child or Adult)	student	\$405	\$209	\$131
Office	1,000 sf	\$3,614	\$1,840	\$1,470
Medical Office	1,000 sf	\$13,431	\$6,859	\$5,614
Retail < 20K Sq. Ft.	1,000 sf	\$5,417	\$2,777	\$1,737
Retail (large >=20 ksf, Shop Ctr.)	1,000 sf	\$7,369	\$3,819	\$2,523
Convenience Retail	1,000 sf	\$24,008	\$12,297	\$7,686
Coffee/Donut Shop	1,000 sf	\$9,142	\$4,643	\$2,705
Restaurant - Sit Down	1,000 sf	\$19,548	\$10,079	\$6,817
Restaurant - Fast Food	1,000 sf	\$17,783	\$9,031	\$5,261
Gasoline Station	Fuel Pos.	\$12,605	\$6,326	\$4,223
Supermarket	1,000 sf	\$9,168	\$4,707	\$3,023
Garage / Auto Repair	1,000 sf	\$4,415	\$2,227	\$1,603
Bank/Savings/Credit Union	1,000 sf	\$7,226	\$3,655	\$2,483
Industrial	1,000 sf	\$2,027	\$1,024	\$761
Passive Warehouse (Storage warehouse)	1,000 sf	\$793	\$401	\$298
Active Warehouse (Parcel hub/fulfillment center)	1,000 sf	\$3,634	\$1,837	\$1,365
Mini-Warehouses	1,000 sf	\$451	\$233	\$166
Note: 1. This rate is applicable to all dwelling units in buildings of three or more floors, including units on floors 1 and 2.				
2. Using Balmoral 12/10/2020 housing forecast, Rural CAR=1.33, and Balance Revenues				

APPENDIX I: COUNTY CURRENT AND FUTURE PROCESS DIAGRAMS

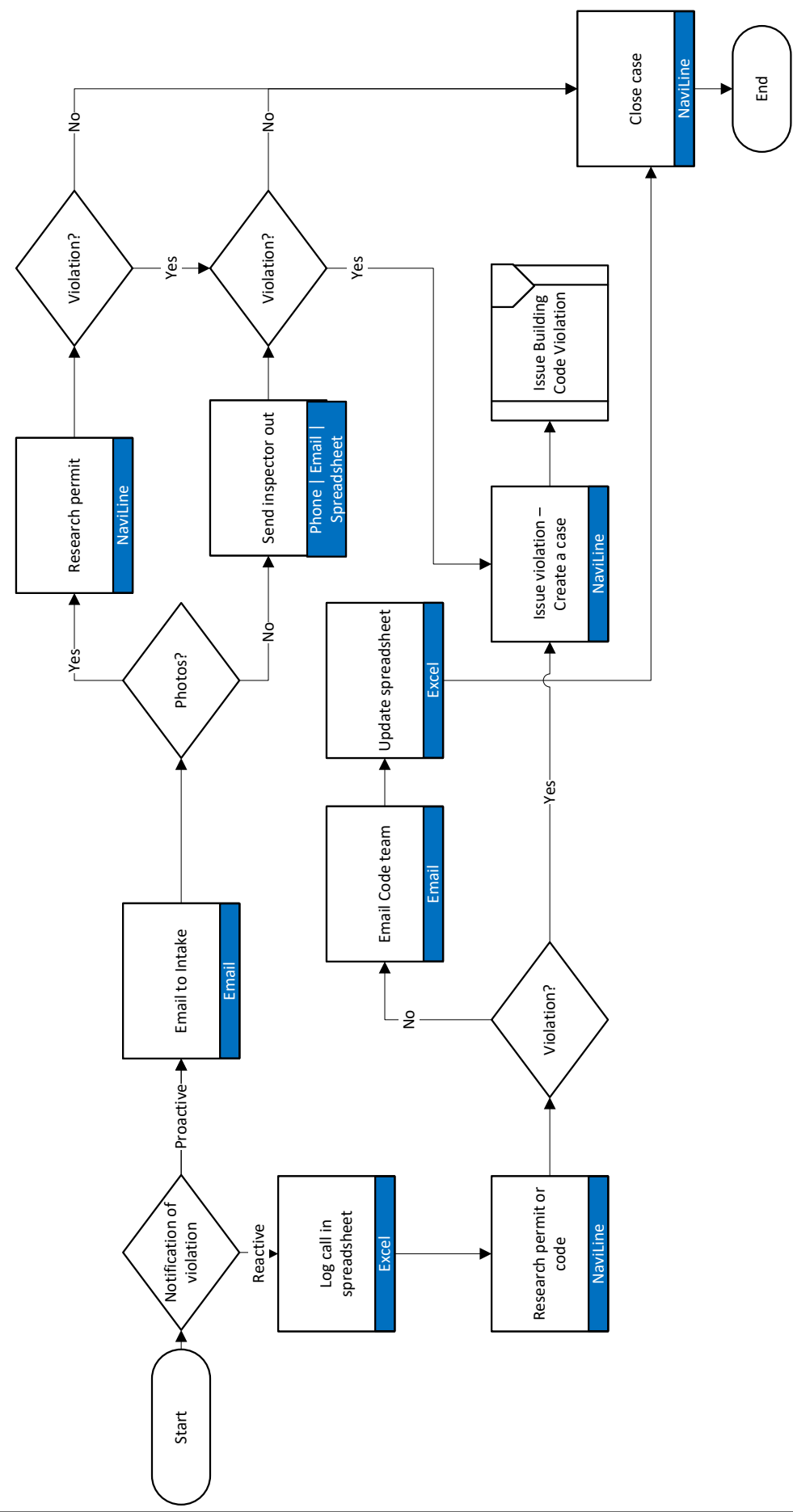
Below are the Seminole County’s “Current” and “Future State” process flows. During the Define Stage – Project Initiation, the Accela Solution Architect will review the process flows with the County Staff to gain a better understanding and align with the Appendix A: Solution Inventory and how they will be applied to the Accela Civic Applications. The Future-State process flows will provide guidance but are not at the level of detail to be a “blue-print”. Process flows may need to be modified to align with the Accela Civic solution.

APPENDIX A - Process Maps

ID #	Title
BC-1.0/1.1	Building Application Intake Digital
BC-2.0/NA	Building Application Intake Paper
BC-3.0/3.1	Building Plan Review Digital
BC-4.0/NA	Building Plan Review Paper
BC-5.0/5.1	Building Inspections
BC-6.0/6.1	Building Fee Payment
BC-7.0/7.1	FEMA Review - New Structure(s)
BC-8.0/8.1	FEMA Review - Existing Structure(s)
BC-9.0/9.1	Contractor Licensing Submission Process
PWSM-1.0/1.1	Environmental Services Shoreline Management
ESU-1.0/1.1	Environmental Services - New SFR and Commercial Water Service
BCE-1.0/1.1	Code Violation Reported
BCE-2.0/2.1	Planning Violation
BCE-3.0/3.1	Issue Violation
BCE-4.0/4.1	Adjudication
BCE-5.0/5.1	Imminent Hazard
A1.0/1.1	Address Management - DRC and New Development Unincorporated
A2.0/2.1	Address Management - Building Permit Review Unincorporated (Existing or Non-Existing)
A3.0/3.1	Address Management - Cities of Lake Mary and Longwood
A4.0/4.1	Address Management - Existing Occupancy Address Changes
PL-1.0/1.1	Planning Application Intake - Non EPR (Paper Reviews and Specialty Permits - Arbor, Special Events, Outdoor Sales)
PL-2.0/2.1	Planning Application Department Review (Non EPR) - Follow-up Combine with PL 3.0
PL-9.0/6.1	Planning BOA (Variances) Board Preparation - Independent Process
PL-7.0/7.1	Planning BCC Board Preparation - Follow-up
PL-8.0/8.1	Planning Closeout Process
PL-3.0/3.1	Planning Application Intake EPR (Applicant Submits Plans Through EPR)

Building Code Violations Reported

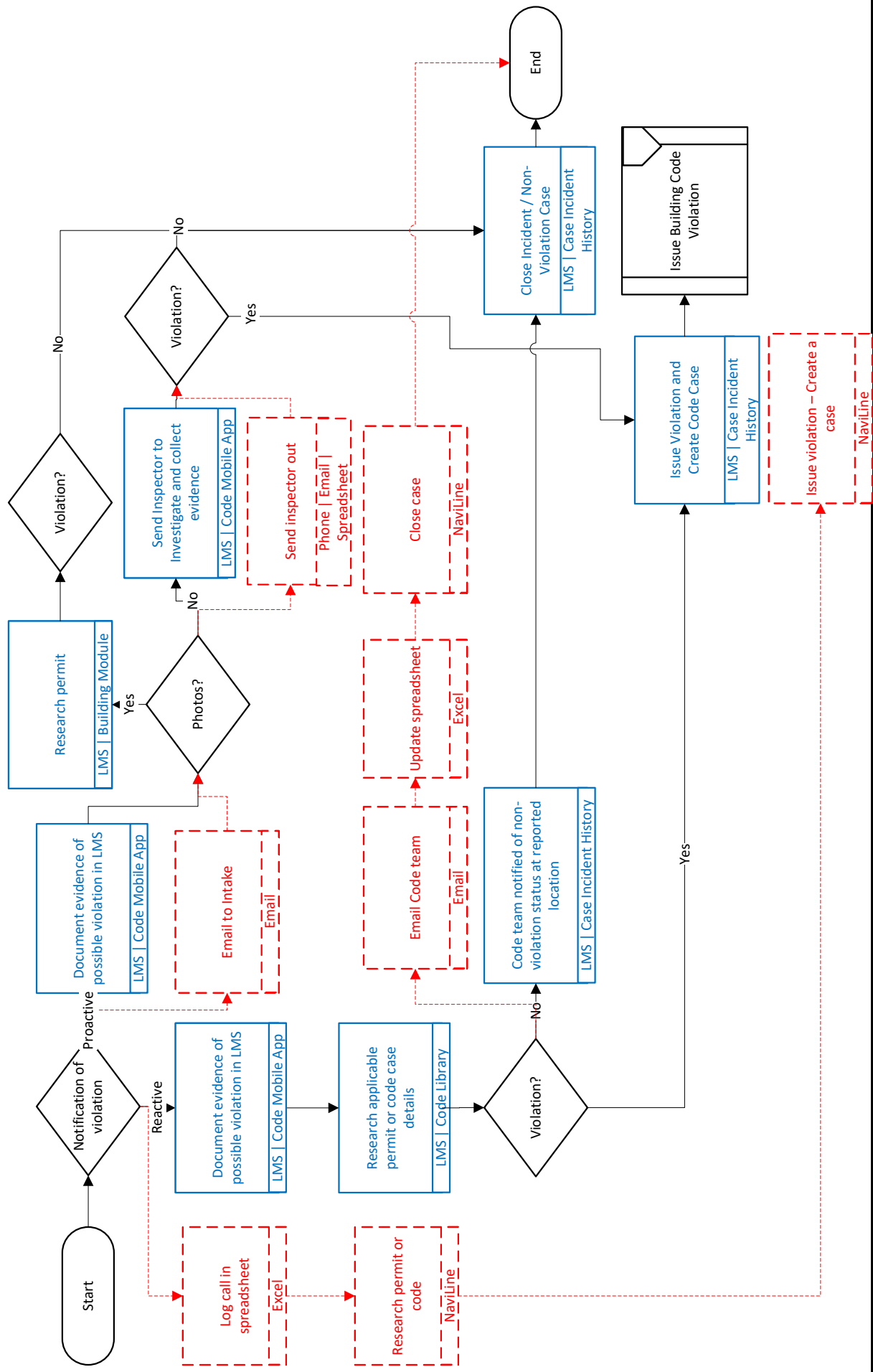
Current State | v2.0 DRAFT 4/18/2022



Notes

Building Code Violations Reported

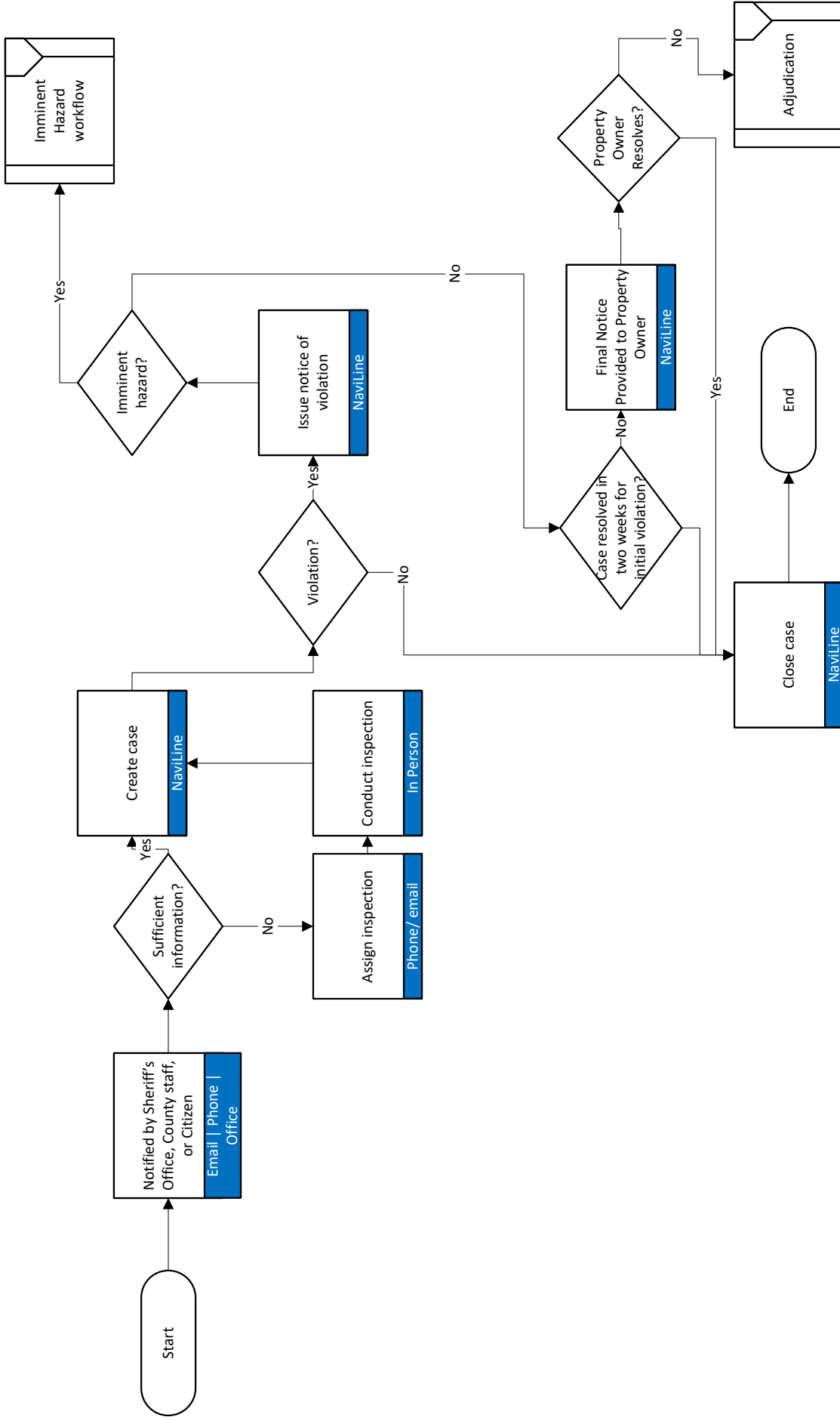
Future State | v1.0 DRAFT 4/18/2022



Notes

Planning Identified Violations

Current State | v.2.0 DRAFT 4/18/2022

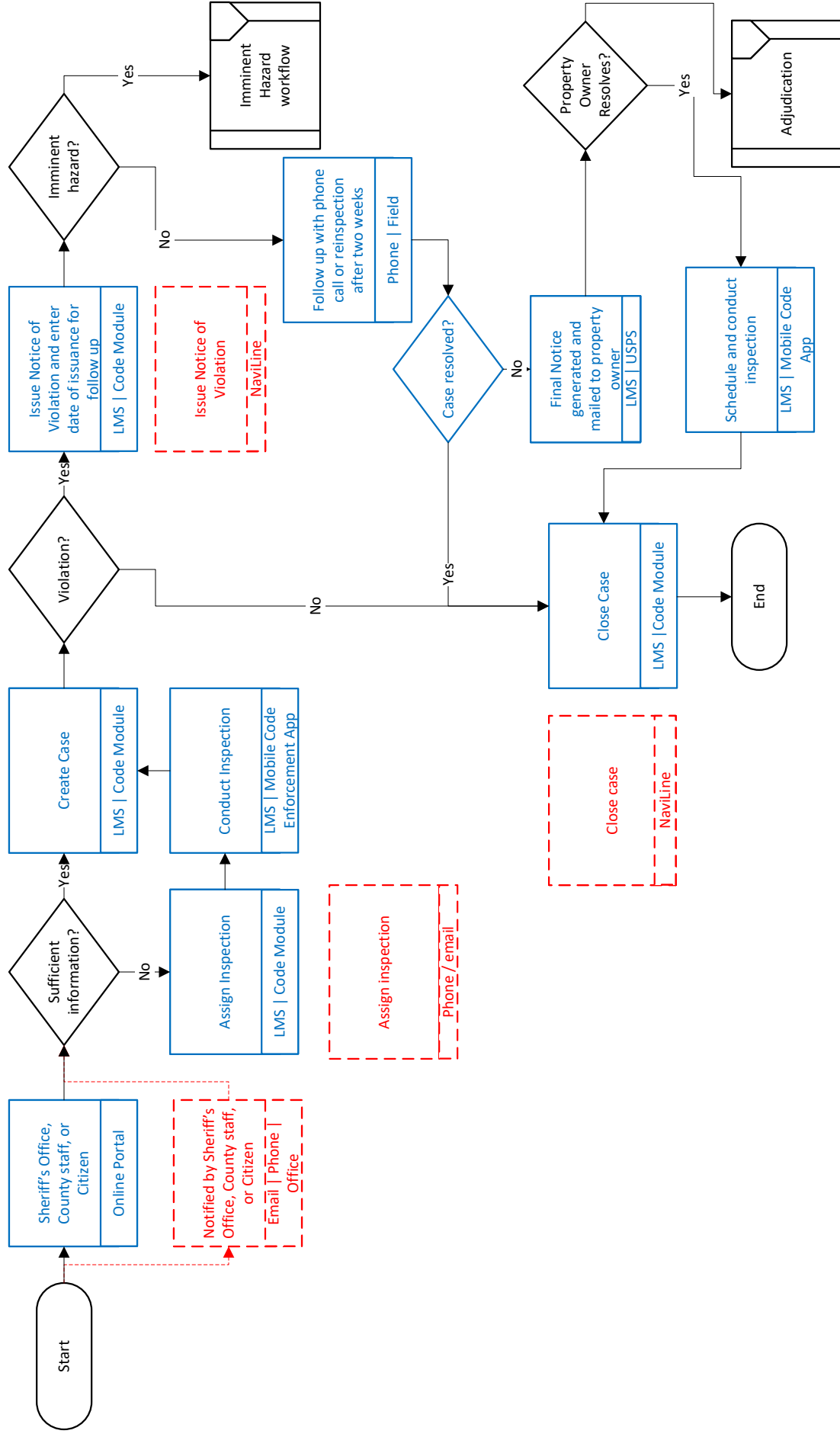


Planning Review

Notes

Planning Identified Violations

Future State | v1.0 DRAFT 5/11/2022

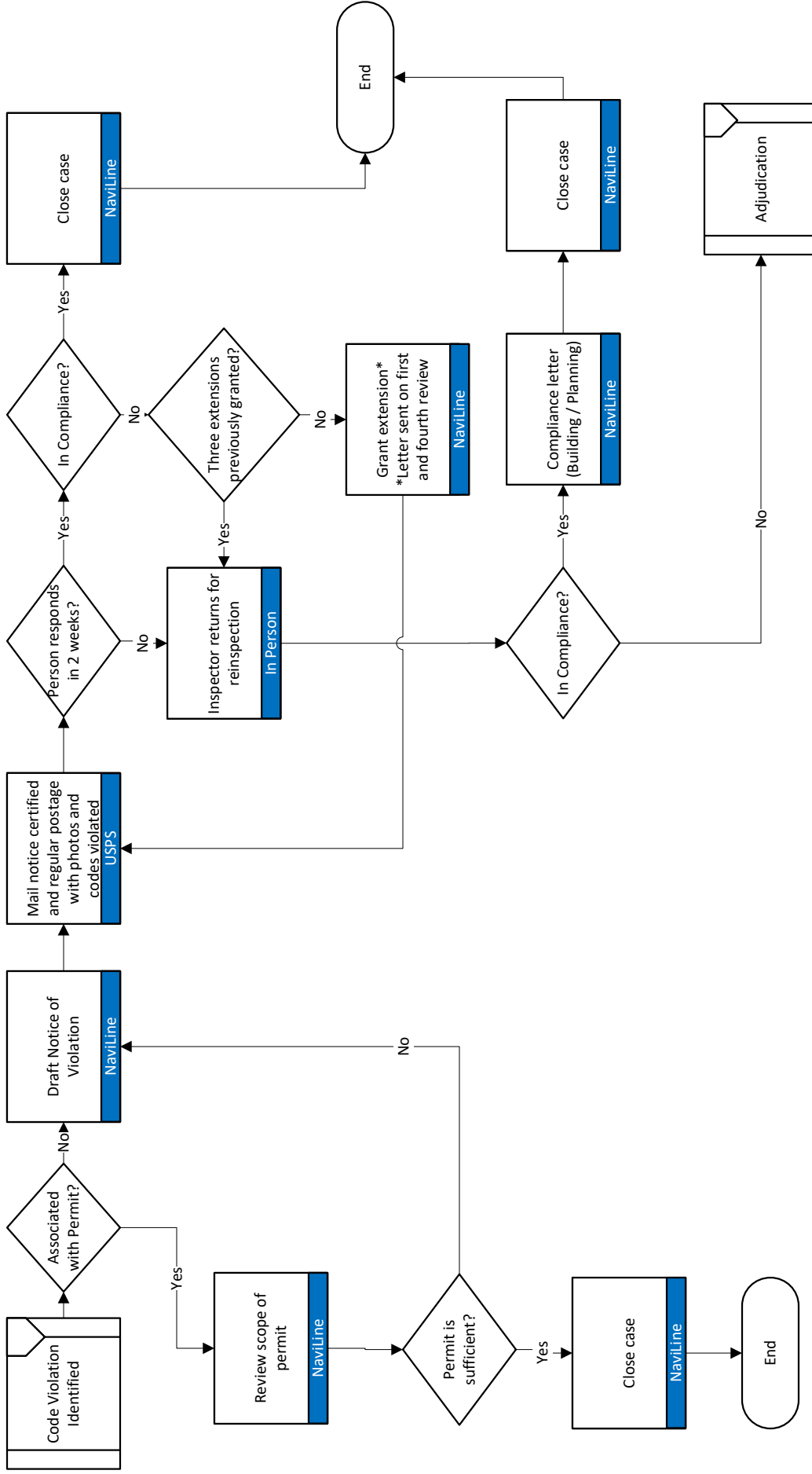


Planning Review

Notes

Issue Building Violation | Updated Visio Diagram on Validation Call 4/07/2022

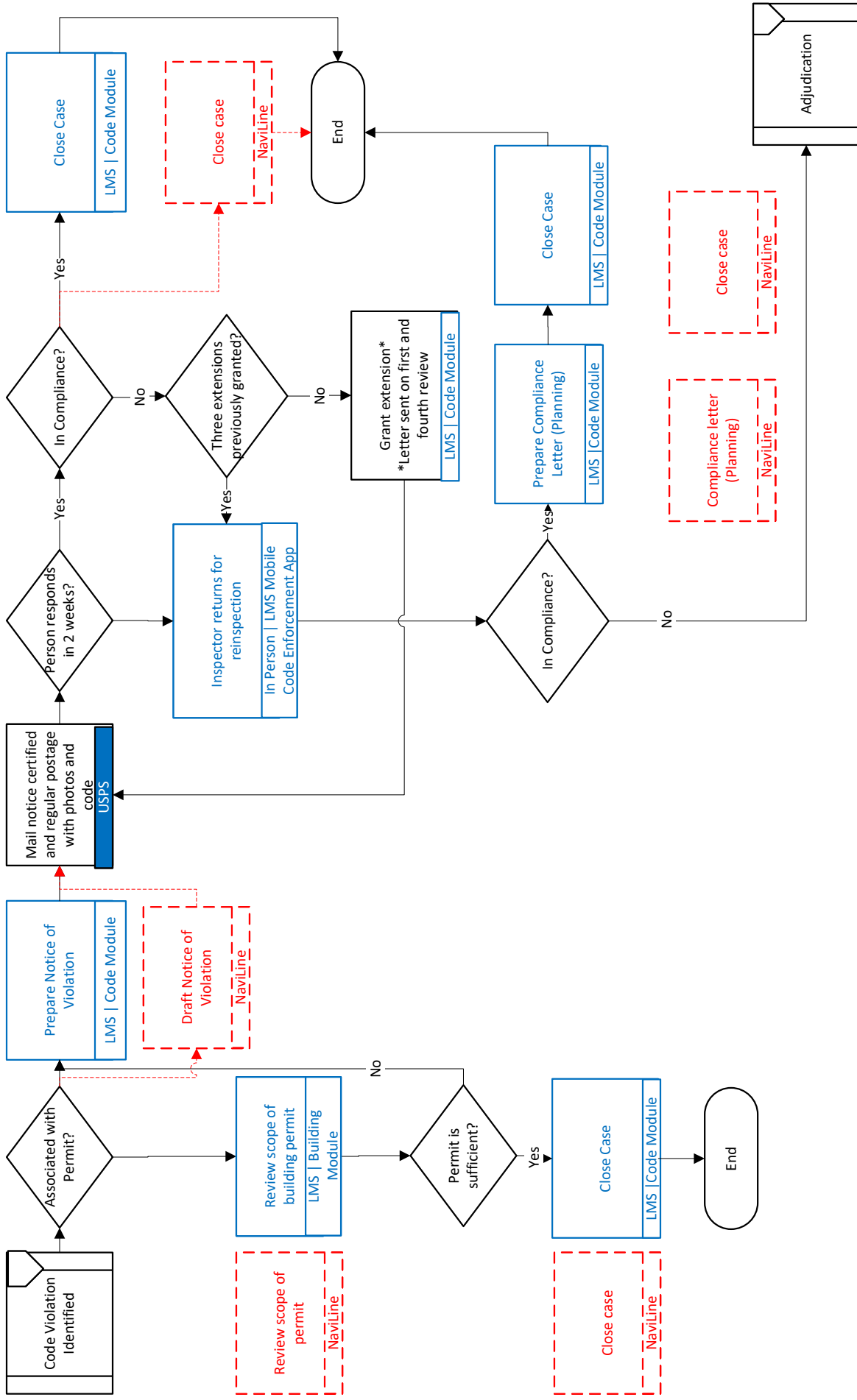
Current State | v2.0 DRAFT 4/18/2022



Notes

Issue Building Violation | Updated Visio Diagram on Validation Call 4/07/2022

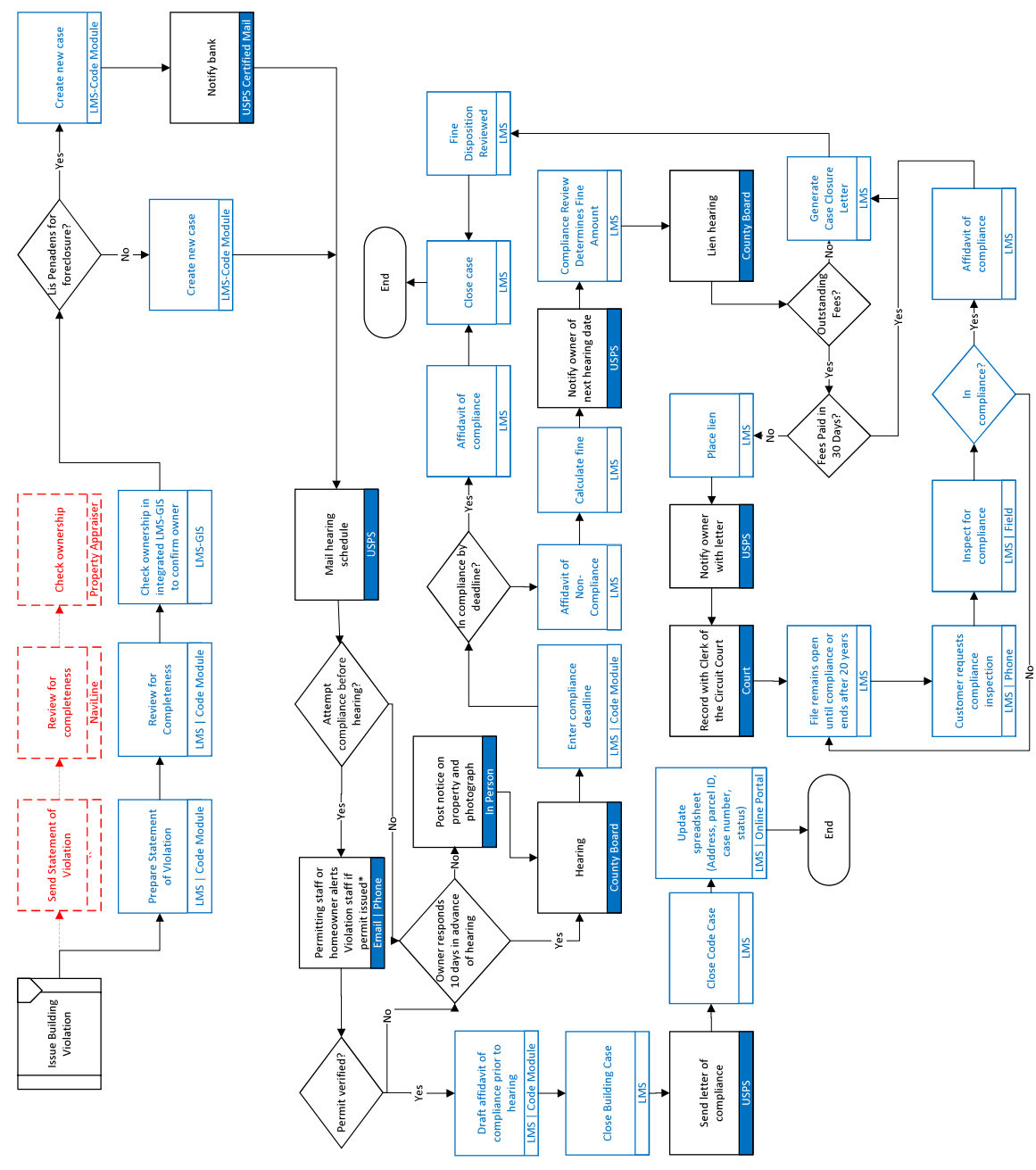
Future State | v1.0 DRAFT 5/11/2022



Notes

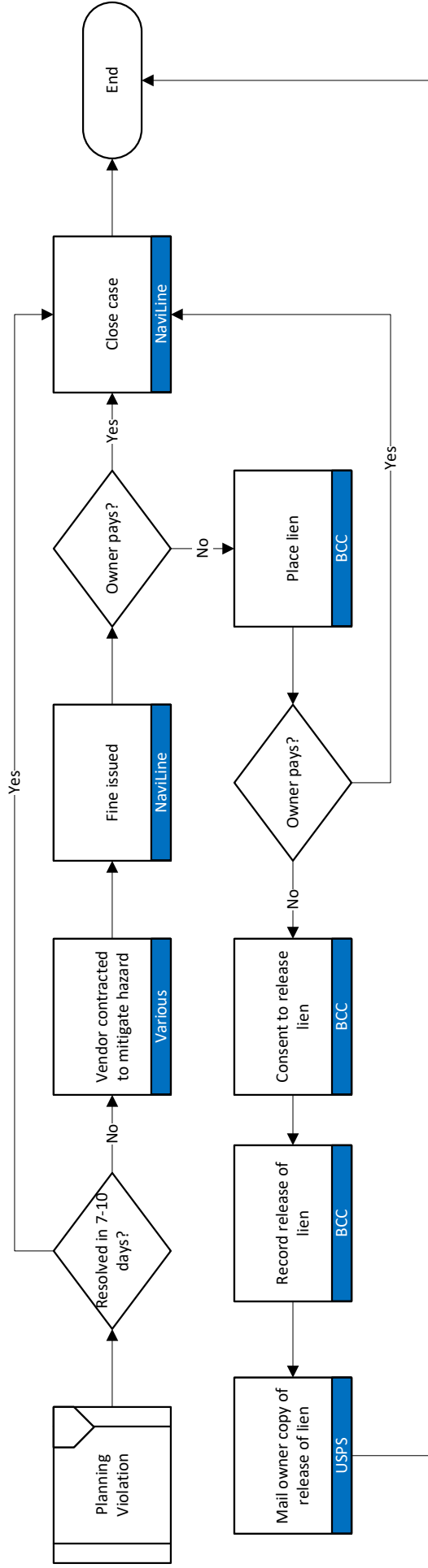
Adjudication

Future State | v1.0 DRAFT 5/11/2022



Imminent Hazard Case

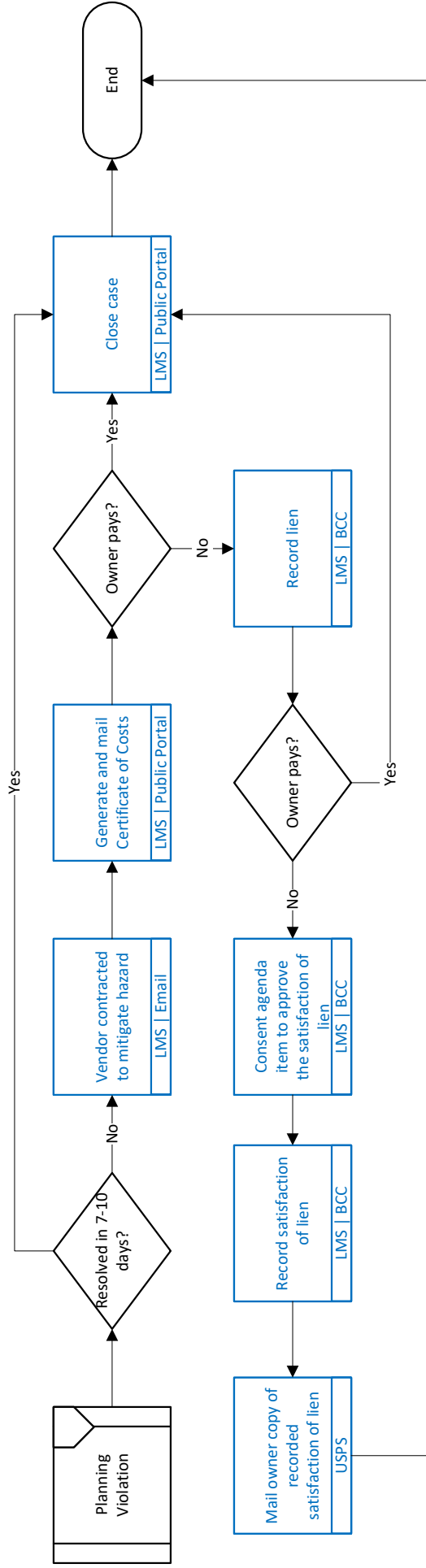
Current State | v2.0 DRAFT 4/18/2022



Notes

Imminent Hazard Case (County Initiated Mitigation)

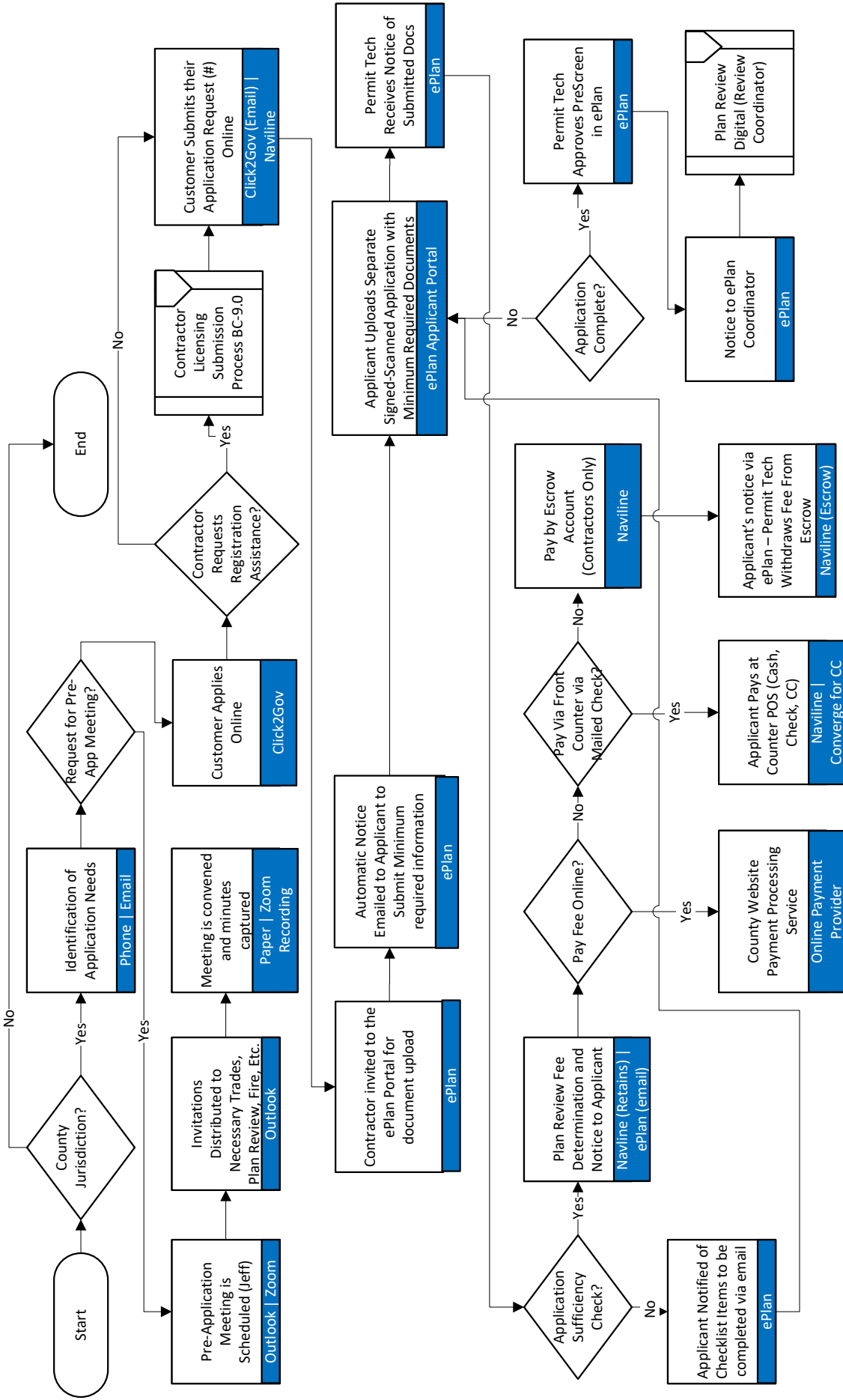
Future State | v1.0 DRAFT 5/11/2022



Notes

Application Intake Digital (Online Submission)

Current State | v.0 DRAFT 4/18/2022

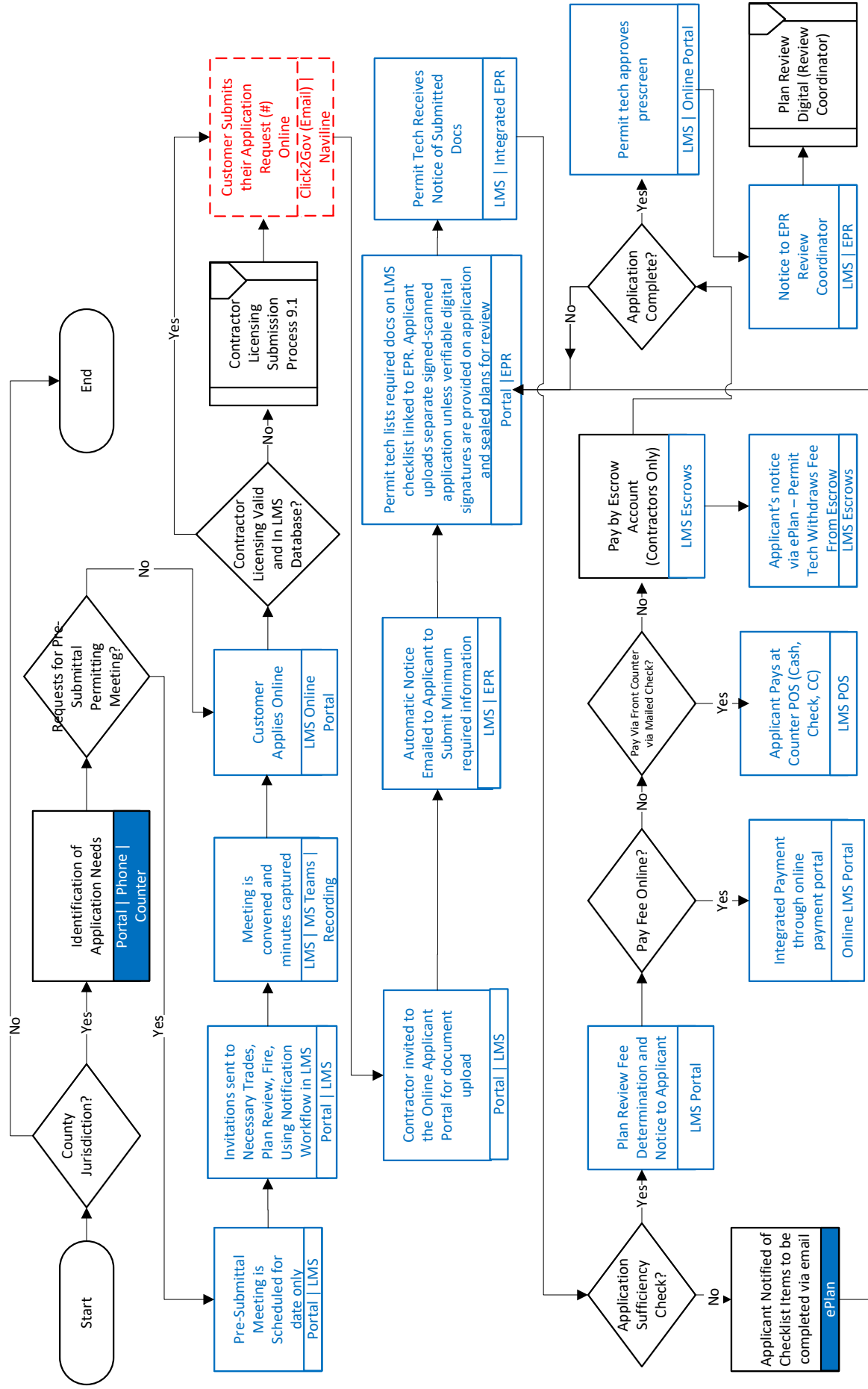


Function

Notes

Application Intake Digital (Online Submission)

Future State | v2.0 DRAFT 5/23/2022

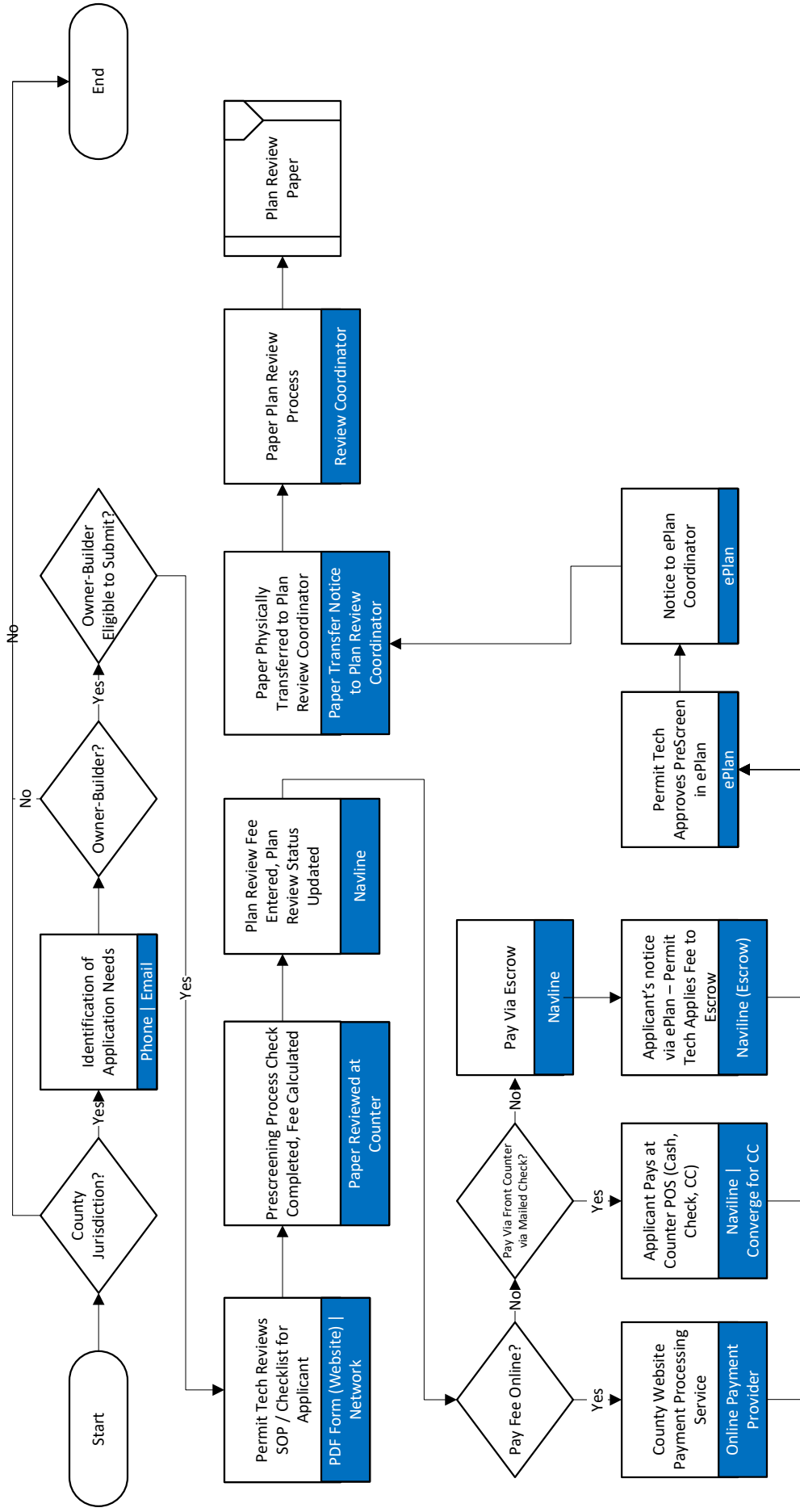


Function

Notes

Application Intake Counter (Paper Plans) **Electronic Review for is not required for Owner-Builder Commercial or Residential (Paper Plans)

Current State | v.2.0 DRAFT 4/18/2022



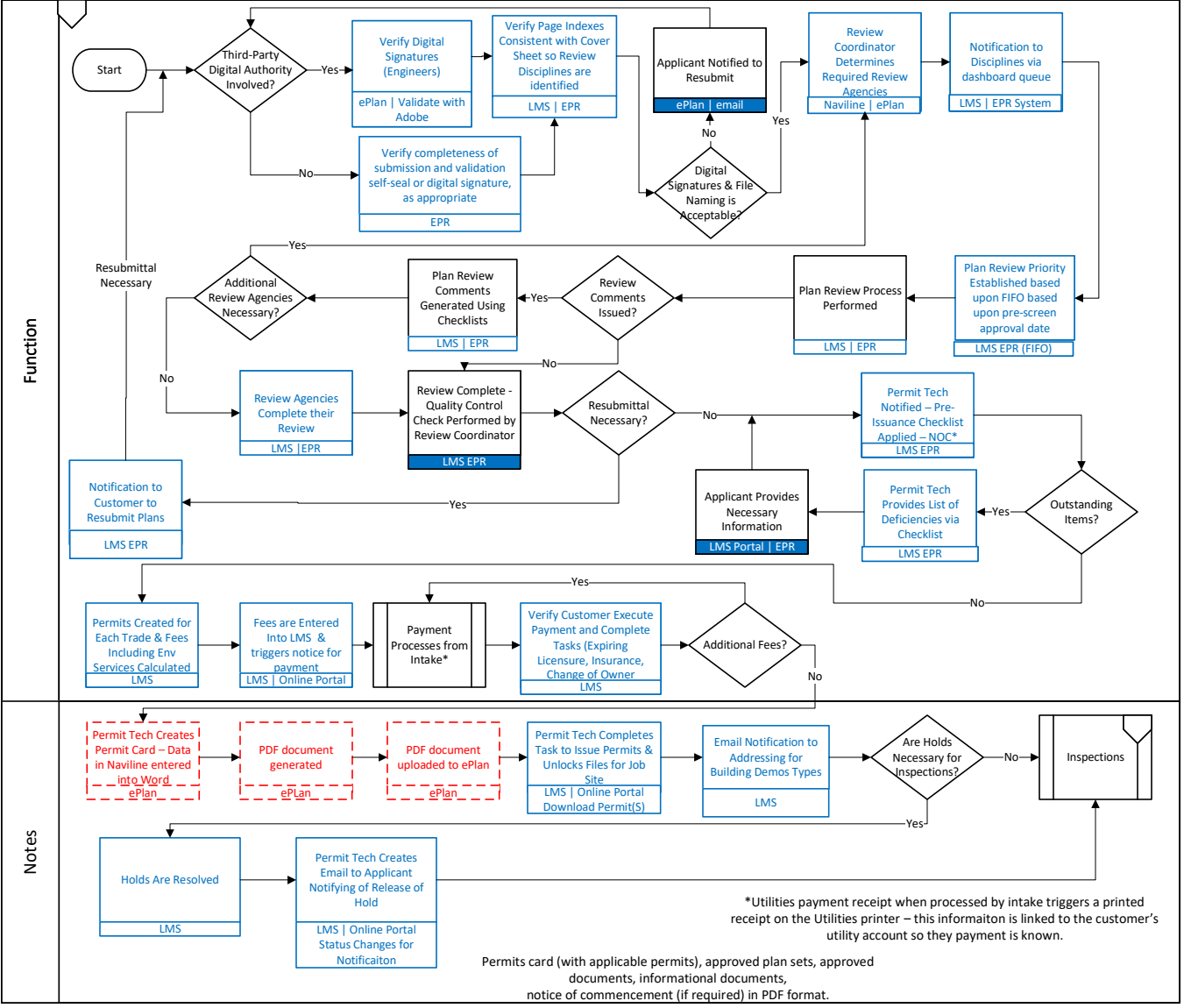
Function

Notes

Plan Review Process (Digital/Online)

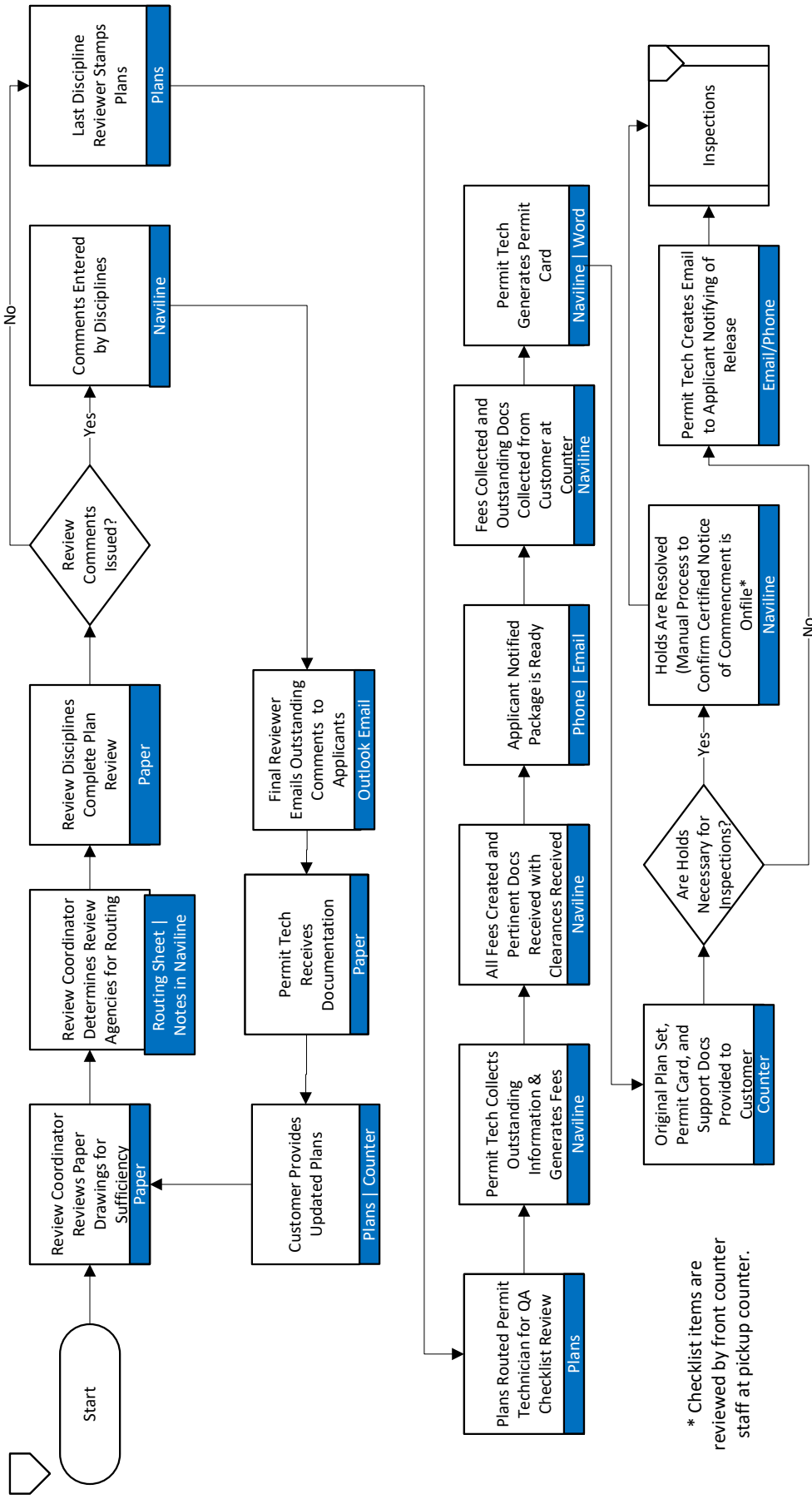


Future State | v2.0 DRAFT 5/11/2022



Plan Review Process (Paper)

Current State | v2.0 DRAFT 4/18/2022



Function

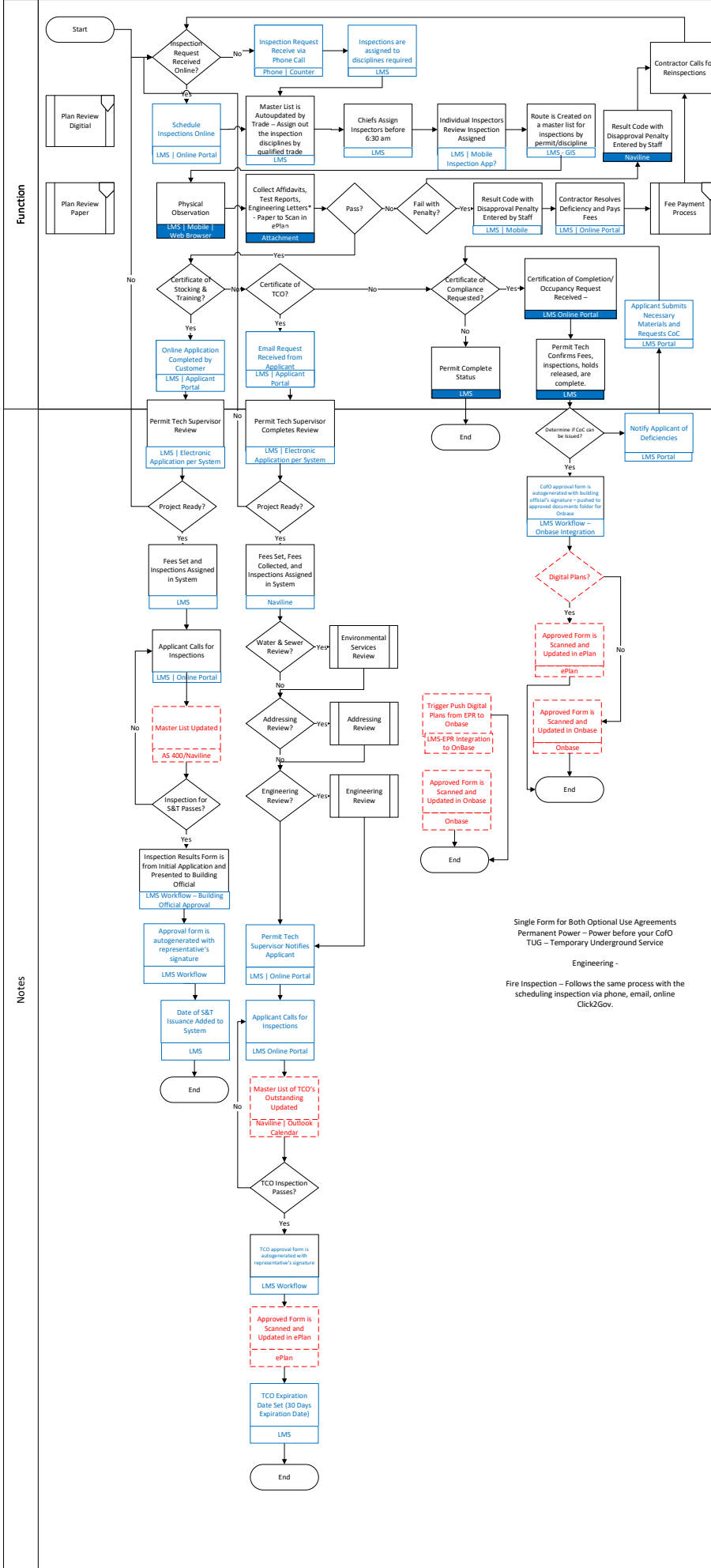
* Checklist items are reviewed by front counter staff at pickup counter.

* Planning can have holds as reflected in Naviline and need to be verified

Notes

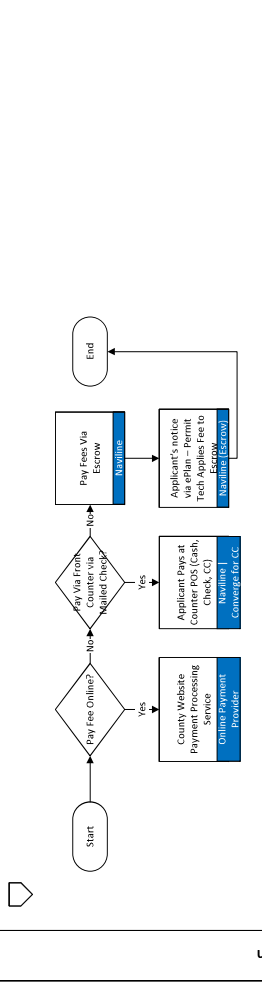
Inspections / Permit Closeout

Future State | v1.0 DRAFT 5/11/2022



Notes

Single Form for Both Optional Use Agreements
 Permanent Power - Power before your CoO
 TUG - Temporary Underground Service
 Engineering -
 Fire Inspection - Follows the same process with the scheduling inspection via phone, email, online Click2Gov.

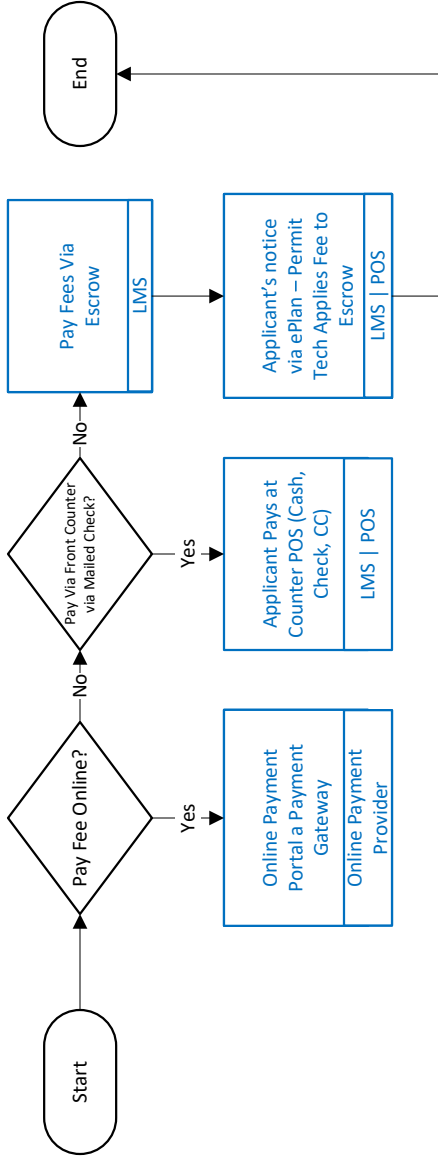


Function

Notes

Fee Payment Process

Future State | v1.0 DRAFT 5/11/2022

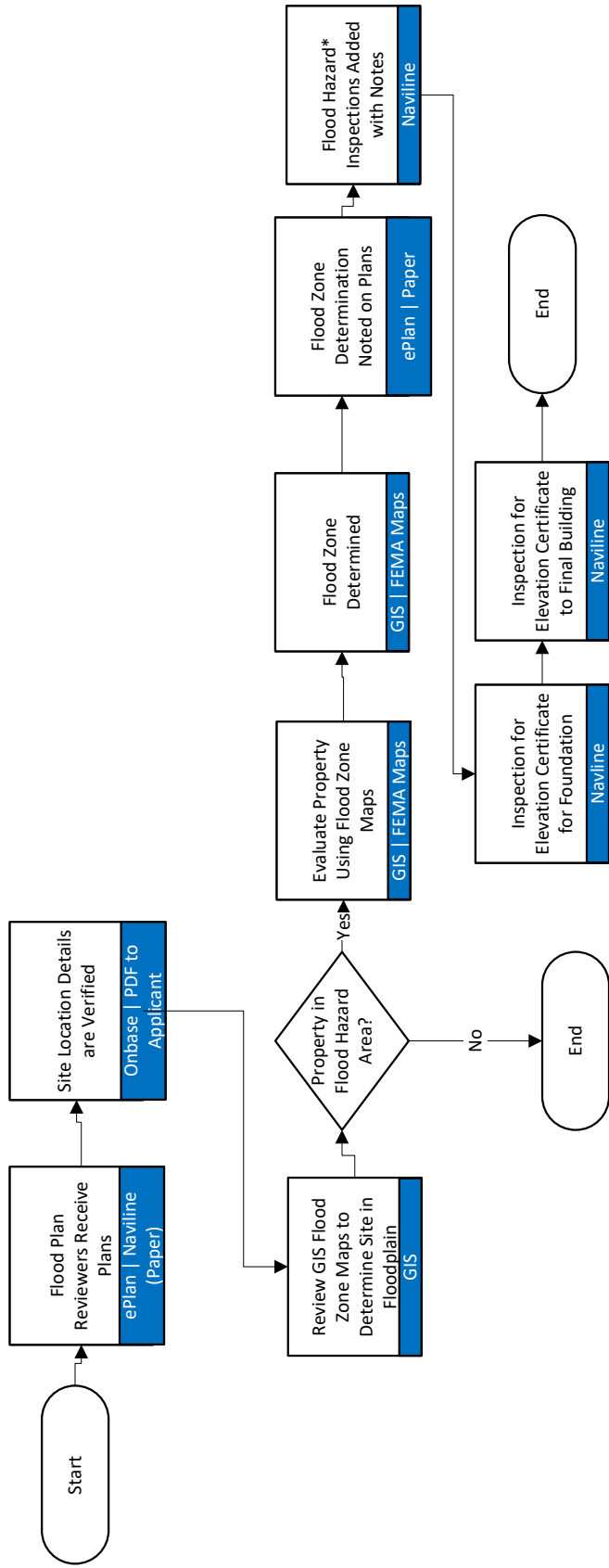


Function

Notes

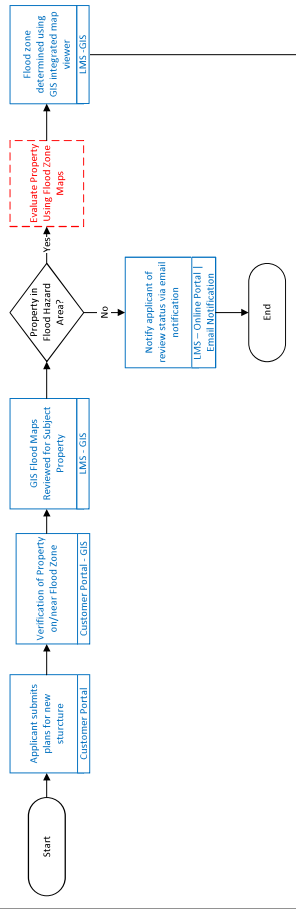
BC-7.0 Flood Zone Determination | New Structure

Current State | v2.0 DRAFT 4/18/2022



Function

Notes

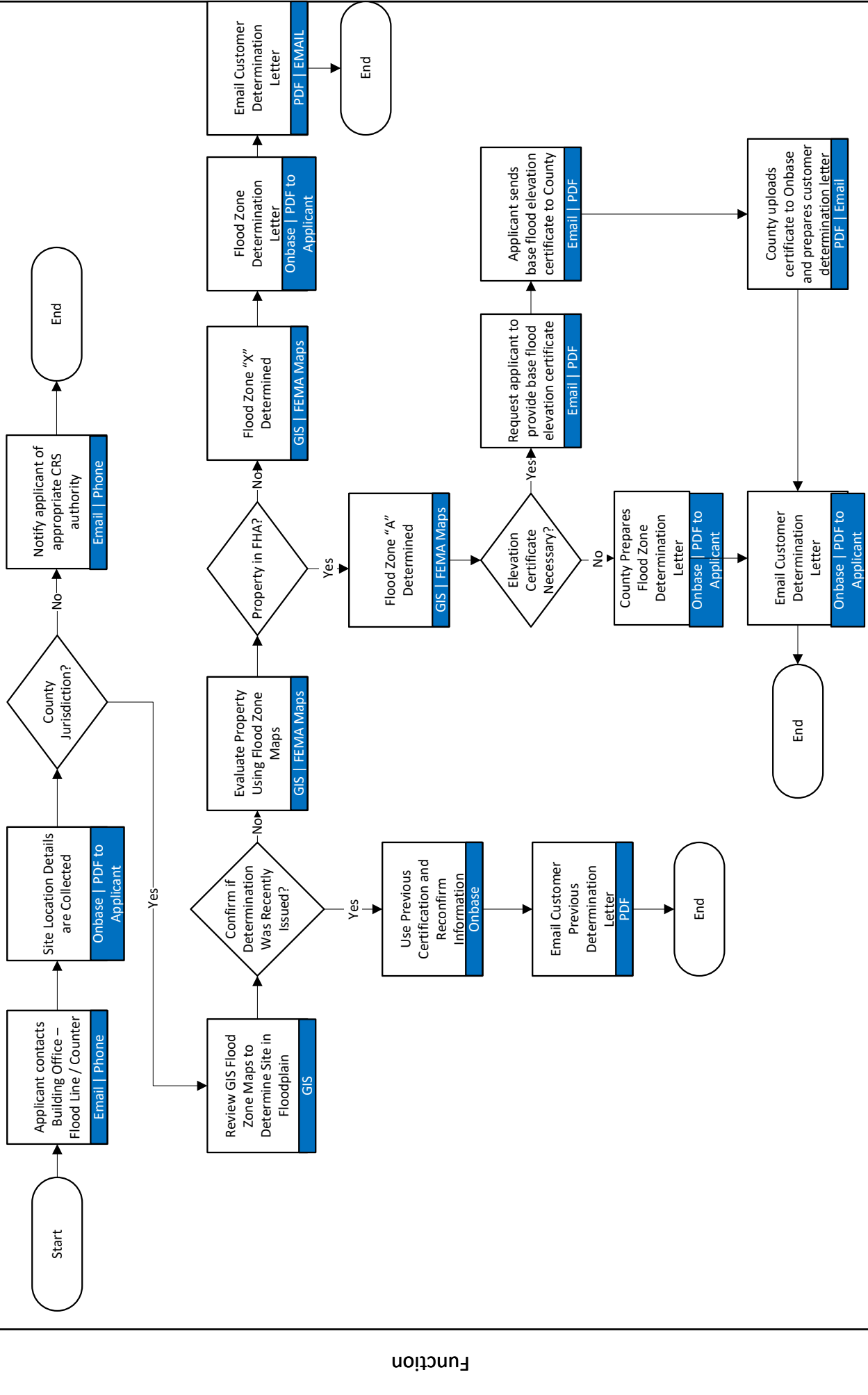


Function

Notes

Flood Zone Determination | Existing Structure

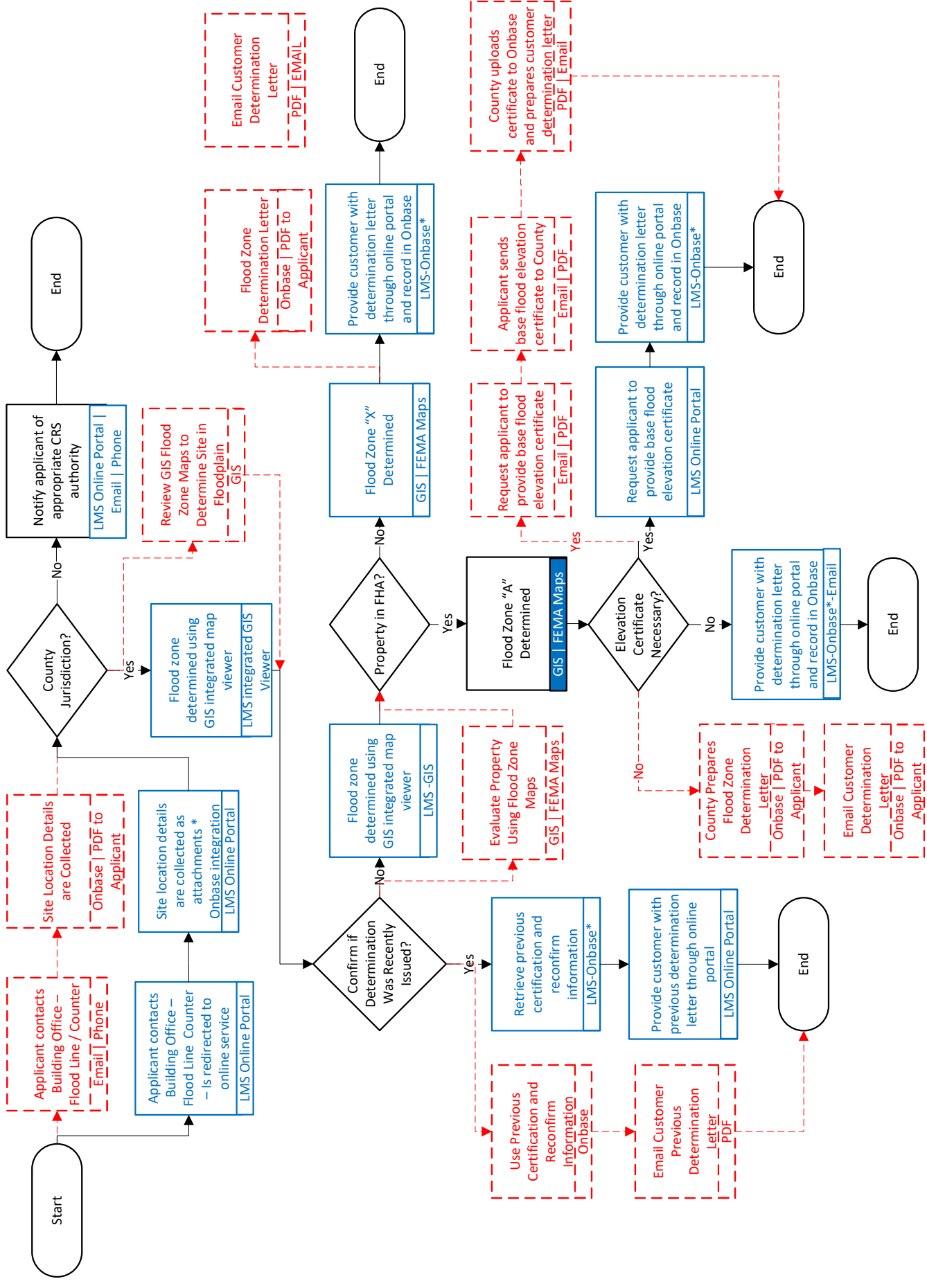
Current State | v2.0 DRAFT 4/18/2022



Function

Flood Zone Determination | Existing Structure

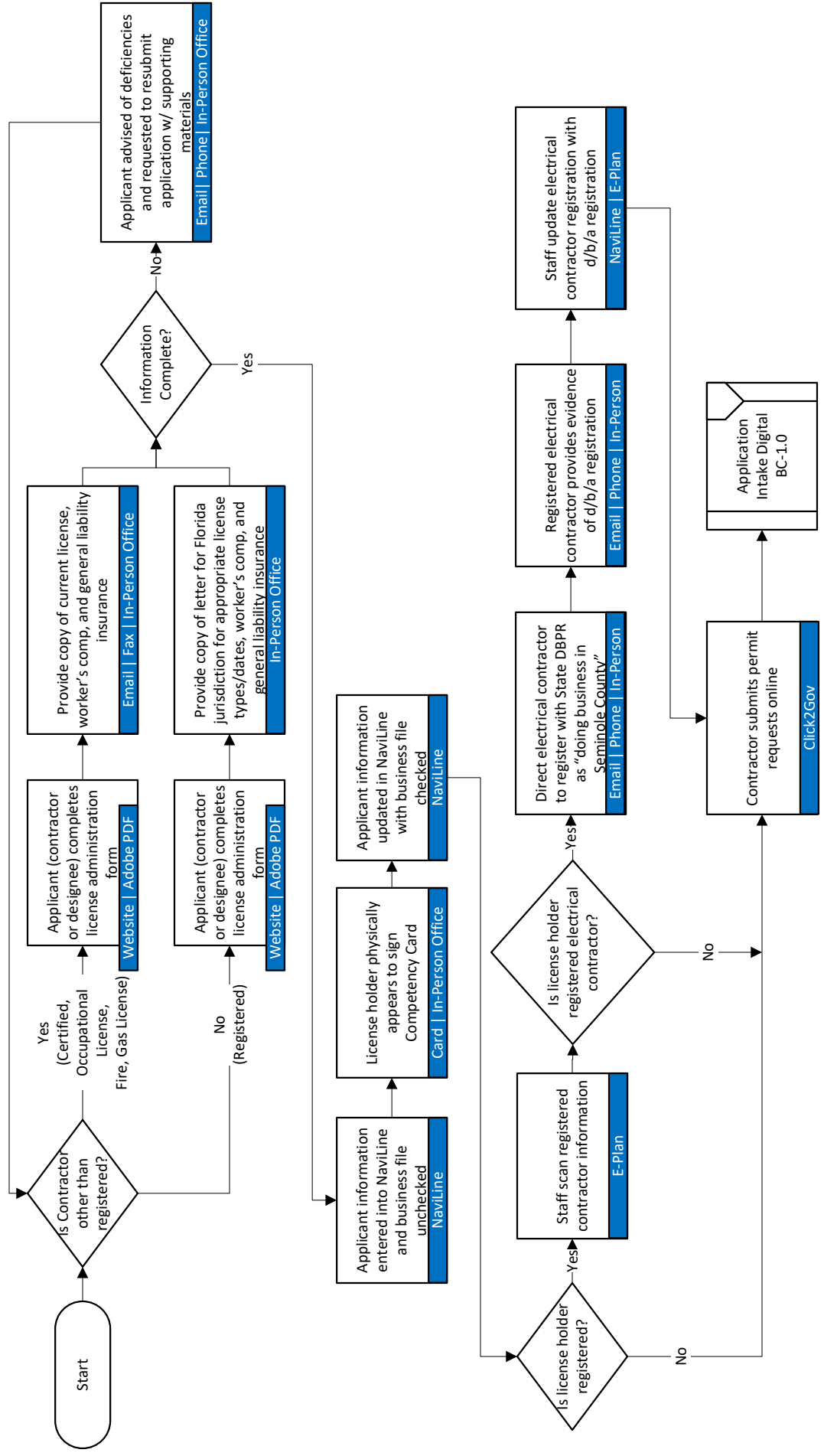
Future State | v1.0 DRAFT 4/18/2022



Function

Contractor Licensing Submission Process

Current State | v1.0 DRAFT 5/23/2022

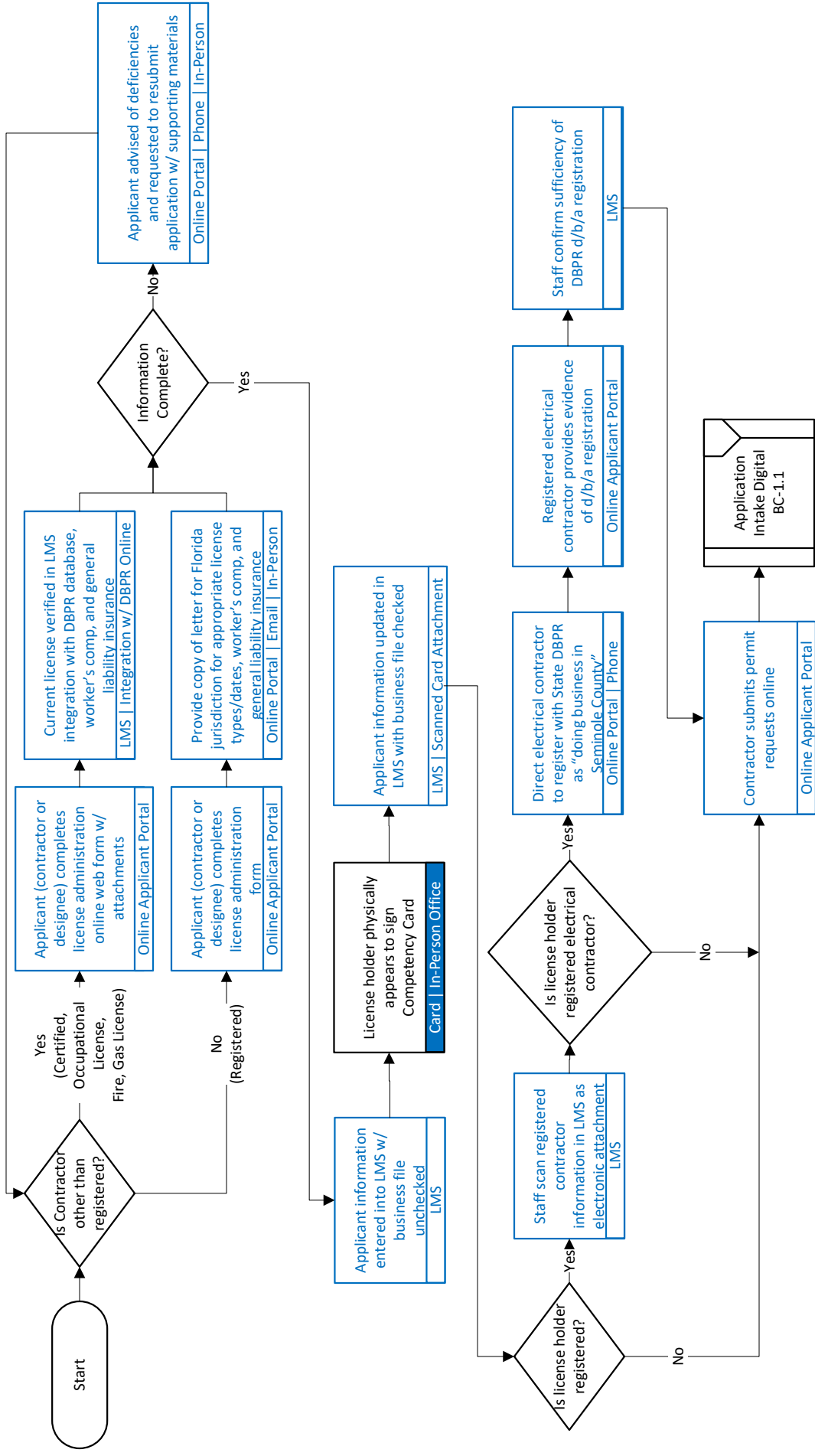


Function

Notes

Contractor Licensing Submission Process

Future State | v1.0 DRAFT 5/23/2022

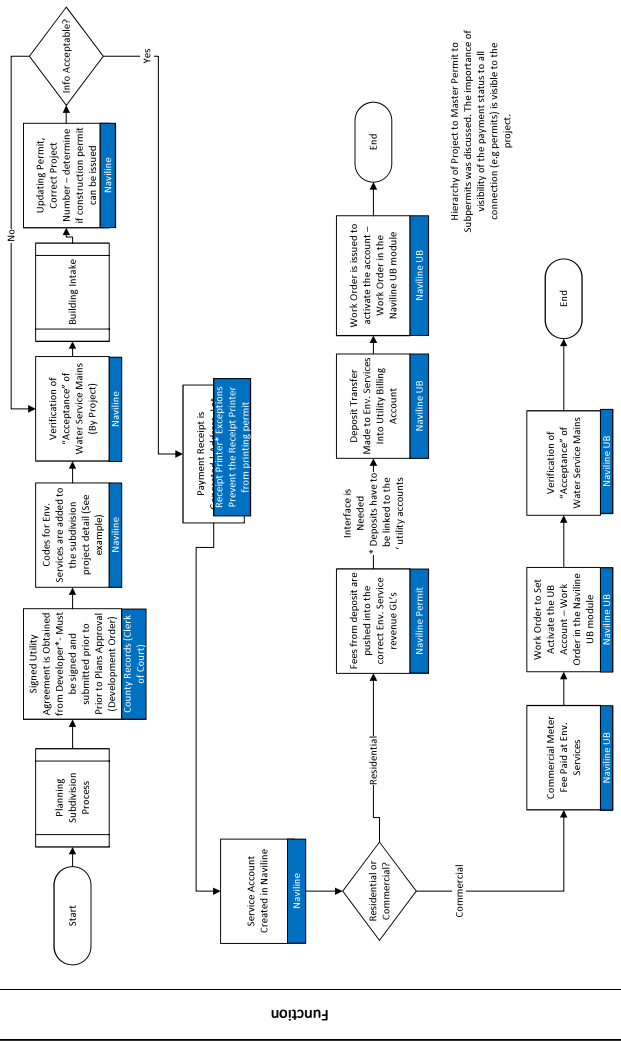


Function

Notes

Env Services | Single-Family Residential | Commercial New Service Accounts for Water/Sewer Service

Current State | v2.0 DRAFT 4/18/2022



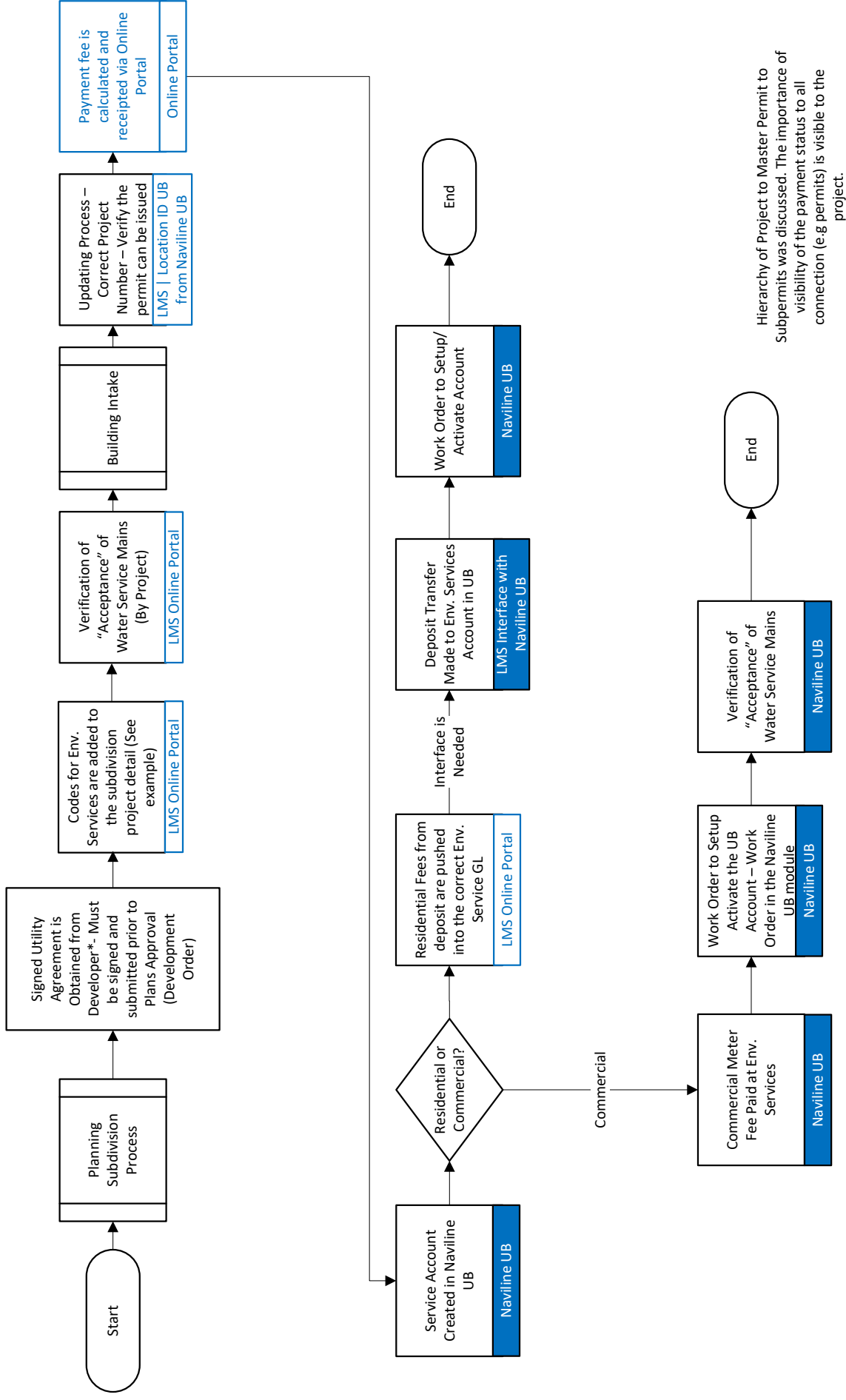
Function

Notes

Env Services | Single-Family Residential | Commercial New Service Accounts for Water/Sewer Service



Future State | v1.0 DRAFT 4/18/2022

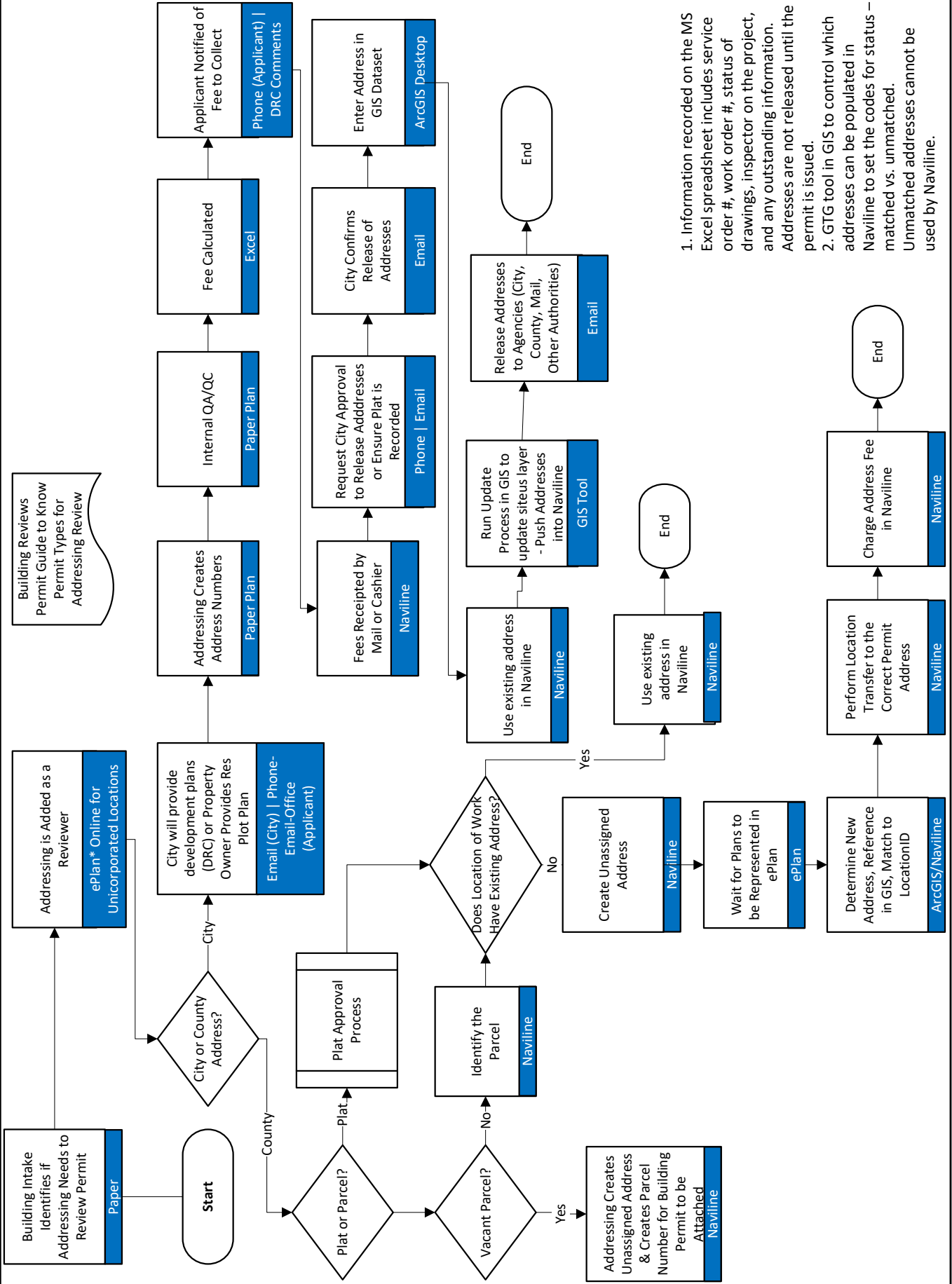


Hierarchy of Project to Master Permit to Subpermits was discussed. The importance of visibility of the payment status to all connection (e.g permits) is visible to the project.

Notes

A1.1- Address Management (New) County | Address Management (New) City

Current State | DRAFT 4/18/2022

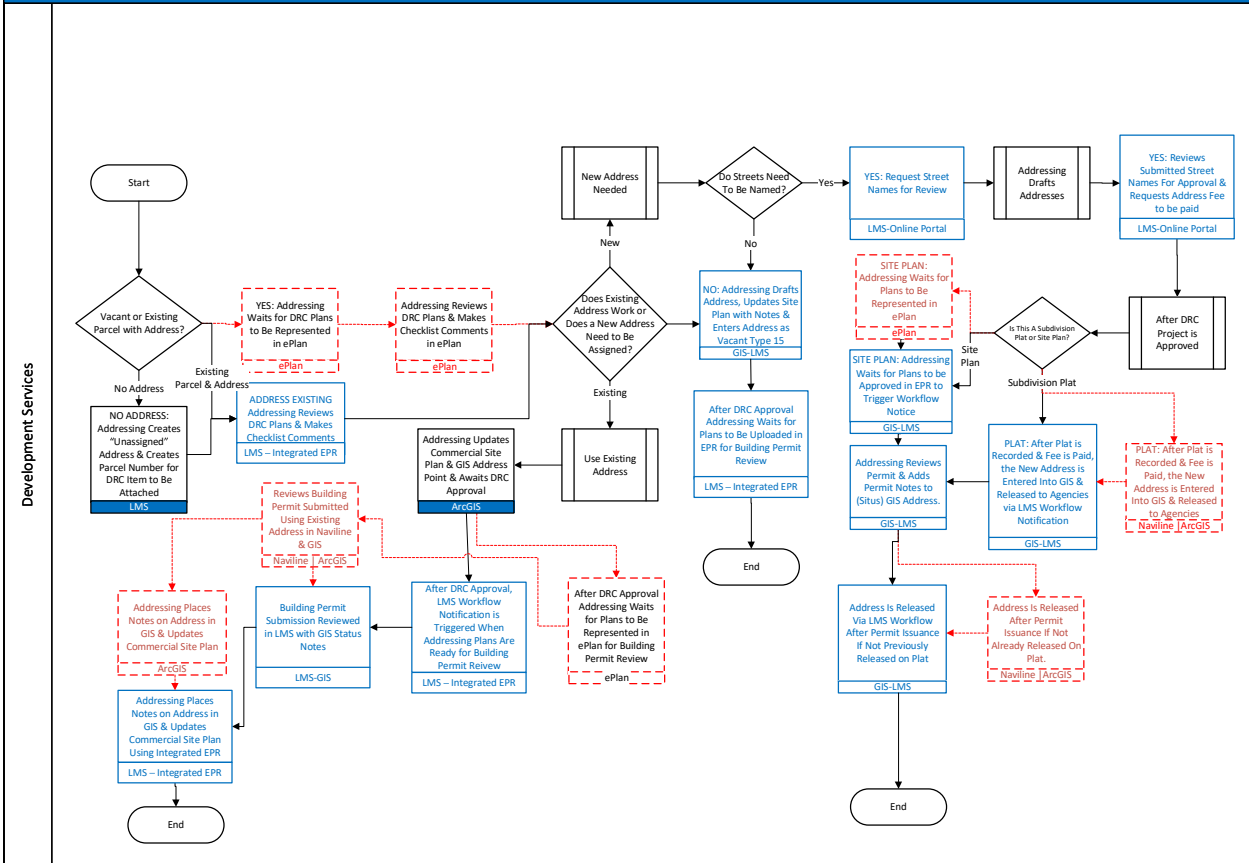


1. Information recorded on the MS Excel spreadsheet includes service order #, work order #, status of drawings, inspector on the project, and any outstanding information. Addresses are not released until the permit is issued.
2. GTG tool in GIS to control which addresses can be populated in Naviline to set the codes for status - matched vs. unmatched. Unmatched addresses cannot be used by Naviline.

A1.1 - Address Management DRC (New Subdivisions, Plats, Commercial) New Development – Unincorporated County (No Cities)

Future State | DRAFT 5/11/2022

Version 1.0

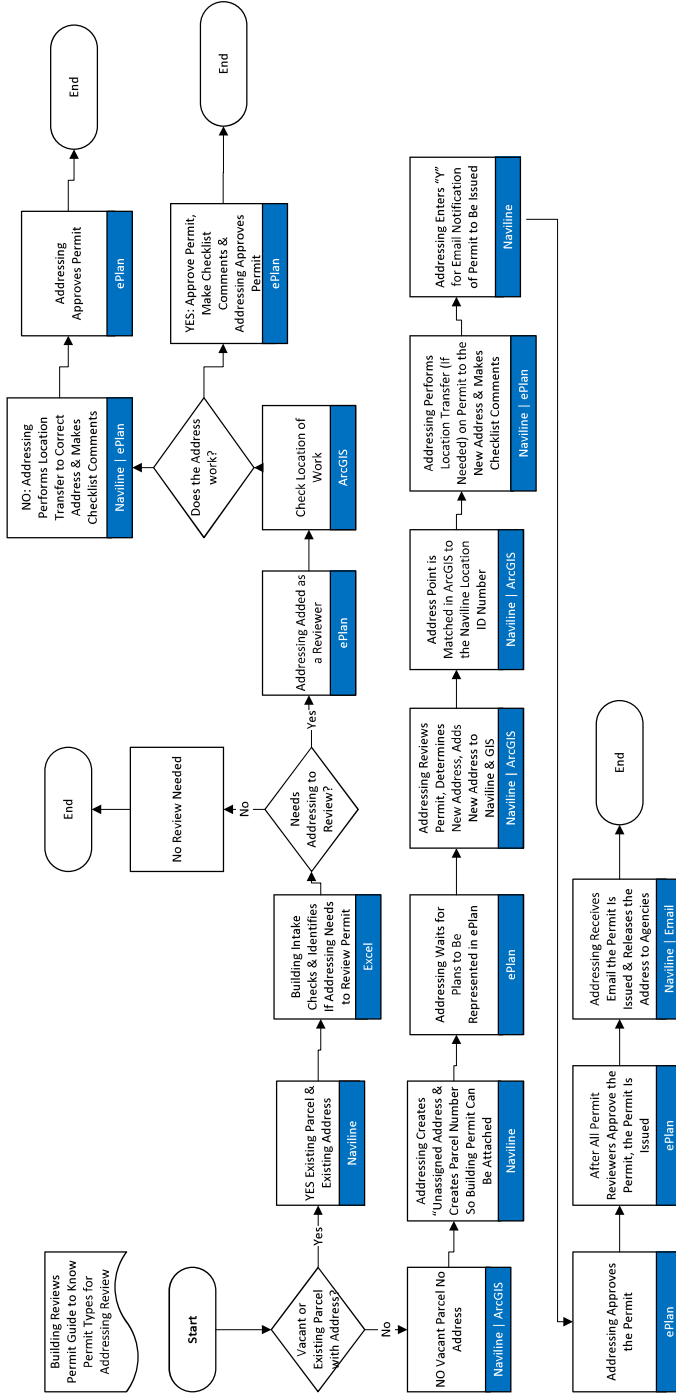


Development Services

A2.0- Address Management - Building Permit Review | Unincorporated County

Current State | DRAFT 4/18/2022

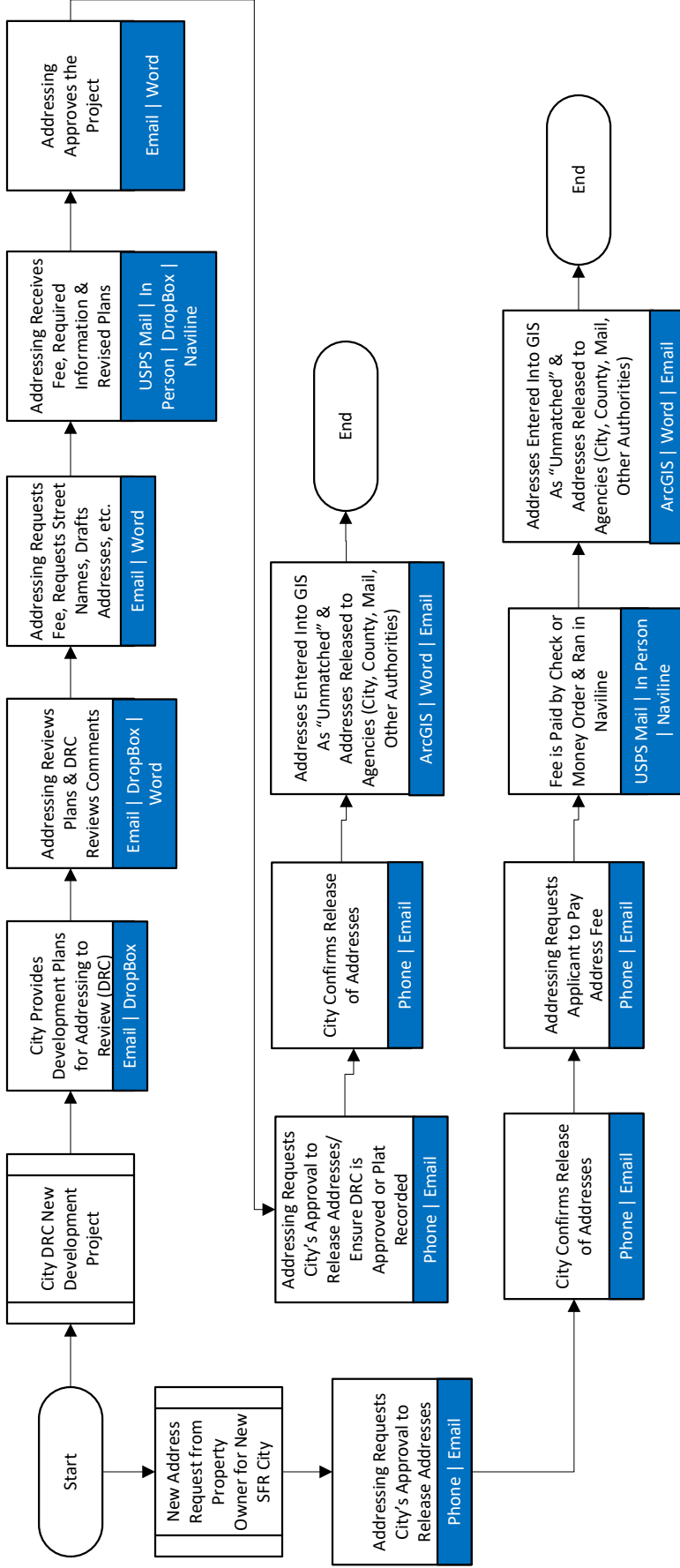
Version 2.0



1. Information recorded on the MS Excel spreadsheet includes service order #, work order #, status of drawings, inspector on the project, and any outstanding information. Addresses are not released until the permit is issued.
2. GTG tool in GIS to control which addresses can be populated in Naviline to set the codes for status – matched vs. unmatched. Unmatched addresses cannot be used by Naviline.

A3.0- Address Management(New Addresses & City DRC) Cities (Lake Mary and Longwood)

Current State | DRAFT 4/17/2022



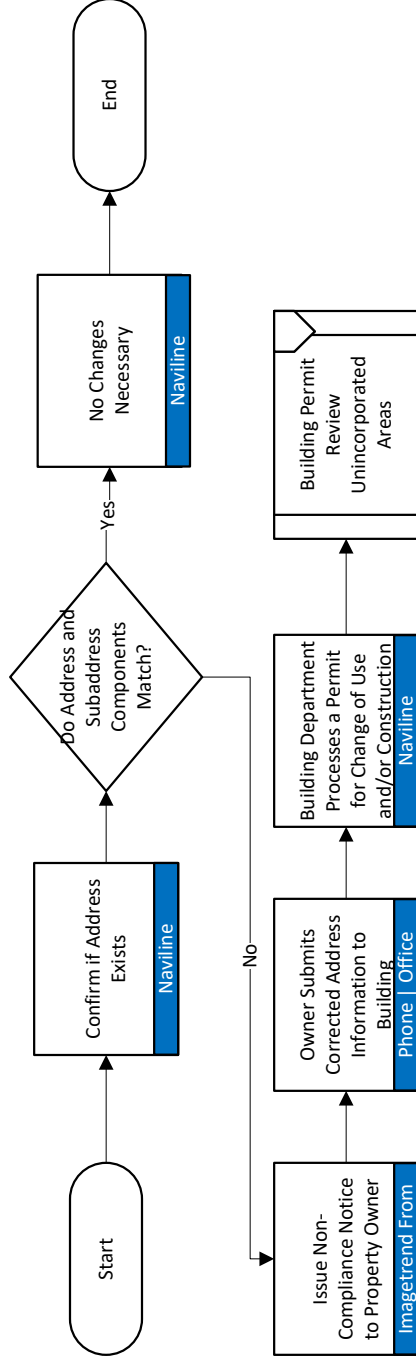
New Addresses & DRC for (2) Cities

1. Information recorded on the MS Excel spreadsheet includes service order #, work order #, status of drawings, inspector on the project, and any outstanding information. Addresses are not released until the permit is issued.
2. GTG tool in GIS to control which addresses can be populated in Naviline to set the codes for status – matched vs. unmatched. Unmatched addresses cannot be used by Naviline.

A4.0- Address Management – Existing Occupancy Changes

Current State | DRAFT 4/18/2022

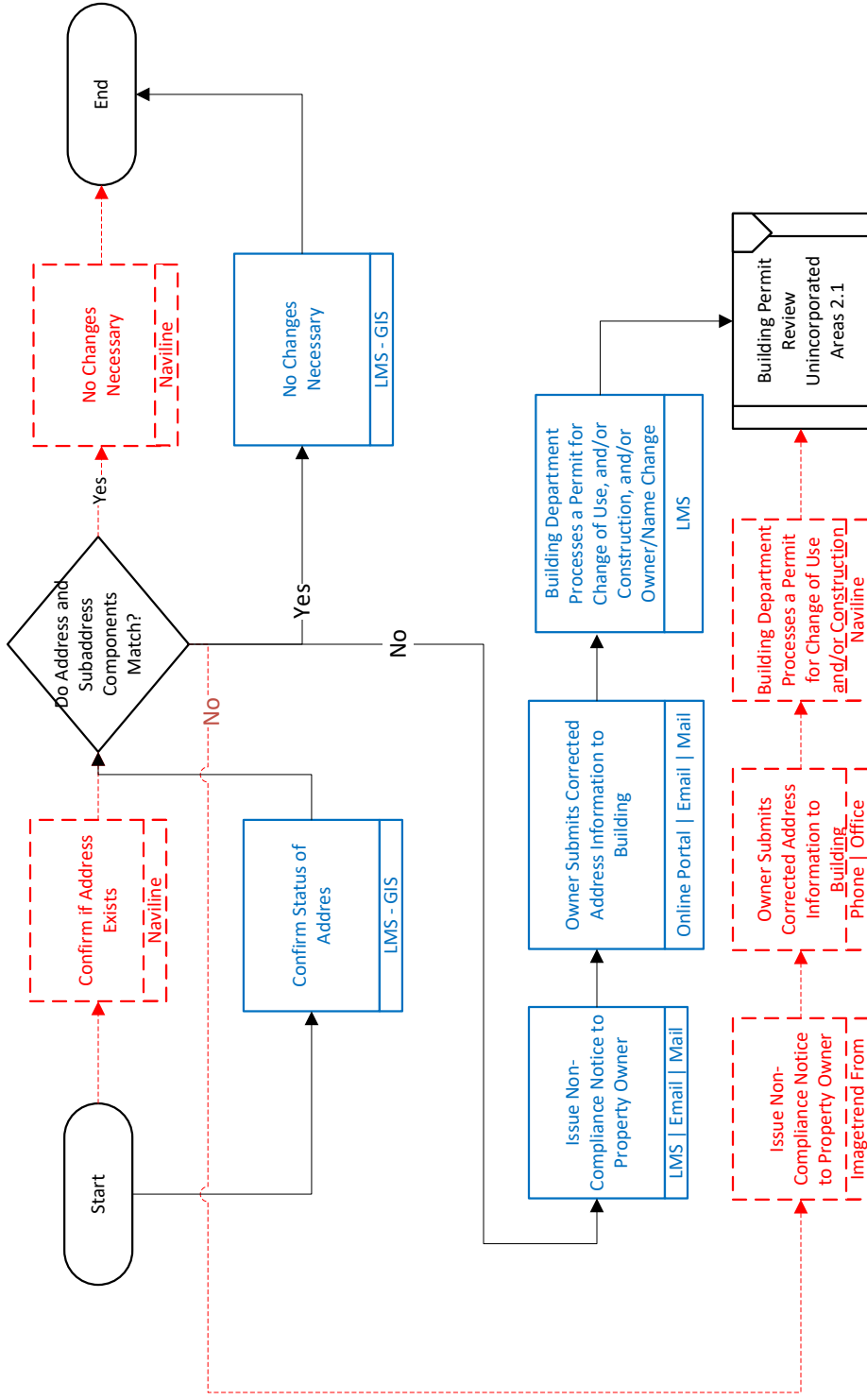
Version 2.0



A4.1- Fire Address Management – Existing Occupancy Changes

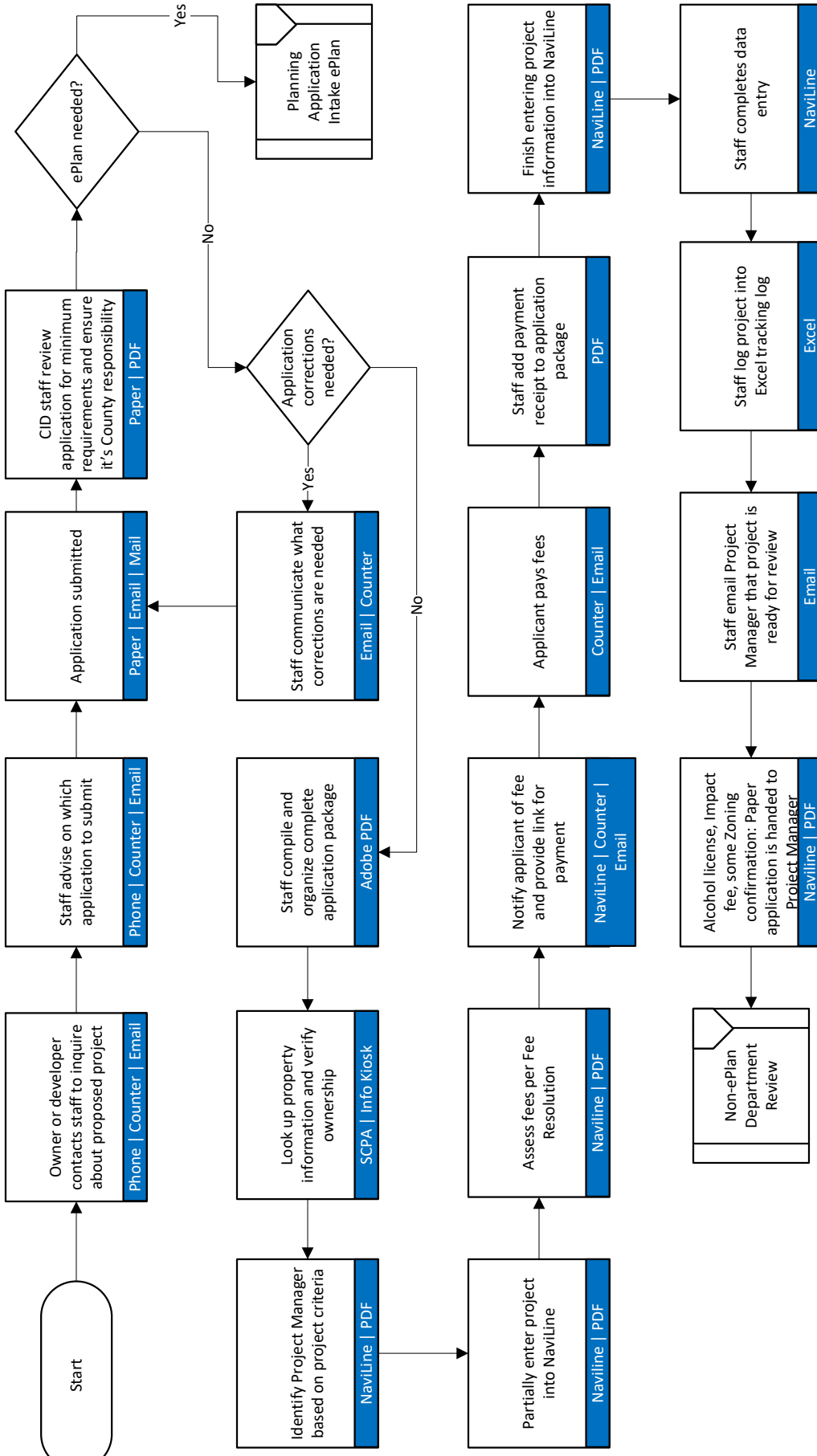
Future State | DRAFT 5/11/2022

Version 1.0



PL-1.0 | Planning Application Intake – Non-ePlan

Current State | v2.0 DRAFT 4/18/2022



Function

Notes

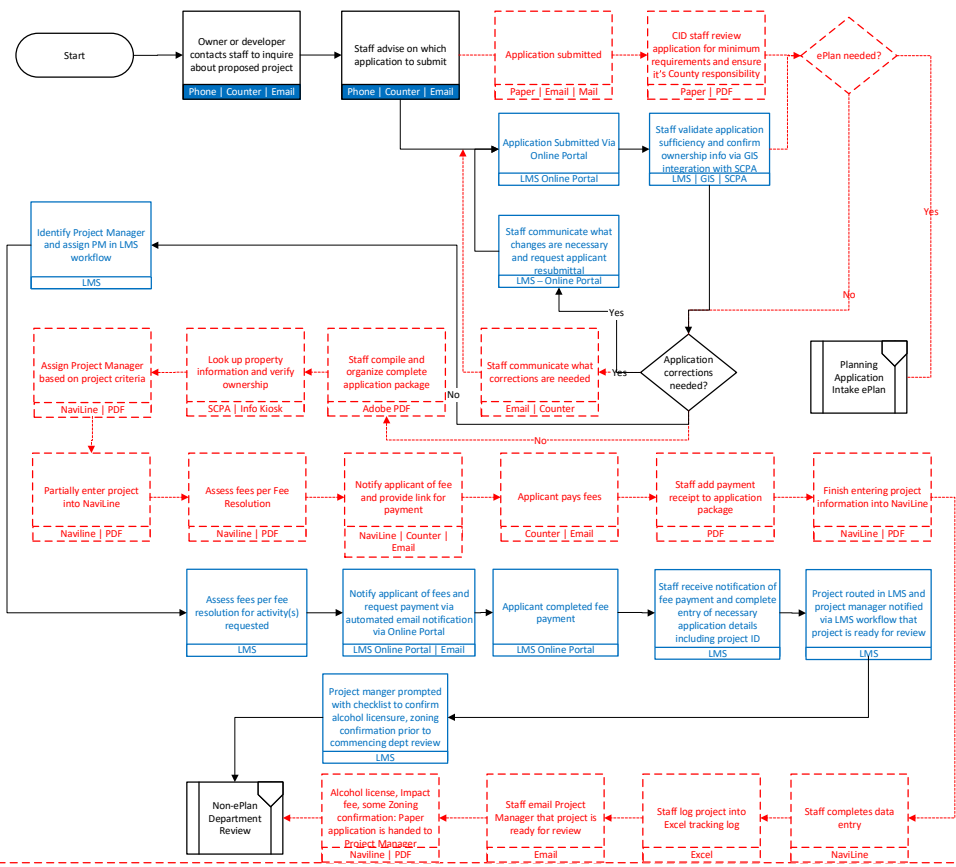
PL-1.1 | Planning Application Intake – Non-EPR



Future State | v1.0 DRAFT 5/11/2022

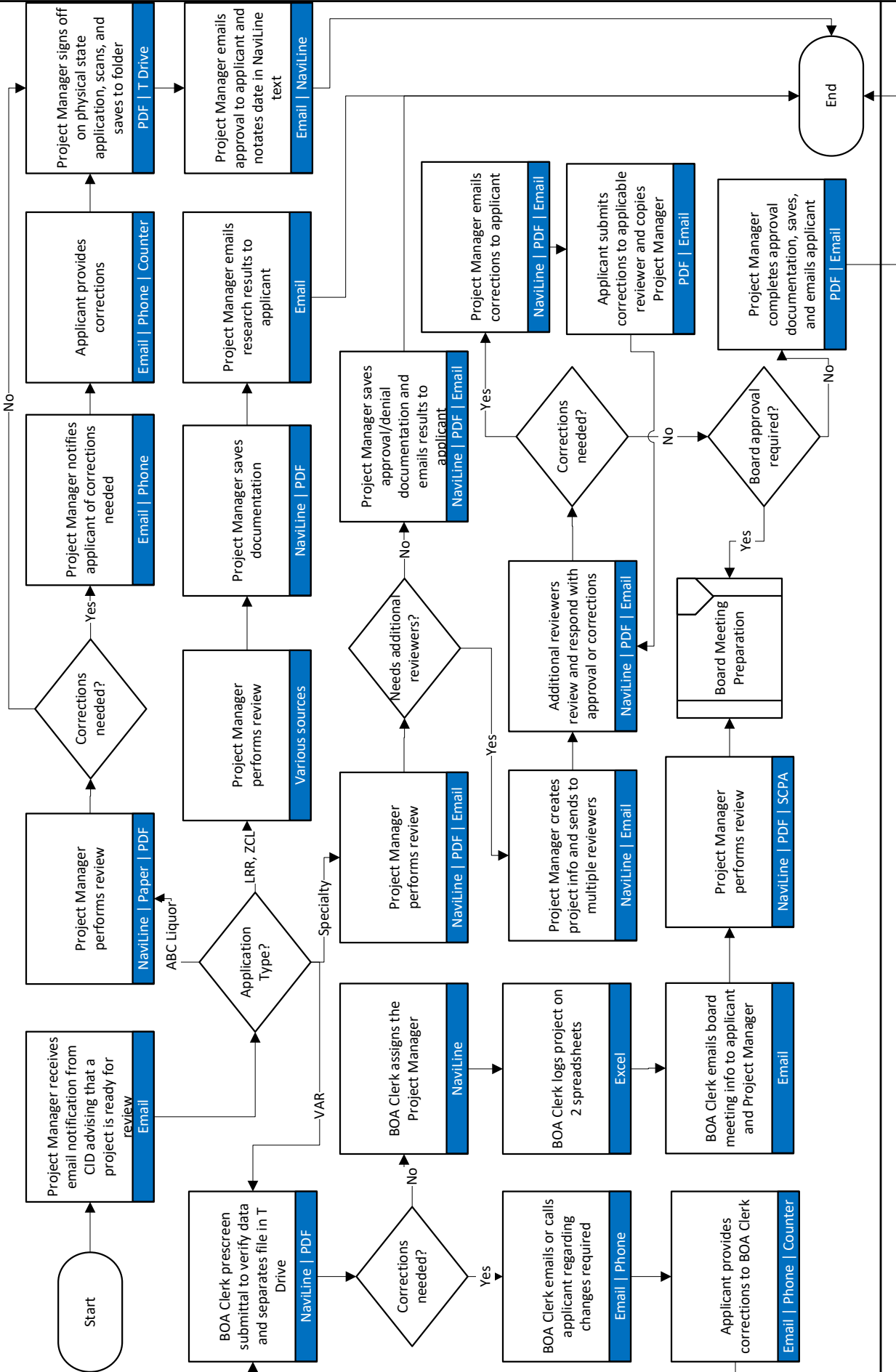
Function

Notes



Planning Non-ePlan Department Review

Current State | v2.0 DRAFT 4/18/2022

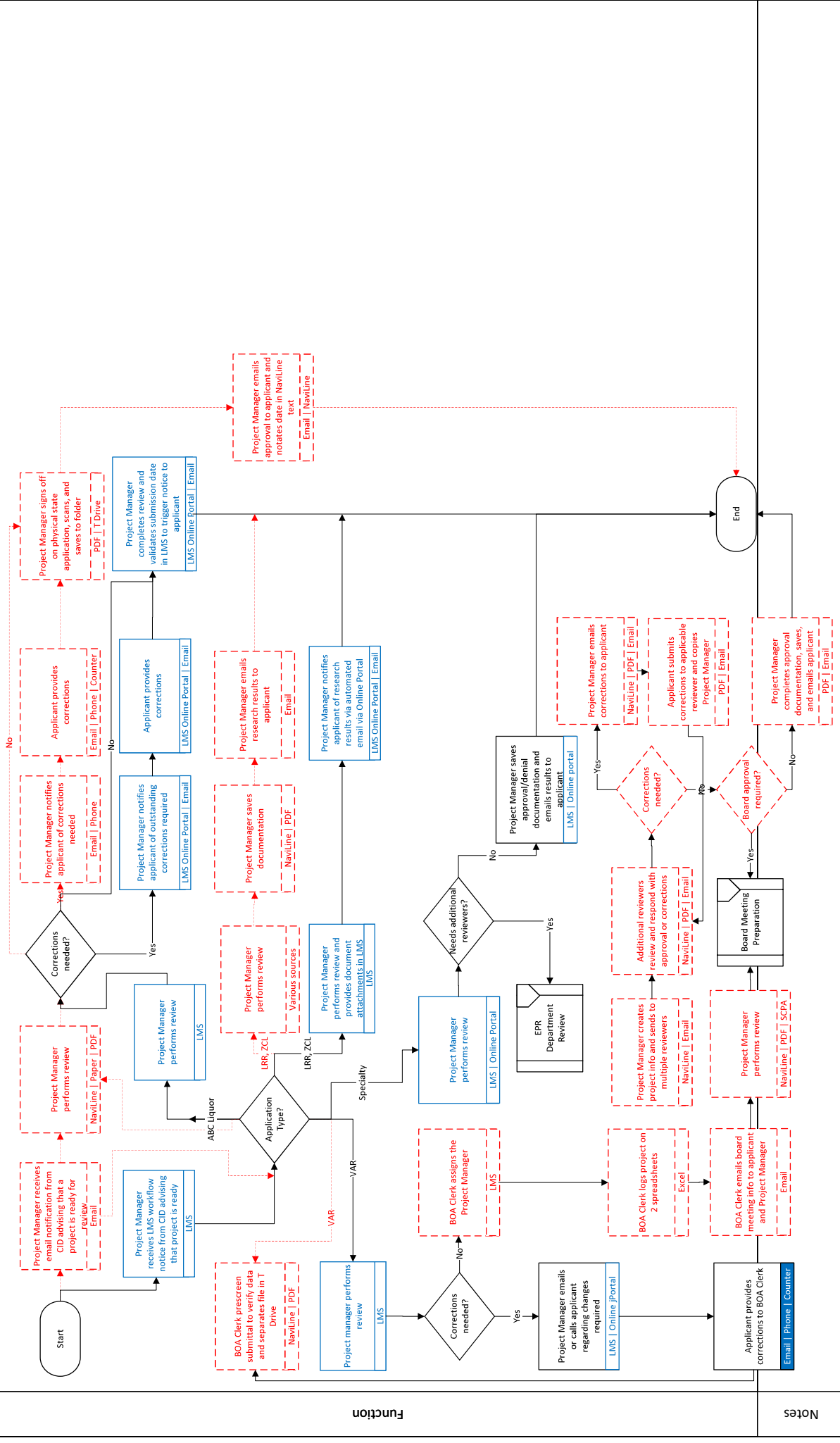


Function

Notes

Planning Non-ePlan Department Review

Future State | v1.0 DRAFT 5/11/2022

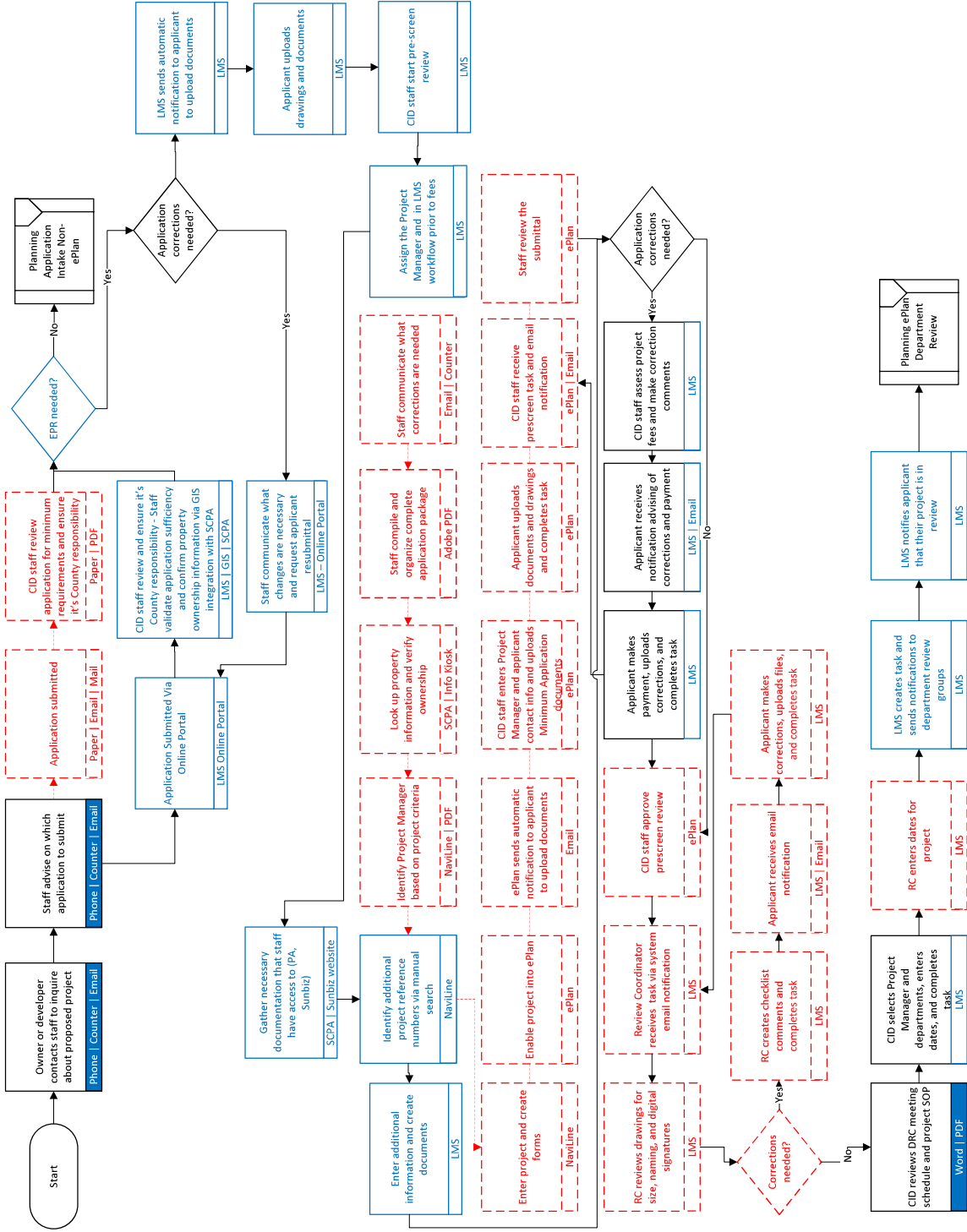


Function

Notes

Planning Application Intake ePlan (Applicant Submits)

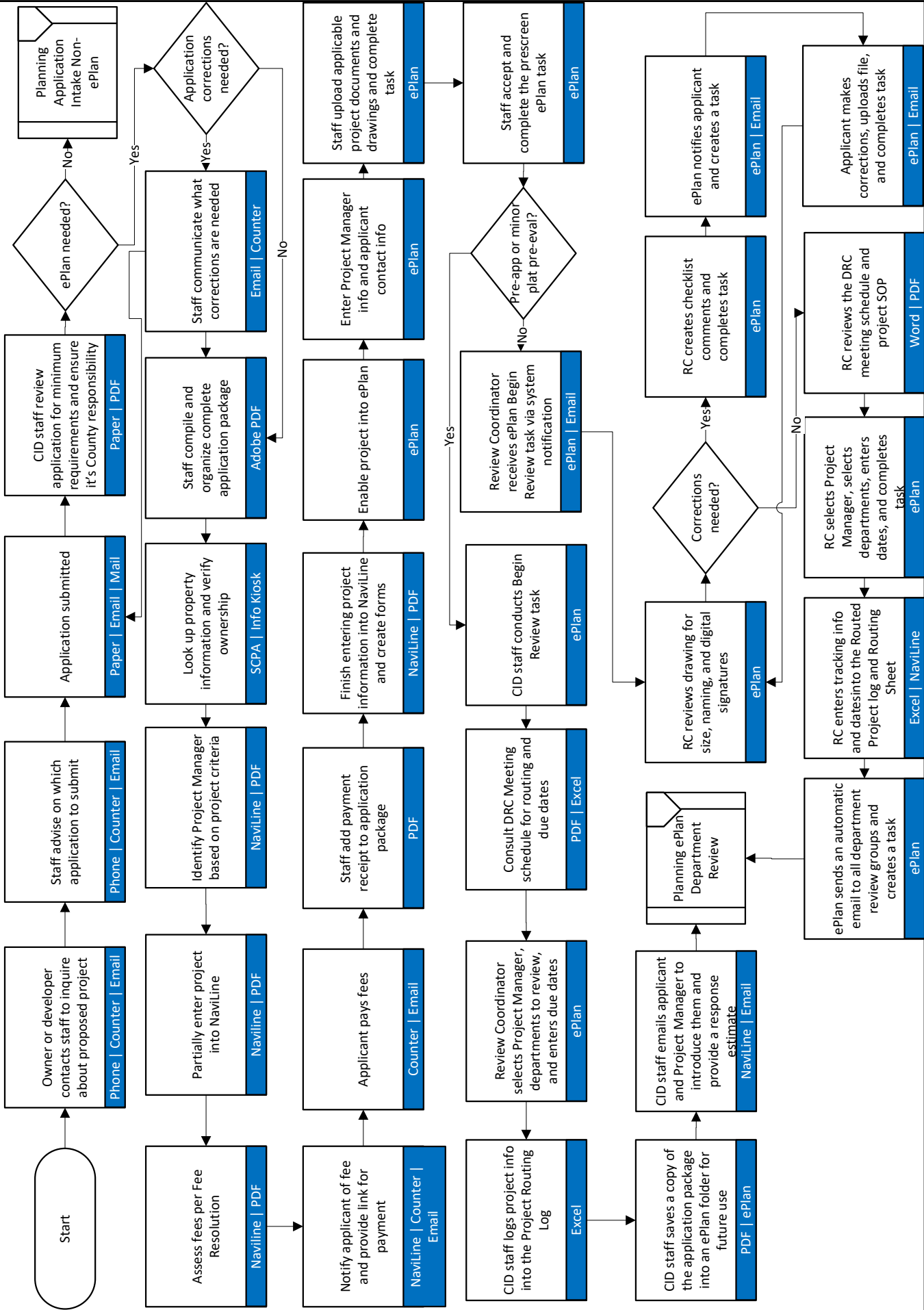
Future State | v1.0 DRAFT 5/11/2022



Function

Planning Application Intake ePlan (Staff Submit)

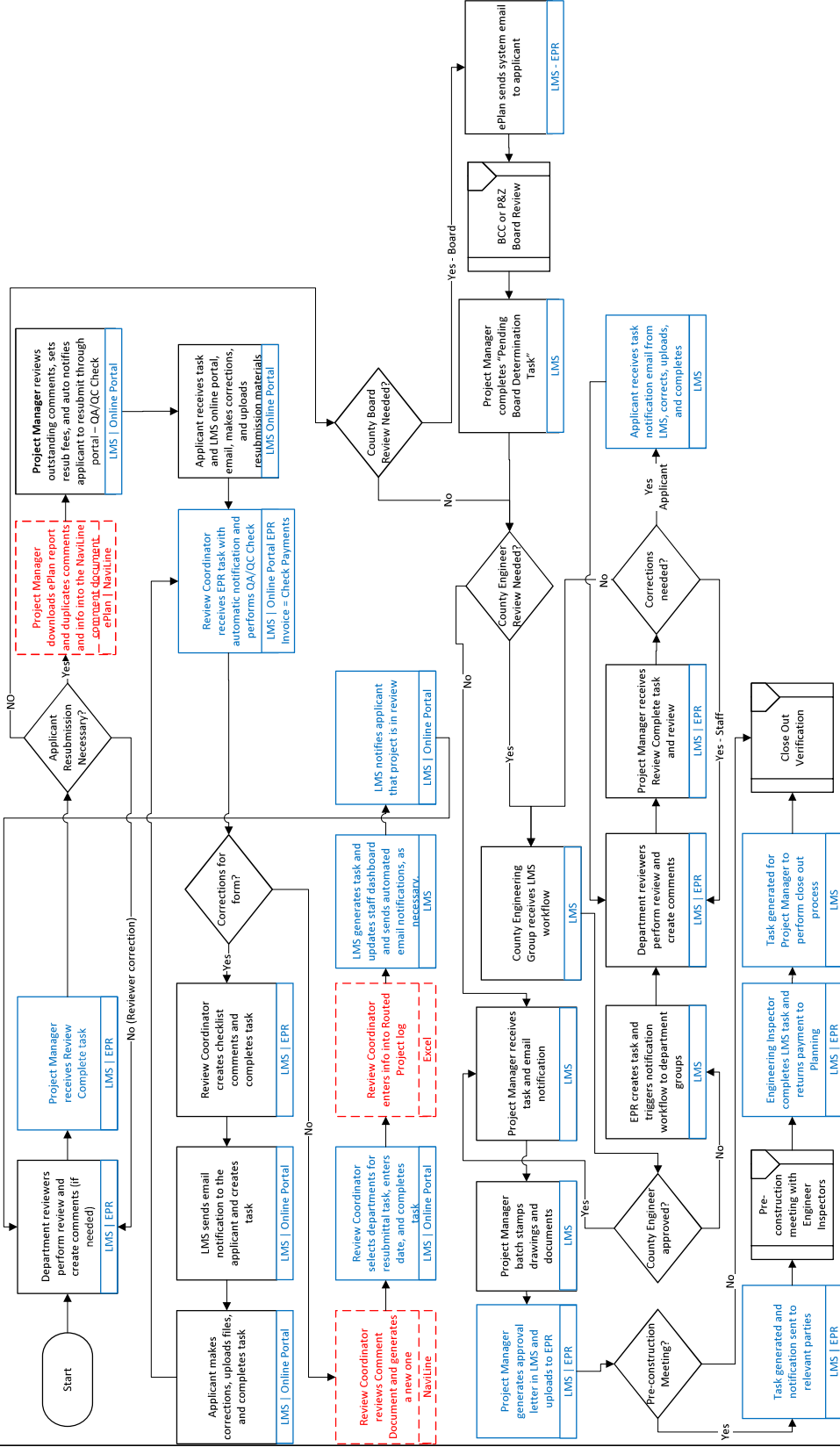
Current State | v2.0 DRAFT 4/18/2022



Function

Planning ePlan Department Review

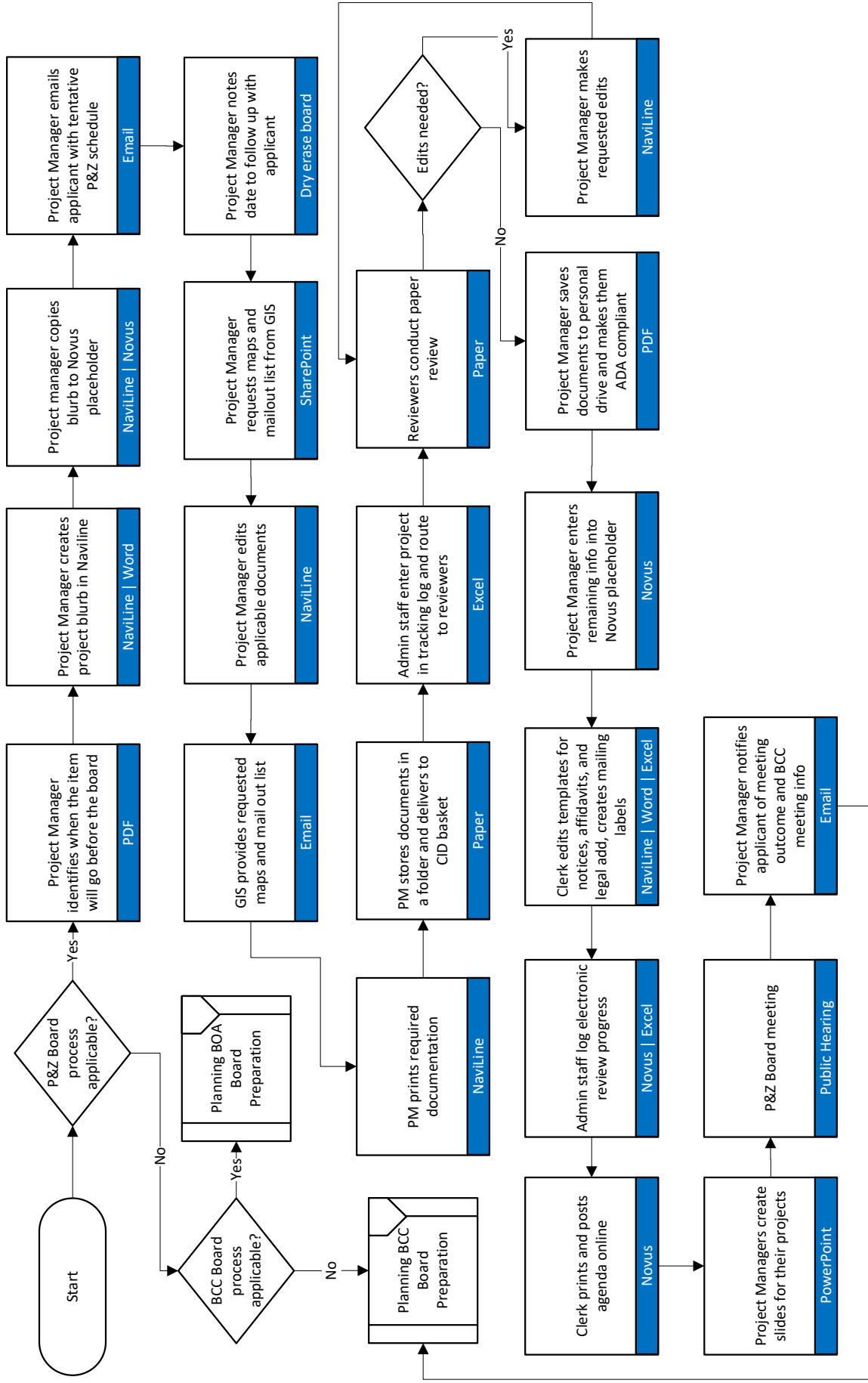
Future State | v1.0 DRAFT 5/11/2022



Notes

Planning P&Z Board Preparation

Current State | v2.0 DRAFT 4/18/2022

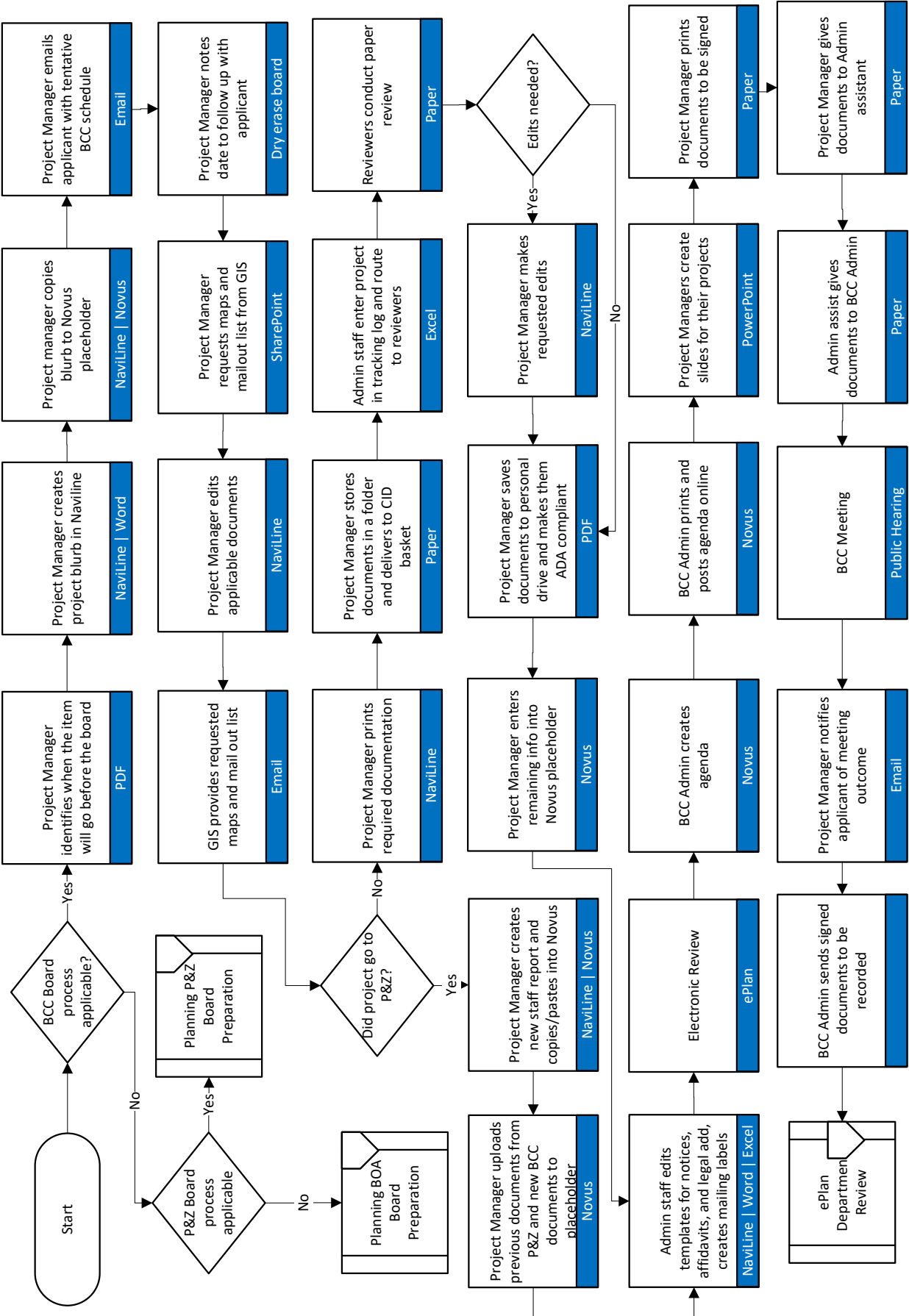


Function

Notes

Planning BCC Preparation

Current State | v2.0 DRAFT 4/18/2022

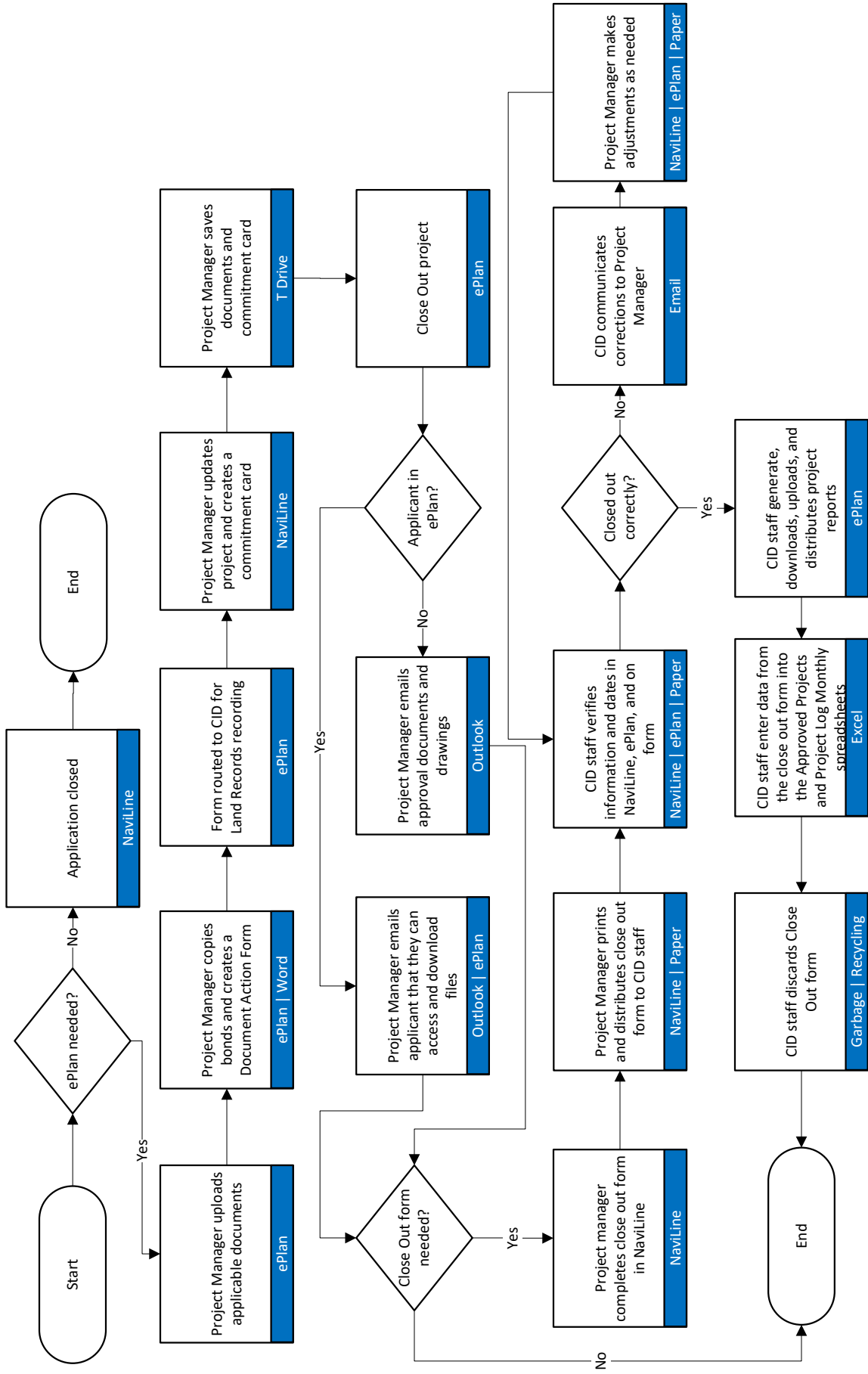


Function

Notes

Planning Close Out Process

Current State | v2.0 DRAFT 4/18/2022

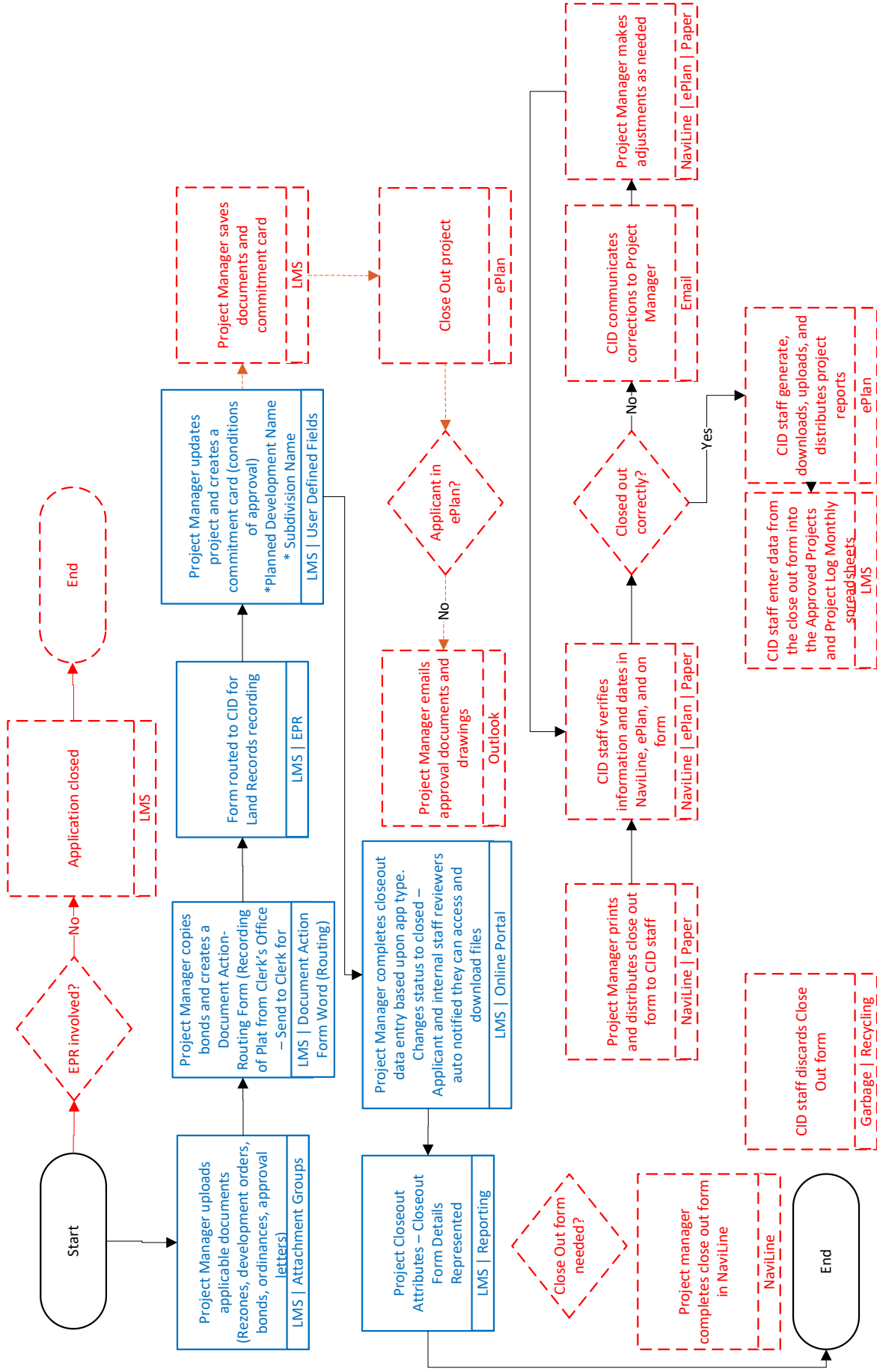


Function

Notes

Planning Close Out Process

Future State | v1.0 DRAFT 5/11/2022

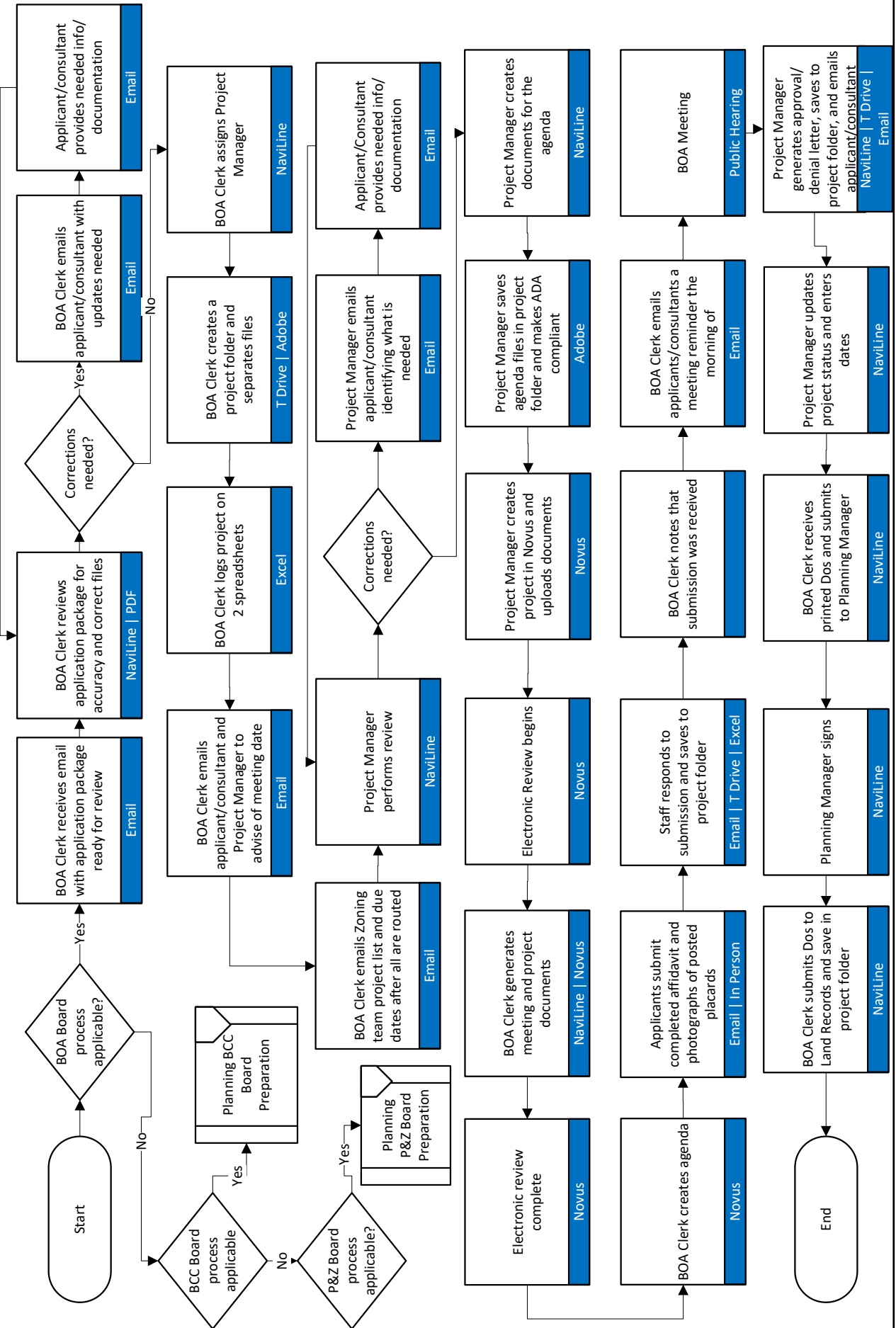


Function

Notes

Planning BOA Board Preparation

Current State | v2.0 DRAFT 4/18/2022

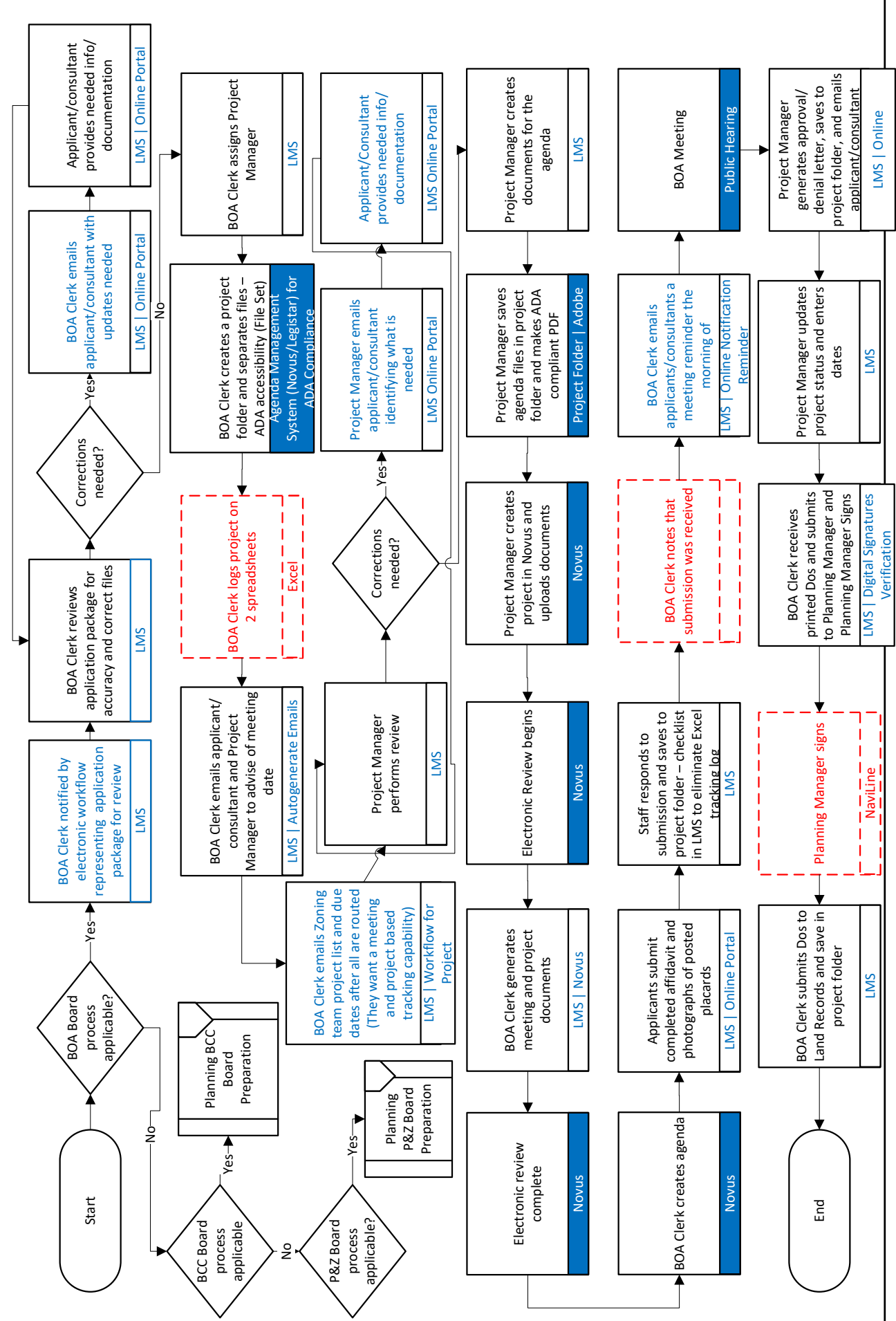


Function

Notes

Planning BOA Board Preparation

Future State | v1.0 DRAFT 5/11/2022

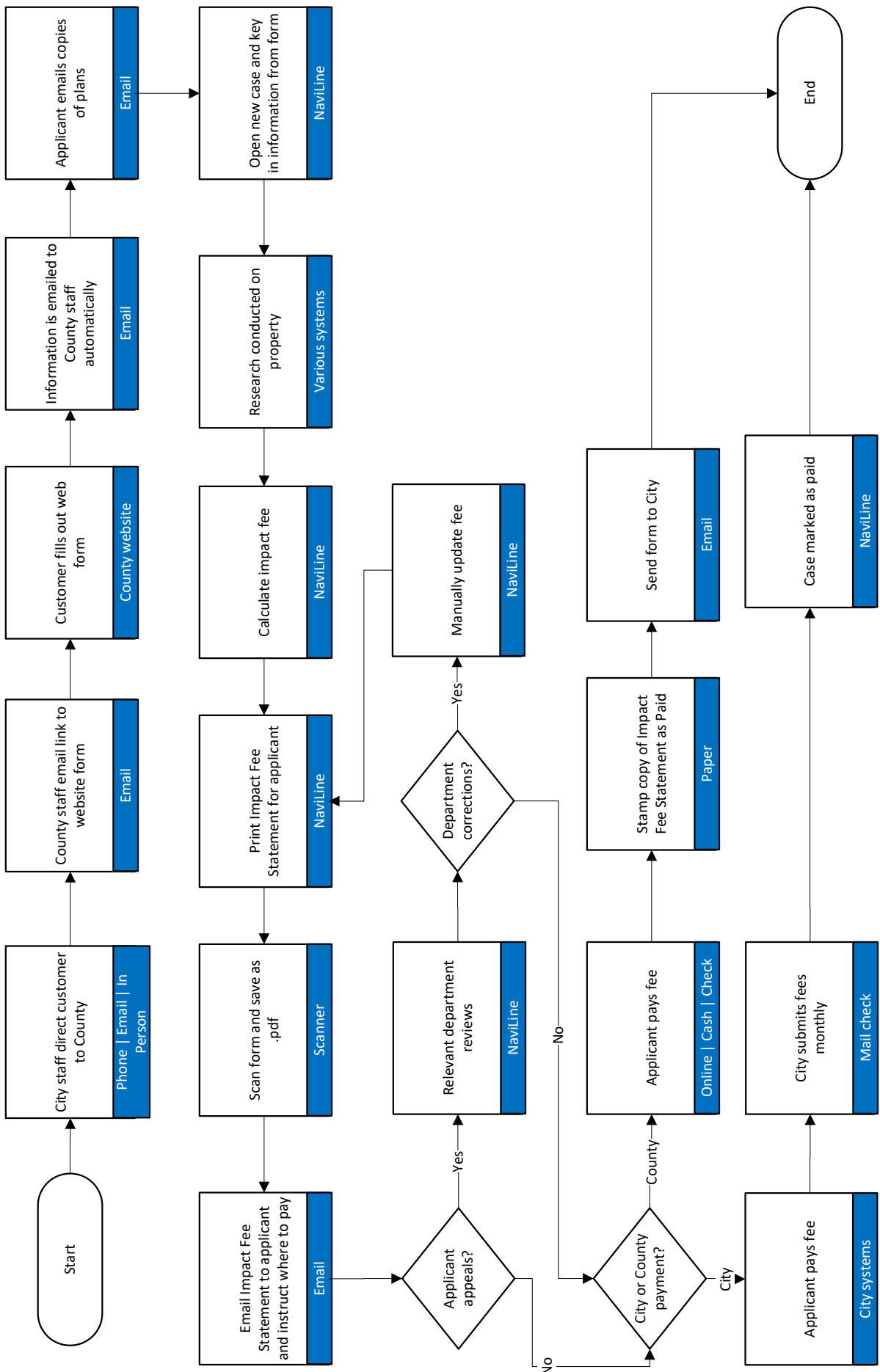


Notes

Function

City Impact Fees

Current State | v1.0 DRAFT 4/28/2022

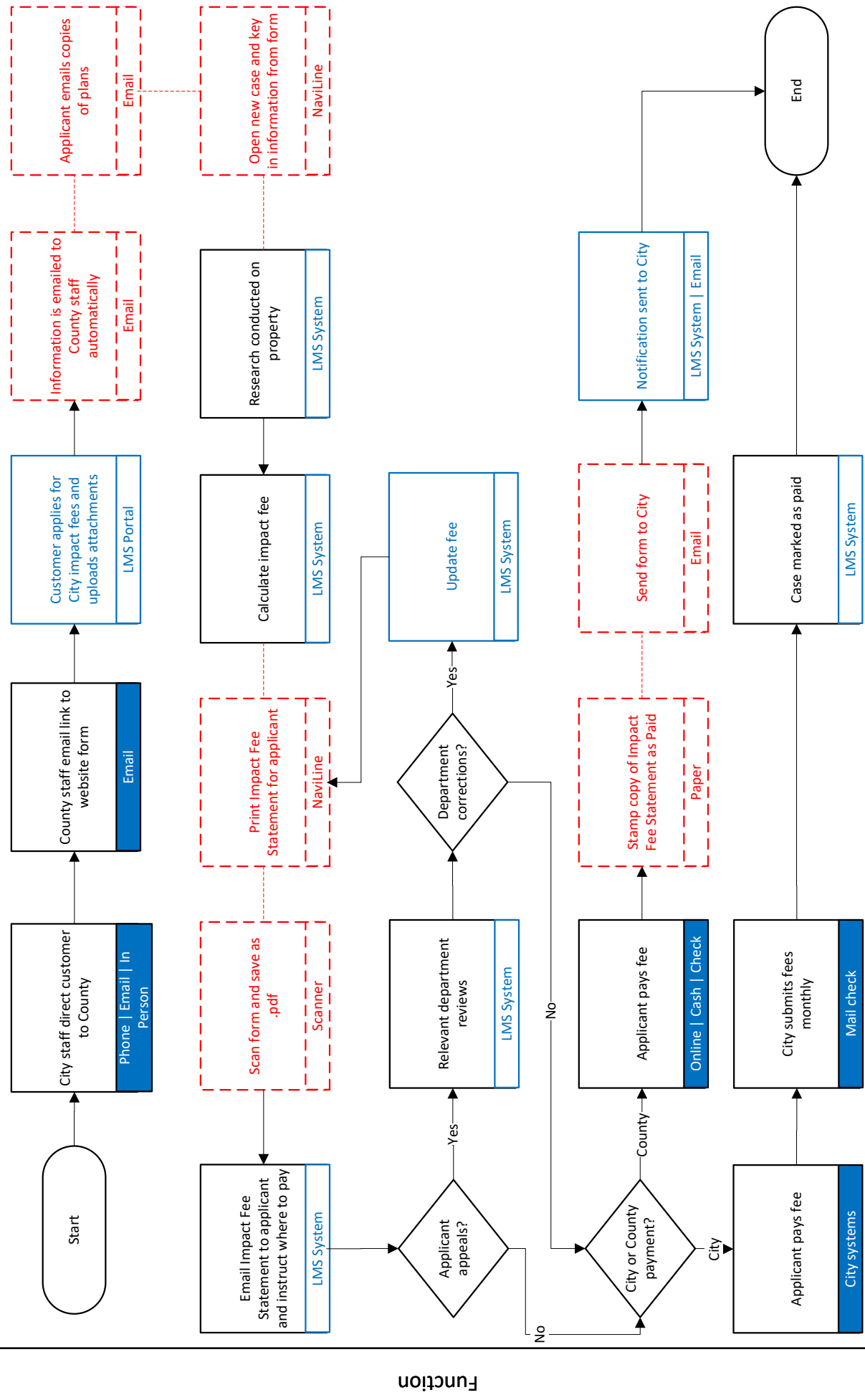


Function

Notes

City Impact Fees

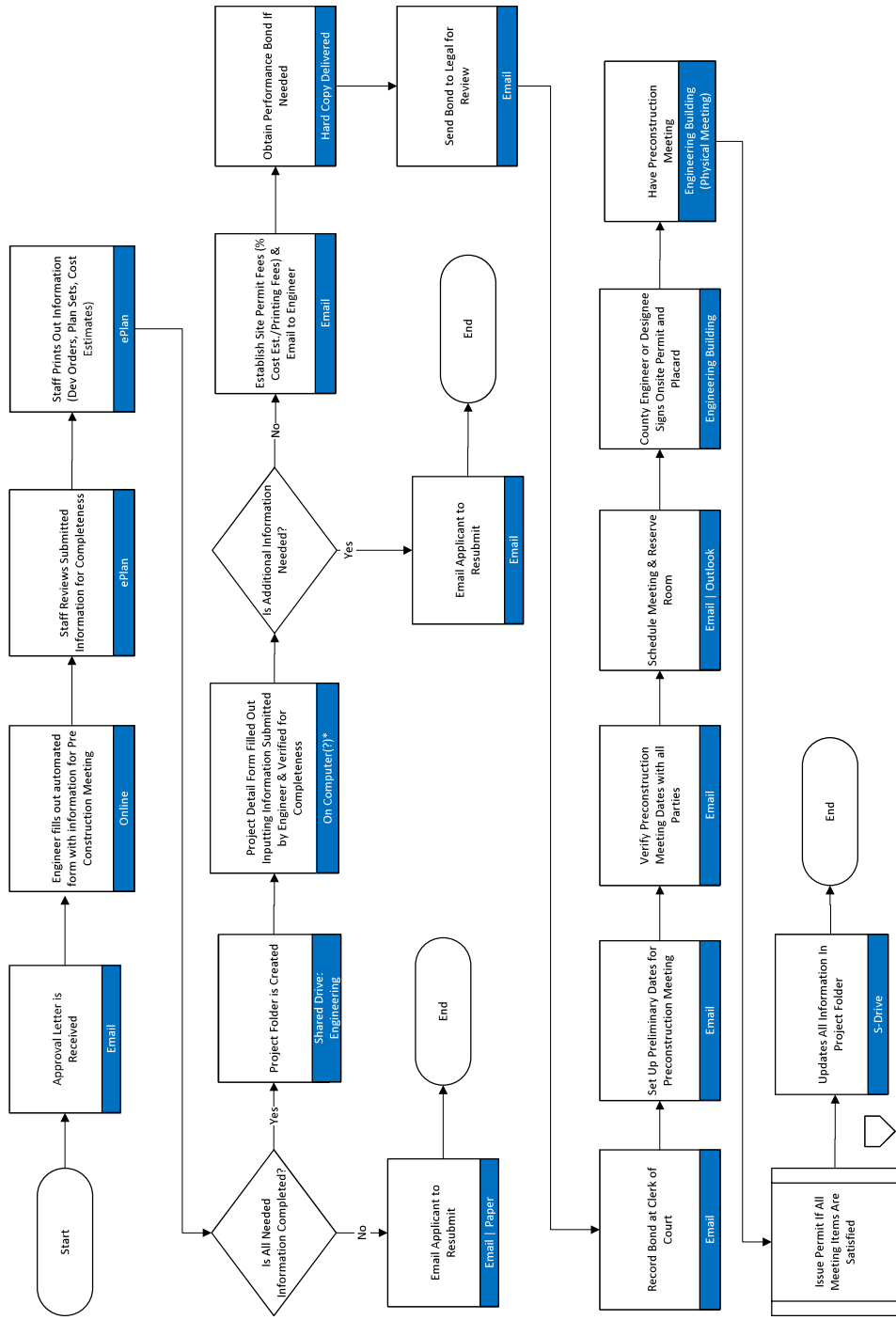
Future State | v1.0 DRAFT 5/11/2022



Notes
 We would like to have data options to reflect what jurisdiction will be collecting the funds as well as a date of issuance so that we can track when the statement has expired. We would like to have data fields for multiple criteria which are factors on how the different fees are assessed. We want status to reflect if the application is in review, approved, issued, expired, partial payment, or paid in full.

Pre-Construction Meeting with Engineers

Current State | DRAFT 5/11/2022

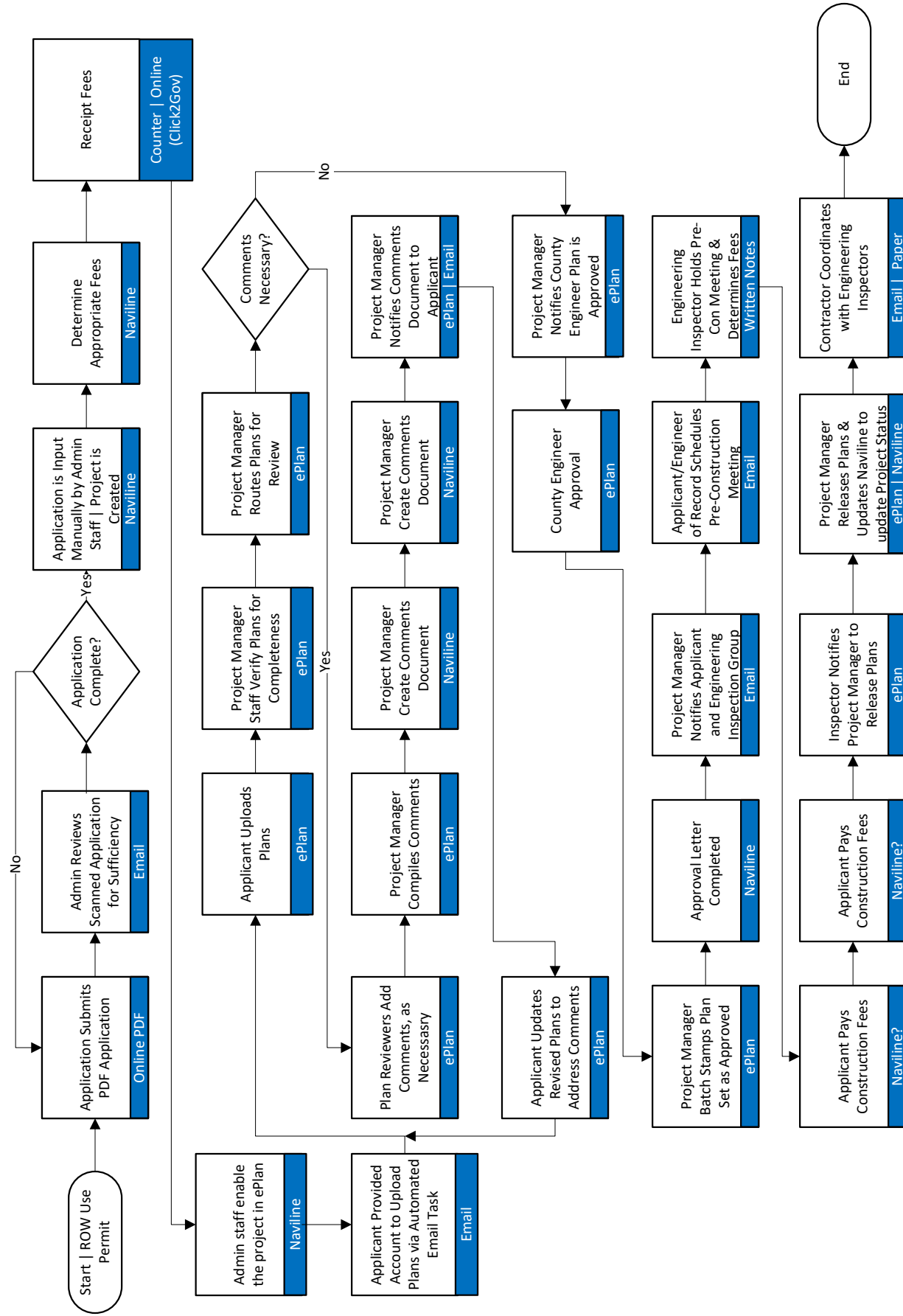


Function

Notes

Application Intake | ROW Plan Application, ROW Utility Permitting

Current State | DRAFT 4/11/2022

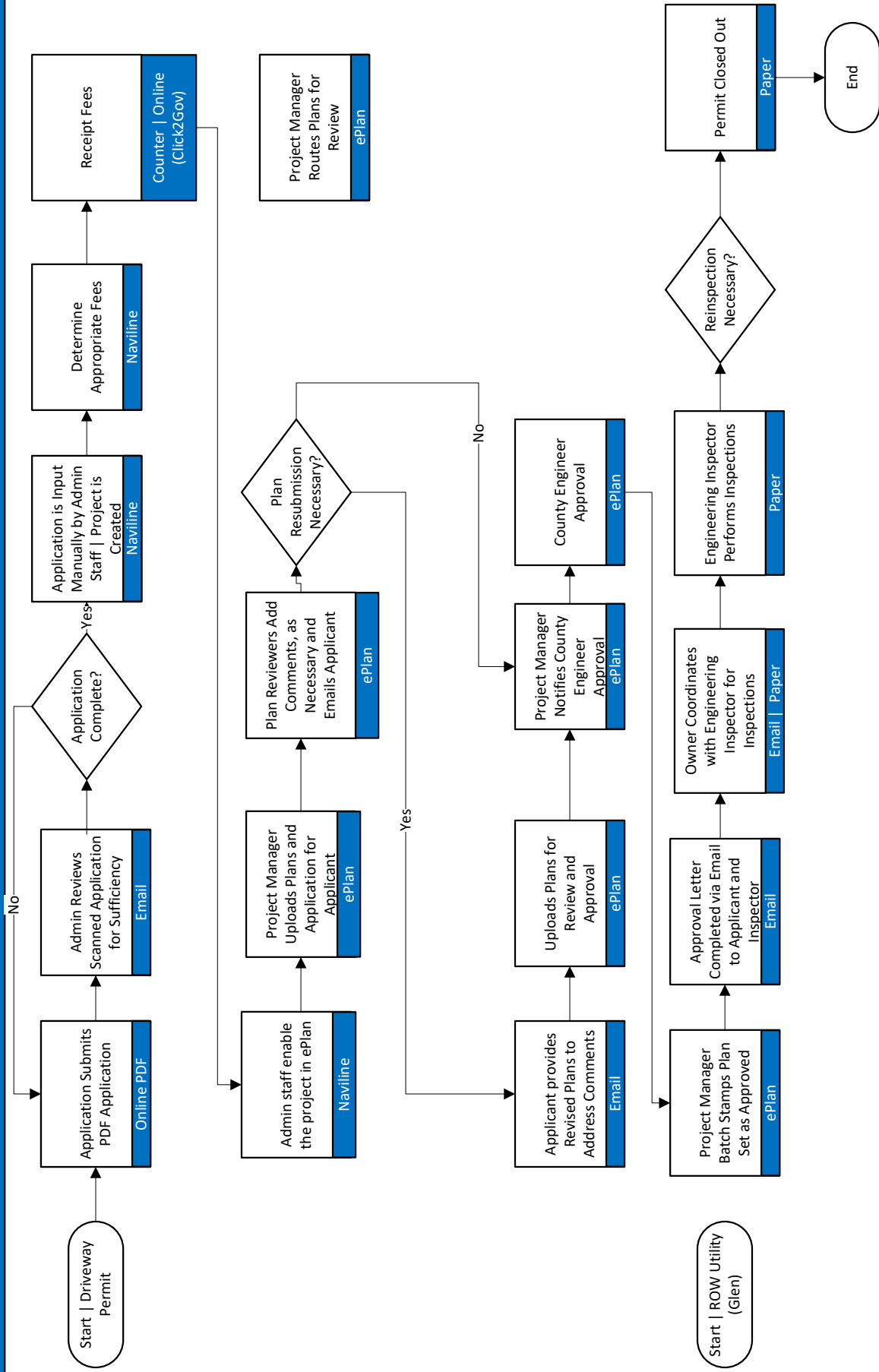


Function

Notes

Application Intake | Residential Driveway | Same as previous – simple process | Where applicant is not i

Current State | DRAFT 3/17/2022

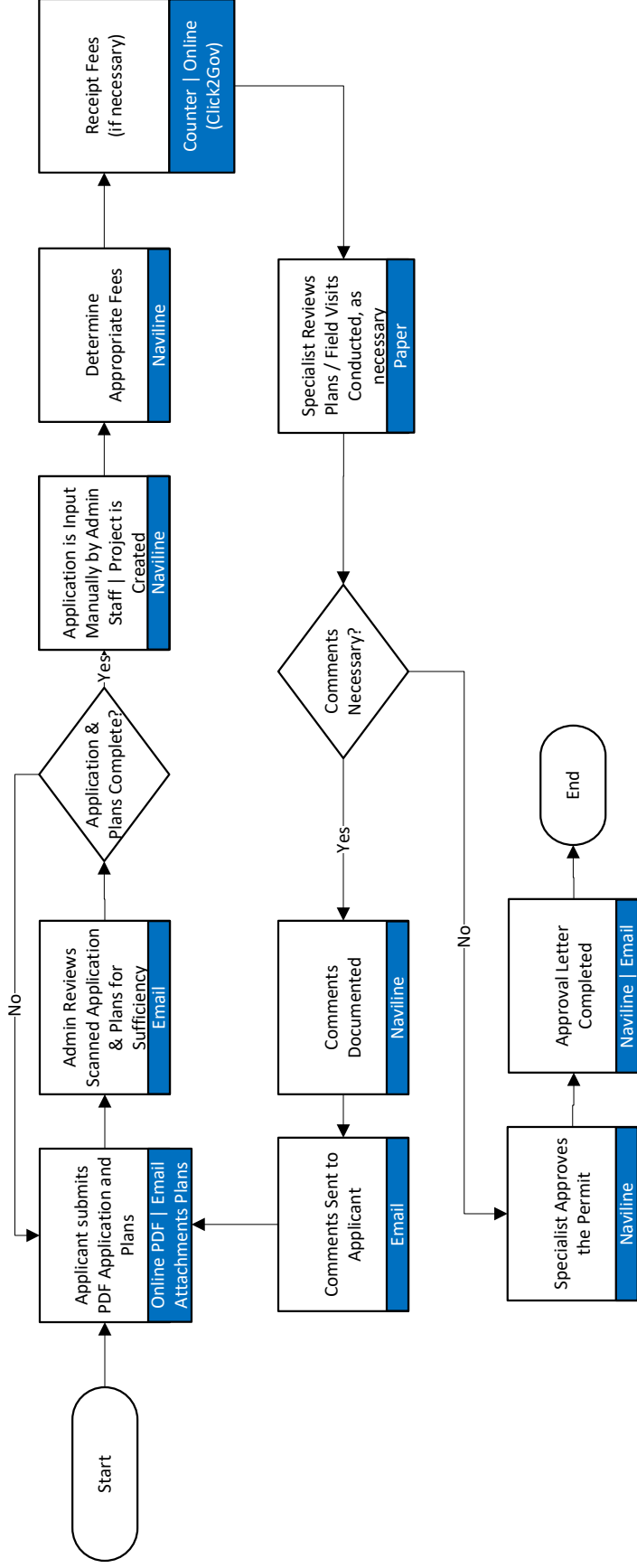


Function

Notes

Application Intake | Shoreline Improvement & Wetlands

Current State | DRAFT 3/17/2022

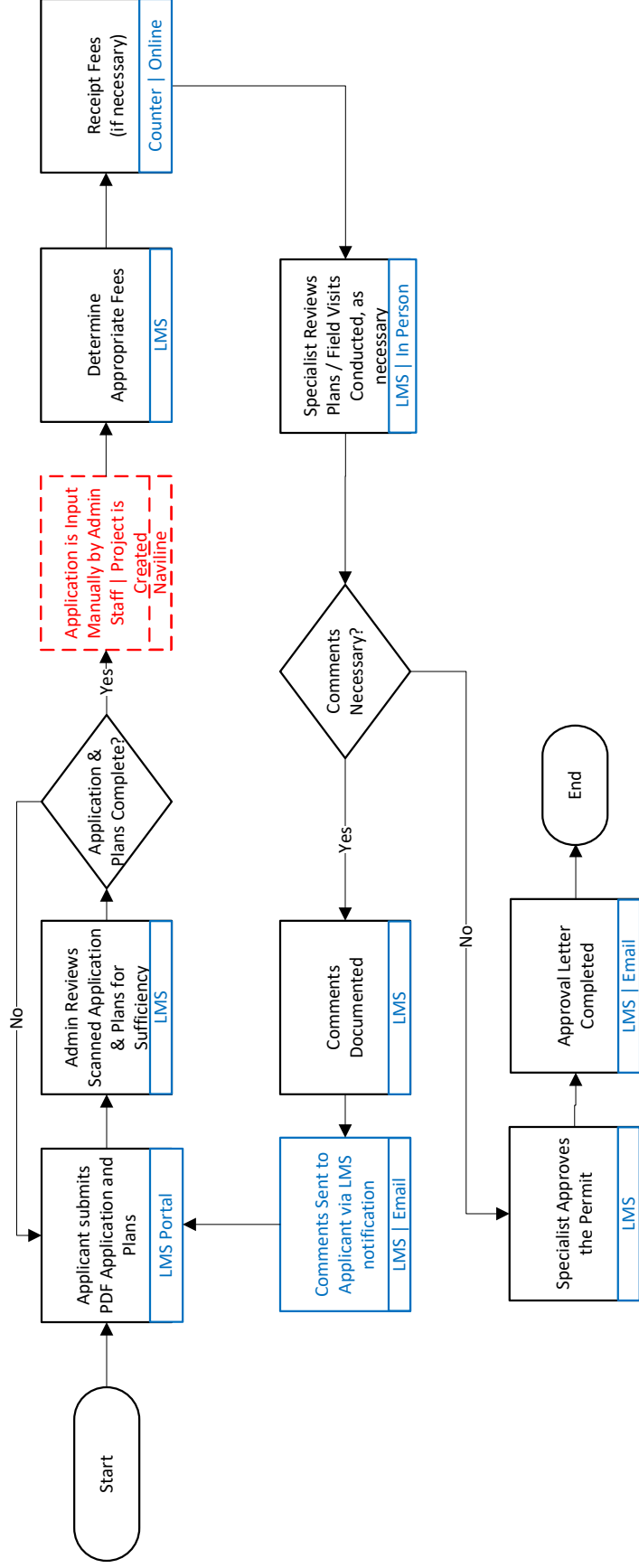


Function

Notes

Application Intake | Shoreline Improvement & Wetlands

Current State | DRAFT 5/11/2022



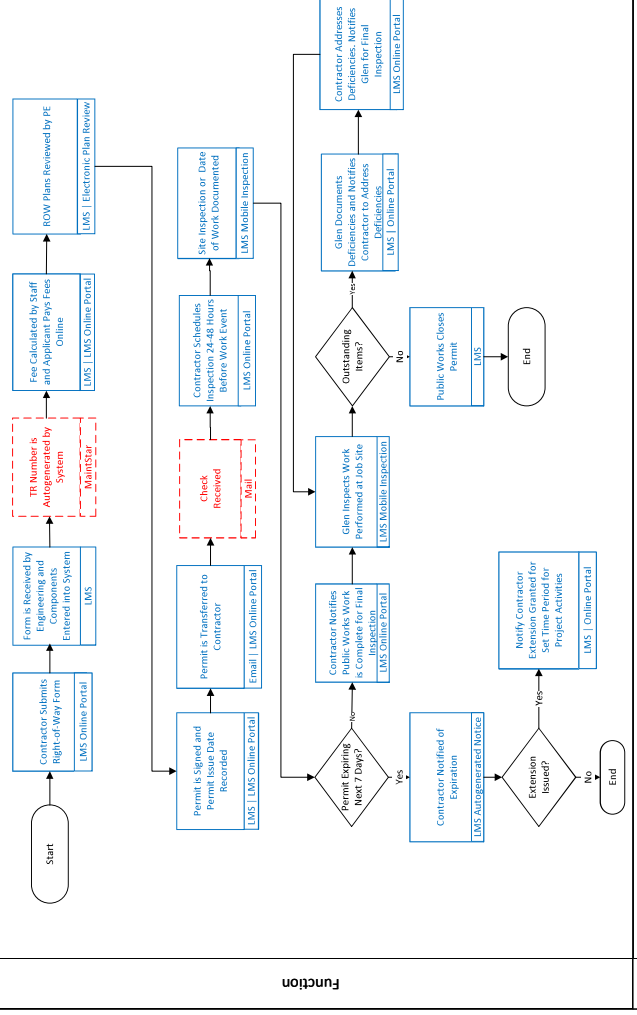
Function

Notes

Public Works Engineering - Right of Way Permit

Current State - v2.0 - DRAFT

5/11/2022

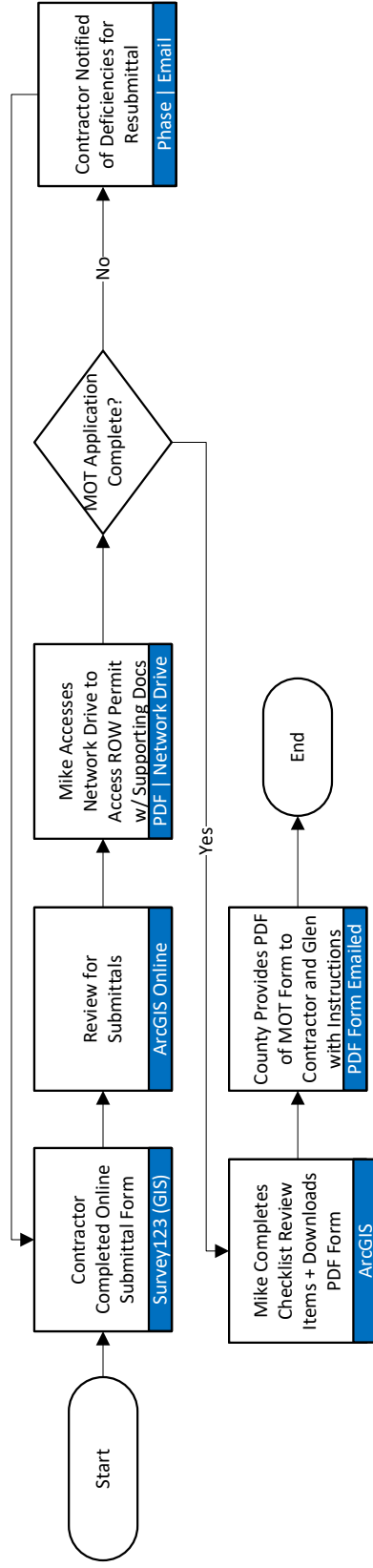


Function

Notes

Public Works Traffic Engineering - Maintenance of Traffic Permit

Current State - v2.0 - DRAFT

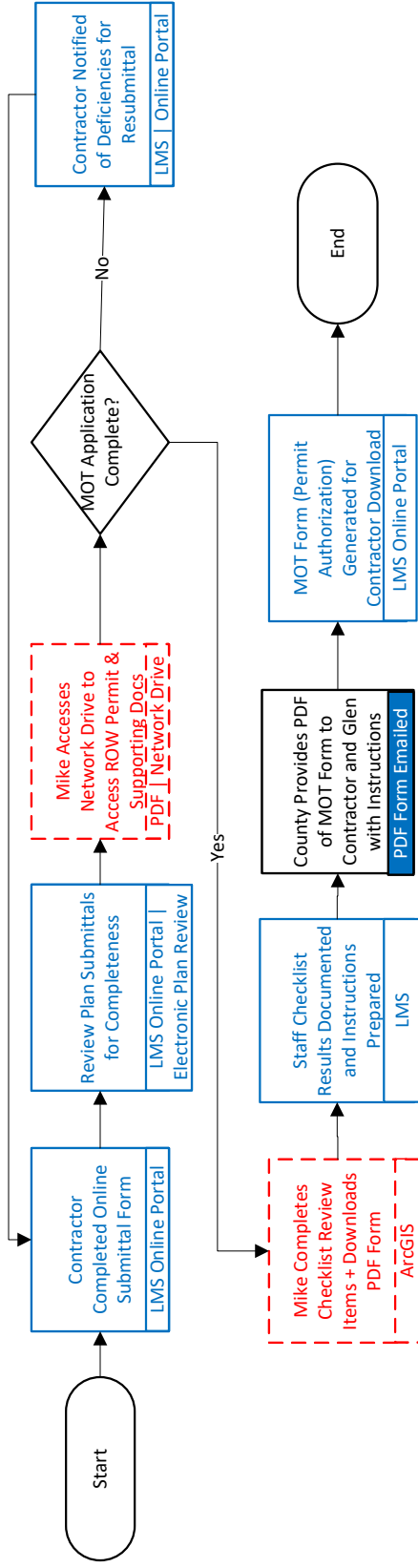


Function

Notes

Public Works Traffic Engineering - Maintenance of Traffic Permit

Current State - v2.0 - DRAFT



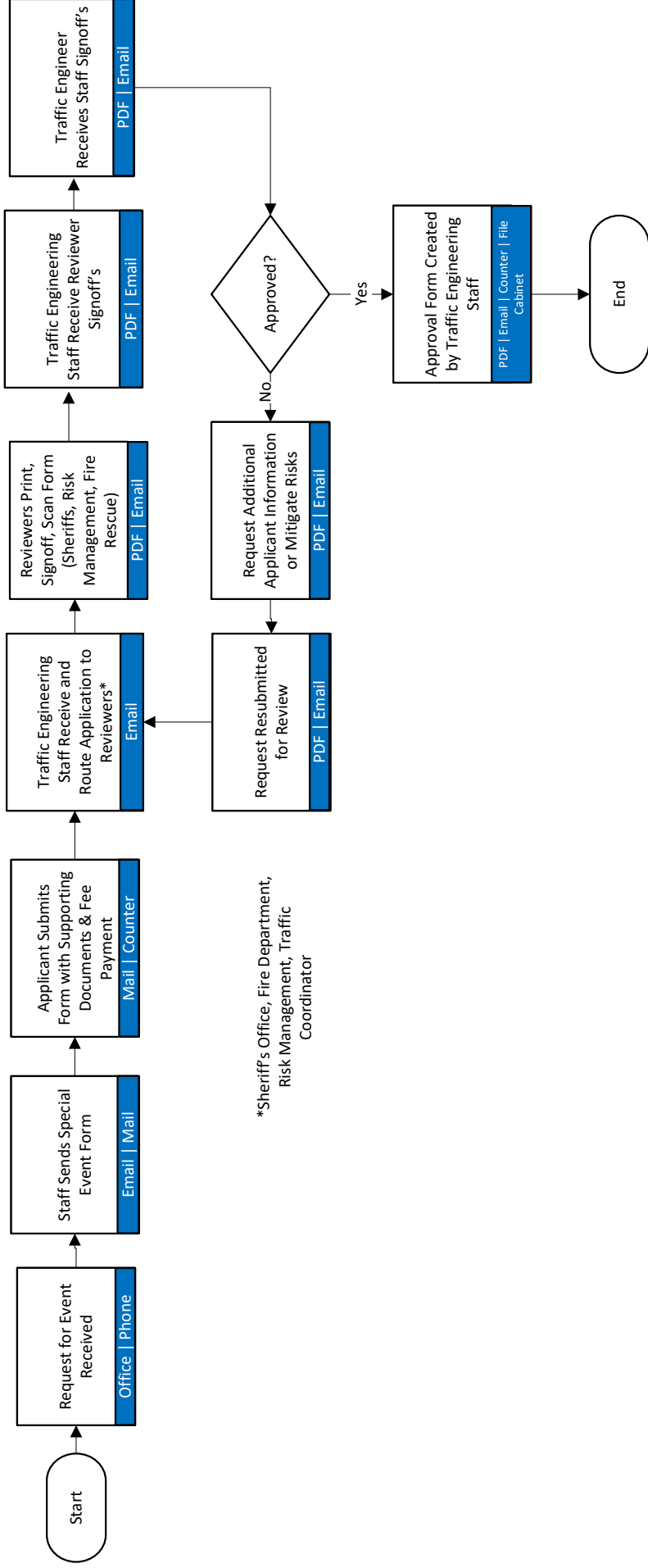
Function

Notes

Traffic Engineering - Special Events Permit

Current State - v2.0 - DRAFT

4/18/2022



*Sheriff's Office, Fire Department, Risk Management, Traffic Coordinator

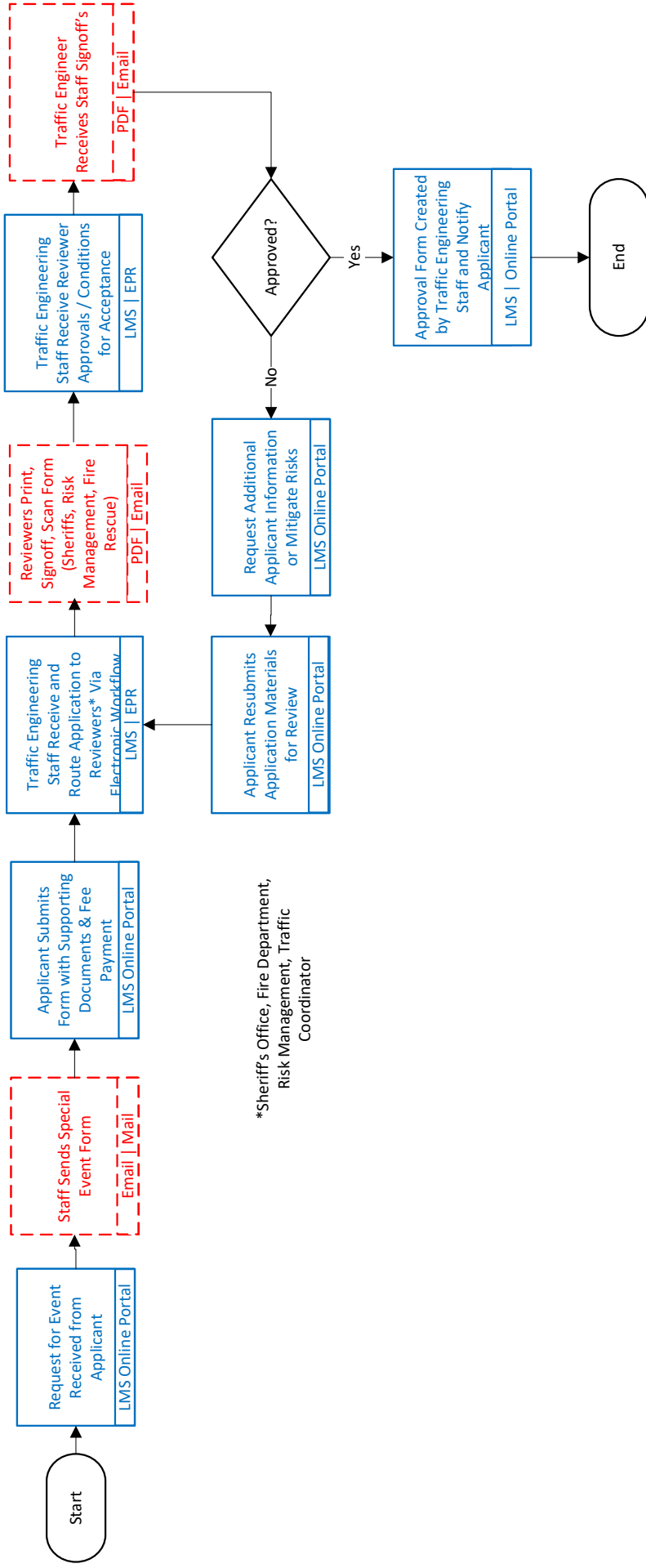
Function

Notes

Traffic Engineering - Special Events Permit

Current State - v2.0 - DRAFT

5/11/2022



Function

Notes

APPENDIX J: SAMPLE DELIVERABLE EXPECTATIONS DOCUMENT AND DELIVERABLE ACCEPTANCE DOCUMENT

Below are sample documents that will be used to describe the deliverable using the Deliverable Expectations Document (DED) and acceptance with the Deliverable Acceptance Document (DAD).

Date:	June 27th, 2023
City Name:	City of CITY, STATE
Approving City Manager:	
Accela Manager:	Carrie Muhlenkamp
Project Name / Code:	CITY, -Sustainable Development & Construction-
Contract / Agreement #:	# 23-0317

City agrees that Accela has successfully completed the following Deliverables:

Deliverable #	Source / Reference Details	Amount
8-Tailoring Sessions – Groups 1 and 2	Tailoring Sessions completed	
Total Due		

The city agrees that Accela has successfully completed the Deliverables described above in accordance with the terms of the related Contract/Agreement.

Signature and Acceptance

Approver Full Name

Signature

Title

Date

PM Initials

PM Initials

Deliverable Expectation Document

Project Name

Deliverable # 13: Integration Specifications Document

Version 1.1

02/24/2023

Accela is a leading developer of enterprise management solutions for state, county, and local governments. We provide agencies with products and services that reduce workload, increase efficiencies, and automate processes, while providing citizens and businesses with easier, more convenient access to government services. Accela has more than two decades of experience developing and installing government applications for permitting, licensing, planning, code enforcement, public works and more. Today, Accela provides software products and services to over 500 government agencies all over the U.S., as well as in Canada and Puerto Rico.

TABLE OF CONTENTS

DOCUMENT CONTROL	3
DOCUMENT (DED) PURPOSE	4
DELIVERABLE DESCRIPTION	5
DELIVERABLE KEY ACTIVITIES.....	5
DELIVERABLE OUTLINE/REQUIREMENTS	5
DELIVERABLE FORMAT	6
DELIVERABLE ACCEPTANCE CRITERIA.....	6
DELIVERABLE PEER REVIEW	6
DELIVERABLE REVIEWERS	7
DELIVERABLE APPROVER.....	7
DED SCHEDULE	7
DOCUMENT APPROVAL	8

DOCUMENT CONTROL

Date	Author	Version	Revision Notes
2/24/2023	M. Leon-Pereira	1.0	DED Creation
4/28/2023	M. Leon-Pereira	1.1	Updated based on feedback from <i>Customer</i>

DOCUMENT (DED) PURPOSE

This Deliverable Expectation Document (DED) is used as an overall blueprint for the development of a deliverable. The purpose of this DED is to ensure common understanding between *Customer* and Accela regarding the scope and content of the Integration Specifications Document prior to beginning work.

This DED must be approved by *Customer* prior to the start of work to develop this deliverable. This DED will be the primary reference used during the review process to validate the acceptance of the deliverable on completion.

DELIVERABLE DESCRIPTION

Prior to development, Accela will work with **Customer** to document integration specifications for each integration. If changes are required to a **Customer**-owned or third party system, **Customer** will be responsible for the associated work. **Customer** must provide Accela the appropriate information required for design and development of the Accela integrations.

Customer will handle all coordination with 3rd party vendors including review of specifications if deemed required, with support from Accela personnel as appropriate to facilitate discussions and resolve issues.

DELIVERABLE KEY ACTIVITIES

The following activities have been or will be performed in order to prepare the Integration Specification Documents. The team has or will:

- Review the Statement of Work to understand the objective and scope of the project and deliverables.
- Conduct integration analysis sessions to review the interfaces in scope. The appropriate key users and system experts must participate in the integration analysis sessions.
- For each integration in scope, a separate Specification document will be developed and follow this process:
 - a. Draft the Integration Specification Document for each of the integrations in scope (Accela template).
 - b. Deliverable submission to **Customer** Project Manager.
 - c. Agency review of deliverable (**Customer** - 10 days).
 - d. Deliverable updates based on review comments (Accela – 5 days).
 - e. Submit final deliverable to **Customer**.
 - f. Deliverable final review and acceptance (**Customer** - 5 days).
 - g. Once written acceptance is given for a single Specification, the development will begin for that integration.
- Once all Specifications are approved, this will trigger completion of the overall Integration Specifications Document deliverable (Accela will submit invoice).

DELIVERABLE OUTLINE/REQUIREMENTS

Accela will develop Integration Specification documents for each of the following interfaces:

- **Customer**.gov – payment processor
- CAPPS – financial system or record
- USPS – address validation
- Department of Public Safety – background check results
- PearsonVUE – exam results and exam eligibility
- Neubus – Document Management System
- Texas Public Data Portal – batch uploads
- ASC – Federal appraiser reporting
- Education Roster – Provider education result submission (batch)

- IdentoGO – Send biographic info to them to enroll people in fingerprints

The Integration Specification Documents will include the following sections:

Section	Description
Integration Overview	This section will describe the interface, method (e.g., real-time, batch, etc.), frequency, and roles and responsibility of who is accountable for what part of the design.
Integration Requirements	This section will describe the technical and functional requirements of the integration, including data flow, processing logic, error handling and input/output mappings.
Additional Considerations	This section will include additional information needed for the development of the integration such as access to 3 rd party systems, dependencies, use cases for testing, etc.

Upon delivery of the Integration Specification documents, Accela will also provide the Technical requirements spreadsheet (Systems-Interface tab) with a column indicating which requirements are applicable to the delivered Specifications. Upon the Agency signing off on the Integration Specifications deliverable, this provides acknowledgement that the Agency validates all requirements checked off were met by the Specifications.

DELIVERABLE FORMAT

The Integration Specification Documents will be delivered in the form of a MS Word document.

DELIVERABLE ACCEPTANCE CRITERIA

The following acceptance criteria will be used for the deliverable sign-off:

- Delivery of an Integration Specifications Document for each of the integrations in scope, utilizing Accela's template.
- Each Integration Specification document will include: Interface overview, method, frequency, requirements, and roles and responsibility of who is accountable for what part of the design. Also include input/output format requirements of interface. Include known rules supporting the interface
- Integration Specification Documents are finalized with **Customer** and Accela input/agreement.
- **Customer** will handle all coordination with 3rd party vendors including review of specifications if deemed required.

DELIVERABLE PEER REVIEW

A peer review will be done on the deliverable and to review the actual deliverable to ensure contractual requirements are met. The Peer Review consists of the following members:

1. Accela Integrations Lead
2. Accela Solution Architect
3. Accela Project Manager

DELIVERABLE REVIEWERS

The following project team members from the Agency will be responsible for reviewing the deliverable and ensuring it meets the expectations and requirements set forth in this DED.

Name	Project Role
<i>Customer – Name</i> Ex Jane Doe	Integrations Lead
<i>Customer – Name</i>	Project Manager
<i>Customer – Name</i>	Project Sponsor

DELIVERABLE APPROVER

The following identifies the single approver from the Agency who is authorized to approve and sign-off on the deliverable.

Name	Project Role
<i>Customer – Name</i>	Project Sponsor

DED SCHEDULE

The following lists Key Dates for the submission and approval of this DED.

Key activity	Due Date	Activity Owner	Comments
Submit the DED for the Integration Specification Documents		Accela Project Manager	
DED <i>Customer</i> Review		<i>Customer</i> Project Manager	
DED Updates, post- <i>Customer</i> review		Accela Project Manager	
Submit Final DED to <i>Customer</i>		Accela Project Manager	
<i>Customer</i> review and approval of DED		<i>Customer</i> Project Manager	
Final Acceptance of DED		<i>Customer</i> Project Sponsor	

DOCUMENT APPROVAL

The undersigned acknowledge they have reviewed the Deliverable Expectation Document and agree with its contents, upon which the corresponding deliverable will be based upon. Changes to any expectations listed in this document after approval would initiate the change control process.

Signature: _____ Date: _____
Print Name: _____
Title: _____
Project Role: _____

Exhibit H: Velosimo Master Subscription Agreement

PAGE INTENTIONALLY LEFT BLANK

MASTER SUBSCRIPTION AGREEMENT

January 30, 2019

This Agreement permits Customer to license and use Velosimo's Products and Services (as applicable) pursuant to a Velosimo order form referencing this Agreement ("Order Form(s)") and sets forth the basic terms and conditions. This Agreement shall govern Customer's initial purchase as well as any future purchases made by Customer which reference this Agreement. Velosimo provides the Products and Services listed on an Order Form on a subscription basis. The term of each Subscription is designated in the applicable Order Form.

1. Definitions.

1.1. "Confidential Information" means all code, inventions, know-how, business, technical and financial information that one party ("Receiving Party") obtains from the other party ("Disclosing Party"); provided that such information is identified as confidential at the time of disclosure or should be reasonably known by the Receiving Party to be Confidential Information due to the nature of the information disclosed and the circumstances surrounding the disclosure; and provided further that any software, documentation or technical information provided by Velosimo (or its agents), performance information relating to the Product, and the terms of this Agreement shall be deemed Confidential Information of Velosimo without any marking or further designation.

1.2. "Customer Data" means electronic data submitted by Customer to a Velosimo Product or created by Customer in the course of using a Velosimo Product.

1.3. "Documentation" means the online documentation and user guides provided by Velosimo in connection with the license of a Velosimo Product.

1.4. "Materials" means any materials provided by Velosimo to Customer in connection with the provision of Services.

1.5. "Order Form" means a Velosimo standard ordering document referencing this

Agreement and reflecting the Products and Services provided to Customer.

1.6. "Order Form Effective Date" means the later to occur of (i) Order Form signed by Customer and Velosimo, and (ii) the date of access granted to the Velosimo Product, if any.

1.7. "Product" means Velosimo's proprietary web-based products and services that may be set forth on an Order Form and subsequently made available by Velosimo to Customer via the means designated by Velosimo including associated offline components, as described in the Documentation (but excluding Third Party Components or infrastructure).

1.8. "Services" means professional consulting services purchased by Customer in the applicable Order Form or SOW and relating to training and assistance with the installation, deployment, or usage of Velosimo Products.

1.9. "SOW" means a Statement of Work between Velosimo and Customer with respect to Services.

1.10. "Subscription" means the Customer's right to access and use the relevant Velosimo Product and Support and Maintenance on a subscription basis, as and to the extent listed on a mutually executed Order Form.

1.11. "Subscription Term" means the duration of a Subscription as set forth on an Order Form or as specified in Section 3.1.

1.12. "Support and Maintenance" means the applicable support and maintenance services as identified in the Order Form.

1.13. "Term" means the period commencing as of the Order Form Effective Date and expiring on the day that the last Subscription Term under this Agreement terminates.

1.14. "Third Party Components" means online applications and offline software that are provided by entities or individuals other than Velosimo and that interoperate with the Velosimo Product.

1.15. "Users" means the Customer's employees and contractors which are authorized by Customer to access and use the Velosimo Product purchased under an Order Form.

1.16. "Warranty Period" means a period of thirty (30) days following the

commencement of the relevant Subscription Term.

2. License(s); Ownership.

2.1. License and Use. Velosimo will make the Product available to Customer and its users pursuant to this Agreement and the relevant Order Forms during the Subscription Term. Subject to the terms and conditions of this Agreement and the relevant Order Form(s), Velosimo grants Customer a limited, worldwide, non-assignable and non-exclusive license during the relevant Subscription Term to access and use the Products and Services in accordance with the terms of this Agreement.

2.2. Restrictions. Customer will not (i) permit any third party to access the Products except as permitted herein and in the relevant Order Form, (ii) create derivative works based on the Products, (iii) copy, frame or mirror any part or content of the Products, (iv) decompile, disassemble, translate, reverse engineer or otherwise attempt to derive source code from the Products, in whole or in part, nor will Customer use any mechanical, electronic or other method to trace, decompile, disassemble, or identify the source code of the Products or encourage or permit others to do so (except and only to the extent that applicable law prohibits or restricts reverse engineering restrictions), (v) access the Products in order to (a) build a competitive product or service, or (b) copy any features, functions or graphics of the Products, (vi) sell, resell, rent or lease the Products beyond the scope of the applicable Order Form, (vii) use the Products to store or transmit infringing, libelous, or otherwise unlawful or tortious material, or to store or transmit material in violation of third-party privacy rights (or otherwise use the Products in violation of the Documentation or any Velosimo terms of service), (viii) store or transmit virus or other malicious code through the Products, (ix) interfere with or disrupt the integrity or performance of the Products or third-party products or data contained therein, or (x) attempt to gain unauthorized access to the Products or their related systems or networks. Customer acknowledges that Customer is solely responsible for complying with, and covenants to comply with, all laws applicable to Customer and to Customer's use of the Products, including without limitation all laws and regulations relating to the protection and non-disclosure of Customer Data. Without limiting the generality of the foregoing, the Customer is solely responsible for using the Products in compliance with any applicable data privacy or personally identifiable information laws and regulations.

2.3. AWS Terms. Velosimo uses the Amazon Web Service ("AWS") cloud infrastructure for its Products. Customer acknowledges the use of Velosimo Products is subject to the terms and limitations set forth in the AWS Customer

Agreement: <http://aws.amazon.com/agreement/>.

2.4. Ownership. Notwithstanding anything to the contrary contained herein, except for the limited license rights expressly provided under a fully paid Subscription, Velosimo and its suppliers have and will retain all right, title and interest in and to the Products (including, without limitation, all patent, copyright, trademark, trade secret and other intellectual property rights) and all copies, modifications and derivative works thereof. Customer acknowledges that it is obtaining only a limited license right to access and use (as the case may be) the Products and that irrespective of any use of the words “purchase,” “sale,” or like terms hereunder no ownership rights are being conveyed to Customer under this Agreement or otherwise. In addition, Velosimo will have a royalty free, worldwide, irrevocable, perpetual license to use for any purpose any suggestions, enhancement requests, recommendations or other feedback provided by Customer, including Users, relating to the Products.

2.5. Services Work Product. Customer shall have a license right to use or access any work product or Materials delivered as part of the Services, solely for its internal business purposes and solely in connection with the Products regarding which the Services were commissioned. Other than the limited license described in the prior sentence, Velosimo shall retain all right, title and interest in and to any such Materials and Services work product and any derivative, enhancement or modification thereof and Customer maintains ownership of its Confidential Information.

3. Subscription Term; Payment.

3.1. Subscription Term and Renewals. Unless otherwise designated in the Order Form, the term of any Subscription shall be one (1) year commencing on the Order Form Effective Date of the applicable Order Form. Each Subscription Term shall automatically renew for subsequent periods of the same length as the initial Subscription Term unless either party gives the other written notice of termination at least thirty (30) days prior to expiration of the then-current Subscription Term. The rates for any Subscription Term are as specified on the applicable Order Form, and renewals or additional Subscriptions shall be at Velosimo’s then-current list Subscription rates, unless specifically provided in an Order Form.

3.2. Payment Terms. All fees are as set forth in the applicable Order Form and SOW are due upon receipt of invoice and shall be paid by Customer thirty (30) days from invoice unless otherwise specified in the applicable Order Form or SOW. Customer shall be responsible for all taxes, withholdings, duties and levies arising from the order

(excluding taxes based on the net income of Velosimo). Fees are non-refundable upon payment. Payments will be made without right of set-off or chargeback. Any late payments shall be subject to a service charge equal to 1.5% per month of the amount due or the maximum amount allowed by law, whichever is less. If payment of any fee is overdue, Velosimo may also suspend provision of (as the case may be) the Products or Services until such delinquency is corrected.

4. Support & Maintenance.

During the time that Customer has paid the applicable Subscription fees, Velosimo shall provide Support and Maintenance during the Subscription Term in accordance with Velosimo's then-current standard support policies. Customer agrees to provide Velosimo with such cooperation, materials, information, access and support which Velosimo deems to be reasonably required to allow Velosimo to successfully provide the Products, and Support and Maintenance. Customer understands and agrees that Velosimo's obligations hereunder are expressly conditioned upon Customer providing such cooperation, materials, information, access and support.

5. Third Party Components.

Under this Agreement Velosimo provides only the Products and Services and Support and Maintenance with respect to each of the Products. Velosimo does not provide any warranty on, and does not provide Support and Maintenance on, the Third Party Components. Customer may need to license, modify and install Third Party Components. Velosimo may provide Customer with links and instructions for obtaining Third Party Components or provide access to them (e.g., through Velosimo cloud connectors), but it is Customer's sole responsibility to properly license and install any required Third Party Components from the relevant third party providers. Velosimo will have no liability with respect to any Third Party Components. If applicable, prior to Velosimo starting any Services that require the use of Third Party Components, Customer will provide documentation to Velosimo confirming that Customer can provide the rights necessary to allow Velosimo to modify the Third Party Solution Component software if necessary.

6. Services.

Velosimo shall provide the Services purchased in the applicable Order Form or SOW, as the case may be. Services may be ordered by Customer pursuant to an SOW describing the work to be performed, fees and any applicable milestones, dependencies

and other technical specifications or related information. Each SOW must be signed by both parties before Velosimo shall commence work under such SOW. If the parties do not execute a separate Statement of Work, the Services shall be provided as stated on the Order Form.

7. Term and Termination.

7.1. Term and Termination. This Agreement is effective during the Term. Either party may terminate this Agreement (including all related Order Forms) if the other party: (a) fails to cure any material breach of this Agreement within thirty (30) days after written notice of such breach; (b) ceases operation without a successor; or (c) seeks protection under any bankruptcy, receivership, trust deed, creditors arrangement, composition or comparable proceeding, or if any such proceeding is instituted against such party (and not dismissed within 60 days thereafter)).

7.2. Effects of Termination. Upon expiration or termination of this Agreement for any reason: (a) any amounts owed to Velosimo under this Agreement before such termination will be immediately due and payable; (b) Customer shall cease any and all use of the Products, and destroy all copies of the latter and so certify to Velosimo in writing; (c) each party will return to the other party the Confidential Information of the other party that it obtained during the course of this Agreement; and (d) Customer must certify in writing to Velosimo that it has returned or destroyed all Velosimo Confidential Information.

7.3. Suspension of Products. In addition to its other rights under this Section 4, Velosimo may suspend or terminate Customer's access to the Products upon written notice in order to: (a) prevent damage to or degradation of, the Products caused by Customer; or (b) comply with any law, regulation, court order, or other governmental request or order which requires immediate action. If suspended, Velosimo will promptly restore use of the Products to Customer as soon as the event giving rise to the suspension has been resolved to Velosimo's satisfaction.

7.4. Survival. Sections 2.2, 2.4, 8, 9, 10, 11 and 12 shall survive any termination or expiration of this Agreement.

8. Warranties.

8.1. Limited Warranties. Velosimo warrants, for Customer's benefit only, that during the Warranty Period, the Product shall perform materially in accordance with the

Documentation. If during the Warranty Period the Products do not perform materially in accordance with the Documentation, Velosimo's sole liability (and Customer's sole and exclusive remedy) for any breach of this warranty shall be for Velosimo to correct the defects in the Products. Customer acknowledges that the Products are subscription based and that, in order to provide improved customer experience, Velosimo may make changes to the Products and that in such event, Velosimo will update the Documentation accordingly.

8.2. With respect to Services, Velosimo warrants only that the relevant Services will be performed consistent with generally recognized commercial practices and standards for similar services. If the Services do not conform to such warranty, Velosimo will re-perform the non-conforming Services. These remedies are Customer's sole and exclusive remedies for breach of the relevant warranty and are Velosimo's sole and exclusive liability for breach of such warranty.

8.3. Warranty Exclusions. The limited warranties set forth above, are made to and for the benefit of Customer only. The warranties will apply only if (a) the relevant Velosimo product has been properly installed and used in accordance with the instructions in the applicable Documentation; (b) no modification, alteration or addition has been made to the relevant Velosimo product by anyone other than Velosimo; and (c) Velosimo receives written notification of the breach during the Warranty Period, and in the case of Services, within ten (10) days following the performance of the relevant Services. The above warranties shall not apply: (i) to defects in the Velosimo product due to negligence, abuse or improper use by Customer; or (ii) items provided on a no charge or evaluation basis.

8.4. DISCLAIMER OF WARRANTIES.

VELOSIMO'S WARRANTIES IN THIS SECTION 8 ARE EXCLUSIVE, AND VELOSIMO EXPRESSLY DISCLAIMS ALL OTHER WARRANTIES, EXPRESS, STATUTORY OR IMPLIED, AS TO THE TRANSACTIONS CONTEMPLATED HEREBY AND THE TECHNOLOGY AND SERVICES TO BE PROVIDED HEREUNDER (OR ANY RESULTS TO BE OBTAINED FROM THE USE THEREOF), INCLUDING, BUT NOT LIMITED TO, ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE OR USE, ACCURACY, NON-INFRINGEMENT, COMPLETENESS AND ORIGINALITY AND ALL WARRANTIES ARISING FROM COURSE OF PERFORMANCE, COURSE OF DEALING AND USAGE OF TRADE OR THEIR EQUIVALENTS UNDER THE LAW OF ANY JURISDICTION.

9. Limitation of Liability and Damages.

VELOSIMO SHALL NOT BE LIABLE FOR (I) ANY COST OF COVER OR ANALOGOUS COSTS RELATED TO THE PROCUREMENT OF REPLACEMENT SERVICES; OR (II) ANY LOSS OF USE, LOST DATA, INTERRUPTION OF BUSINESS, OR ANY INDIRECT, SPECIAL, INCIDENTAL, EXEMPLARY, PUNITIVE OR CONSEQUENTIAL DAMAGES OF ANY KIND (INCLUDING LOST PROFITS), REGARDLESS OF THE FORM OF ACTION, WHETHER IN CONTRACT, TORT (INCLUDING NEGLIGENCE), STRICT LIABILITY OR OTHERWISE, EVEN IF INFORMED OF THE POSSIBILITY OF SUCH DAMAGES IN ADVANCE.

NOTWITHSTANDING ANY OTHER PROVISION OF THIS AGREEMENT, VELOSIMO'S TOTAL AGGREGATE LIABILITY UNDER THIS AGREEMENT SHALL BE LIMITED TO PROVEN DIRECT DAMAGES IN AN AMOUNT NOT TO EXCEED THE FEES ACTUALLY PAID BY CUSTOMER TO VELOSIMO UNDER THIS AGREEMENT DURING THE TWELVE (12) MONTH PERIOD IMMEDIATELY PRECEDING THE DATE OF THE CLAIM.

10. Indemnification.

10.1. Indemnity by Velosimo. Subject to the remainder of this Section 10, Velosimo shall defend Customer against any third party claim that the Product(s) infringes such third party's patent or copyright (an "Infringement Claim"), and indemnify Customer from the resulting costs and damages awarded against Customer to the third party making such Infringement Claim, by a court of competent jurisdiction or agreed to in settlement; provided that Customer: (i) notifies Velosimo promptly in writing of such Infringement Claim, (ii) grants Velosimo sole control over the defense and settlement thereof, and (iii) reasonably cooperates in response to a Velosimo request for assistance. Velosimo will have the exclusive right to defend any such Infringement Claim and make settlements thereof at its own discretion, and Customer may not settle or compromise such Infringement Claim, except with prior written consent of Velosimo.

10.2. Options. Should any Products become, or in Velosimo's opinion be likely to become, the subject of such an Infringement Claim, Velosimo shall, at its option and expense, (a) procure for Customer the right to make continued use of Products, (b) replace or modify such so that it becomes non-infringing, or (c) request termination of the access to the Products and upon such request the corresponding licenses shall be terminated and Velosimo shall refund the price paid by Customer for the Subscription Term in which the Infringement Claim was asserted, less a pro rata portion of the

Subscription fee reflecting that portion of the Subscription Term that was fulfilled prior to termination.

10.3. Exclusions. Velosimo will have no obligation for claims of infringement resulting from (i) any modification of the Software by a party other than Velosimo if such infringement would have been avoided in the absence of such modifications; (ii) Customer's failure, within a reasonable time frame, to implement any replacement or modification of the Products provided by Velosimo; (iii) any combination, operation, or use of the Products with any products, equipment, software, hardware, data, or business processes not supplied by Velosimo, including without limitation Third Party Components and Customer Data, if such infringement would not have occurred without the combination (iv) use for a purpose or in a manner for which the Products were not designed, (v) any intellectual property right owned or licensed by Customer, excluding the Products, (vi) Customer using the Products after Velosimo notifies Customer to discontinue using due to such a claim.

10.4. Indemnity by Customer. Customer shall defend Velosimo against any third party Infringement Claim to the extent that they arise from any combination of Velosimo Products with products, data or business processes not supplied by Velosimo, and indemnify Velosimo for any damages, attorney fees and costs finally awarded against Velosimo as a result of, or for any amounts paid by Velosimo under a court-approved settlement of, an Infringement Claim against Velosimo; provided that Velosimo (a) promptly gives Customer written notice of the Infringement Claim against Velosimo; (b) gives Customer sole control of the defense and settlement of the Infringement Claim against Velosimo (provided that Customer may not settle any Infringement Claim against Velosimo unless the settlement unconditionally releases Velosimo of all liability); and (c) provides to Customer all reasonable assistance, at Customer's expense.

10.5. Limitation. THIS SECTION STATES THE PARTIES SOLE AND EXCLUSIVE REMEDY AND ENTIRE LIABILITY FOR INFRINGEMENT CLAIMS.

11. Confidential Information.

11.1. Non-Disclosure and Non-Use. Each party (a) shall treat as confidential all Confidential Information of the other party; (b) shall not disclose such Confidential Information to any third party, except on a "need to know" basis to third parties that have signed a non-disclosure agreement containing substantially the terms of this Agreement; and (c) shall not use such Confidential Information except in connection

with performing its obligations or exercising its rights under this Agreement.

11.2. Exceptions. Confidential Information will not include any information which (i) was publicly known and made generally available prior to the time of disclosure by the disclosing party; (ii) becomes publicly known and made generally available after disclosure by the disclosing party to the receiving party through no action or inaction of the receiving party; (iii) is already in the possession of the receiving party at the time of disclosure; (iv) is obtained by the receiving party from a third party without a breach of such third party's obligations of confidentiality; (v) is independently developed by the receiving party without use of or reference to the disclosing party's Confidential Information; or (vi) is required by law to be disclosed by the receiving party, provided that the receiving party gives the disclosing party prompt written notice of such requirement prior to such disclosure and assistance in obtaining an order protecting the information from public disclosure.

11.3. For the Products, Velosimo does not directly store, monitor, track, or inspect Customer Data, including personally identifiable information (PII), and personal healthcare information (PHI). Customer may configure the appropriate software settings based on Customer's use and security standards. Velosimo will not (a) modify Customer Data, (b) disclose Customer Data except as compelled by law or as expressly permitted in writing by Customer, or (c) access Customer Data, except to access to address service or technical problems. Any exchange of data between Customer and any Third-Party Components Components (or by Customer between two or more Third Party Components), is solely between Customer and the applicable provider of the Third-Party Components.

12. General

12.1. Severability. If a provision of this Agreement is deemed unenforceable or invalid, that provision shall be limited to the minimum extent necessary so that this Agreement shall otherwise remain in effect.

12.2. Governing Law; Jurisdiction and Venue. This Agreement shall be governed by the laws of the State of California and the United States without regard to conflicts of laws provisions thereof. The jurisdiction and venue for actions related to the subject matter hereof shall be the California state and United States federal courts located in San Francisco, California, and both parties irrevocably consent to such personal jurisdiction of such courts and waive all objections thereto. The prevailing party in any action to enforce this Agreement will be entitled to recover its attorneys' fees and costs in

connection with such action.

12.3. Notices. Any notice hereunder shall be in writing to the notice address set forth above and shall be deemed given: (i) upon receipt if by personal delivery; (ii) upon receipt if sent by certified or registered U.S. mail (return receipt requested); or (iii) one day after it is sent if by next day delivery by a major commercial delivery service.

12.4. Amendments; Waivers. No supplement, modification, or amendment of this Agreement shall be binding, unless executed in writing by a duly authorized representative of each party to this Agreement. No waiver will be implied from conduct or failure to exercise rights under this Agreement. No provision of any purchase order or other business form employed by Customer will supersede the terms and conditions of this Agreement, and any such document relating to this Agreement shall be for administrative purposes only and shall have no legal effect.

12.5. Injunctive Relief. Both parties acknowledge that the disclosure of any aspect of the confidential information of the other party shall immediately give rise to continuing irreparable injury to the non-disclosing party inadequately compensable in damages at law and without prejudice to any other remedy available to the non-disclosing party, and shall entitle the non-disclosing party to seek injunctive relief.

12.6. Assignment, Subcontracting. Neither party may assign this Agreement in whole or in part without the prior written consent of the other party except to the acquirer of substantially all of the assigning party's assets and business by merger or purchase who assumes that party's obligations under this Agreement. Velosimo reserves the right to delegate or subcontract its obligations under this Agreement to third parties but remains responsible for the acts and omissions of its subcontractors. Customer may not assign its rights under the Agreement to a new or different agency entity which has the effect of creating a substantive change or increase in use or capacity requirements or creates use in a new jurisdiction.

12.7. Force Majeure. No delay or failure of Velosimo to perform any of its obligations under the Agreement may be considered a breach of this Agreement if it results from any cause beyond its control including, without limitation, any act of God, earthquake, hurricane, flood, fire, natural catastrophe, severe weather, public emergency, accident, third party strike, lock-out or other dispute, riot, civil commotion, insurrection, or third party equipment or system failure (including any failure of access circuits (other than those caused solely by Velosimo), the unavailability of, or interruption or delay in,

telecommunications, power or other third party system, or any failure of third party software (in each case, a "Force Majeure Event").

12.8. Relationship of the Parties. No agency, partnership, joint venture, or employment relationship is created or may be inferred by the existence or performance of this Agreement, and neither party has any authority to bind the other in any respect whatsoever.

12.9. Customer Acknowledgement. Customer agrees that Velosimo may from time to time identify Customer (with Customer's name, logo, or trademark) as a Velosimo customer in or on Velosimo's website, sales and marketing materials, or press releases. Velosimo may not use Customer's name, logo, or trademark for any other purpose without obtaining Customer's prior written consent.

13.0. Termination for Convenience. This Agreement may be terminated by Customer for convenience, and without cause, with ten (10) business day's advance written notice to Company. In the event of any such termination, Company will be compensated for all services (including Customer access to and use of Company technologies) provided prior to the effective date of termination at the pre-determined rates in effect prior to the notice of termination.

Exhibit I: ePermitHub Subscription Software & Services Terms and Conditions

PAGE INTENTIONALLY LEFT BLANK

Exhibit I: PermitRocket Software (dba, ePermitHub) Terms and Conditions

ePermitHub Subscription Software & Services Agreement

This Subscription Software & Services Agreement (this “**Agreement**”) will be effective as of the date of Customer’s first use of the services and technologies listed herein (“**Effective Date**”) and, through Customer’s use, is entered into by and between PermitRocket Software LLC dba ePermitHub (“**Company**”) and the undersigned counterparty (“**Customer**”). This Agreement includes and incorporates the terms and conditions below, the Schedules attached hereto, any Company terms that are expressly referenced herein or that reference this Agreement, and all Order Forms and Statements of Work issued hereunder. Company and Customer are each referred to herein as a “**Party**” and collectively as the “**Parties**”.

No terms contained in any purchase order or ordering document or other written communication from Customer or its agent will in any way modify this Agreement, any such terms being expressly disclaimed by Company.

ATTACHMENTS

- Schedule 1 - ePermitHub Support Terms
- Schedule 2 - Customer Terms (if any)
- Schedule 3 - ePermitHub Service Level Addendum

1. Services.

1.1. Subscription Services. Subject to the terms and conditions of this Agreement, Company will make its software-as-service technologies, together with related Software and documentation (collectively “**Subscription Services**”) available to Customer and will provide technical support (“**Support**”) for the Subscription Services as set out in Schedule 1 (Support Terms). “**Software**” means Company’s proprietary software that may be cloud-hosted by Company or used by Customer “on premise”. “**Services**”, means the Subscription Services together with Support and any Professional Services (as defined below).

1.2. Hosting. The Subscription Services (including Software, as applicable) will be hosted by Company at a physically secure, commercial third-party hosting facility. Company will be responsible for maintaining standards at such facility and for implementing suitable network security measures to minimize the likelihood of unanticipated interruptions to the Subscription Services. With respect to any Software that is provided to Customer for use “on premise”: (a) Company hereby grants Customer a non-exclusive, non-transferable, non-sublicensable, royalty-free license to use such Software during the Term only in connection with Customer’s use of the Subscription Services; (b) Customer may download the Software onto its systems or devices; and (c) Customer will be responsible for obtaining and maintaining any equipment and ancillary services needed to connect to, access or otherwise use the Software and Subscription Services, including modems, hardware, servers, software, operating systems, networking, and web servers.

1.3. Professional Services. Company may provide certain implementation and deployment, consulting, and/or other professional services (“**Professional Services**”) in connection with the Subscription Services. Professional Services may be detailed in one or more statements issued to Customer (each a “**Statement of Work**”) and/or governed by other terms and conditions agreed by Company in writing that reference this Agreement. Unless otherwise specified, Professional Services will be performed within Company’s standard business hours of Monday-Friday, 8AM to 8PM Eastern Time (“**Business Hours**”).

1.4. Service Level Commitment. Company will use commercially reasonable efforts to make the Subscription Services available to Customer in accordance with the Service Level Addendum (“**SLA**”) attached hereto.

2. Limitations; Customer Obligations.

2.1. User Accounts. Customer will designate at least one individual user to act as an “administrator” for Customer’s account. The administrator will be responsible for creating unique usernames and passwords for Customer’s end users (“**Users**”). Subject to Customer’s compliance with this Agreement, Customer may designate an unlimited number of Users. Customer will be responsible for maintaining the security of User accounts (including usernames, passwords and administrator details) and any other content, systems, technologies or equipment that Customer uses in connection with the Services. Customer releases Company from any liability relating to Customer’s obligations under this Section, including any unauthorized access to or use of the Subscription Services or any access to or use of Customer’s content, systems, technologies or equipment resulting therefrom.

2.2. Prohibited Use. Customer will not and will ensure that its User do not, directly or indirectly, (i) modify, rent, sublease, sublicense, assign, use as a service bureau, copy, lend,

adapt, translate, sell, distribute, create derive works from, decompile, disassemble, reverse engineer or otherwise attempt to discover the source code, object code or underlying structure, ideas, know-how, processes or algorithms relevant to the Software or Services or remove any proprietary notices or labels affixed on or delivered with the Software or Services. Although Company has no obligation to monitor Customer's use of the Software or Services, Company may do so and may prohibit any use of the Software or Services it believes are or may be in violation of this Agreement, with notice to Company that includes a description of the actual or suspected violation.

2.3. Customer Commitments. Customer represents and warrants that Customer and its Users will use the Software and Services, including any Customer Data associated with such use, only as permitted by this Agreement and in compliance with all applicable laws and regulations. If Customer becomes aware of any threats to the confidentiality or security of the Software or Services that is or is likely to be caused by Customer, its Users or the systems, technologies or software used by them, Customer will promptly notify Company. As used herein, "**Customer Data**" means all non-public data, information, materials and content provided by Customer to Company or used by Customer in connection with the Services, excluding Usage Data (as defined below).

2.4. Reserved Rights. As between the parties, (a) Customer owns and retains all right, title and interest in and to the Customer Data; and (b) Company owns and retains all right, title and interest in and to (i) the Software and Services, and all improvements, enhancements or modifications thereto, (ii) any software, applications, inventions or other technology developed in connection with Professional Services or Support, and (iii) all intellectual property rights related to any of the foregoing. No rights or licenses are granted by either Party except as expressly set forth in this Agreement.

3. Confidentiality

3.1. General. The parties agree to hold each other's Confidential Information in strict confidence, not to use it in any way, commercially or otherwise, other than for the legitimate purposes of this Agreement, and not to disclose it to others. For purposes of this Agreement, "**Confidential Information**" means and will include any information, materials or knowledge that is disclosed by one party or its Affiliates ("**Discloser**") to the other party or its Affiliates ("**Recipient**") during the relationship contemplated by this Agreement and concerns Discloser and its business, including business plans, roadmaps, financial condition, products, programming techniques, suppliers, technology or research and development. Recipient agrees to take all actions reasonably necessary to protect the confidentiality of all Confidential Information, including implementing and enforcing procedures to minimize the possibility of unauthorized use or disclosure of Confidential Information and not using or disclosing the Confidential Information to any third party (except as necessary to perform the Services or where required by law or court order). All Confidential Information, if any, is provided "AS IS" and without any warranty, express, implied or otherwise, regarding its accuracy or performance.

3.2. Exceptions. Confidential Information will not include any information that: (a) is or becomes publicly known through no fault of Recipient; (b) was rightfully in Recipient's possession at the time of disclosure, without restriction as to use or disclosure; (c) has been rightfully received

by Recipient from a third party without restriction as to use or disclosure; or (d) was developed by employees or agents of Recipient independently of and without access or reference to any information communicated to Recipient by Discloser. The Disclosing Party agrees that these obligations of confidentiality will cease to apply to any information after five (5) years following the Disclosing Party's first disclosure thereof (excluding in respect of any trade secrets of Company, which will remain Company's Confidential Information in perpetuity).

3.3. Usage Data. Notwithstanding anything to the contrary in this Agreement or otherwise, Company may collect and analyze Usage Data and will be free, during and after the Term, to (i) use such information and data to improve and enhance the Services and for other development, diagnostic and corrective purposes in connection with the Services and other Company offerings, and (ii) disclose Usage Data pertaining to Customer in aggregate or other de-identified forms in connection with Company's business. As used herein, "**Usage Data**" means data and other information, including derivatives thereof, relating to the provision, use and performance of the Services.

4. Fees; Payments

4.1. Fees. Customer will pay Company (or its reseller) the then-applicable Service fees (collectively, "**Fees**") as described in one or more Company (or its reseller's) order forms (each an "**Order Form**") and/or Statements of Work. Unless specified in an Order Form, Fees are due net thirty (30) days from invoice. Details regarding the assessment of Fees for the Subscription Services are set out in an Order Form signed by Company (or its reseller). Company reserves the right to change the Subscription Services Fees at the end of the then-current Subscription Period and/or to institute new charges upon thirty (30) days prior notice (email being sufficient) to Customer. Any Subscription Services price increase will be effective at the start of the Subscription Period immediately following Company's notice. If Customer is exempt from any taxes, Customer will provide Company an appropriate certificate of exemption; otherwise, Customer is responsible for all taxes associated with use of the Services (other than U.S. taxes based on Company's net income).

4.2. Late Payments; Fee Disputes. Customer is responsible for keeping Company informed of its contact information and billing requirements, including purchase order references. If any Fees are not received from Customer by its due date, interest on such Fees will accrue at the rate of one and a half percent (1.5%) of Customer's outstanding balance or the maximum rate permitted by law, whichever is lower. If any amounts owed by Customer under this Agreement are thirty (30) or more days overdue, without limiting its other rights and remedies, Company may (i) accelerate Customer's unpaid Fee obligations so that they become immediately due and payable and/or (ii) suspend the Subscription Services and stop performance of the Professional Services until such amounts are paid in full. If Customer reasonably believes it has been billed incorrectly, Customer must submit a dispute to Company no later than sixty (60) days after the issuance date of the affected invoice. The parties will work promptly to resolve fee disputes in good faith, and Company will make adjustments or issue credits for any disputes resolved in Customer's favor.

5. Term and Termination

5.1. Term. This Agreement is effective as of the Effective Date and will continue in effect until terminated in accordance with this Section (the “**Term**”). In respect of the Subscription Services, Customer’s Order Form will indicate a period for which Customer is permitted to use the Subscription Services (a “**Subscription Period**”). Unless otherwise set out in the Order Form, at the end of Customer’s first Subscription Period and each subsequent Subscription Period thereafter, Customer’s commitment to purchase Subscription Services will automatically renew (each, a “**Renewal**”). A Renewal may be cancelled by one Party notifying the other Party of its intent to not renew no less than sixty (60) days prior to the Renewal. In respect of any Professional Services, Company will commence work on the date listed in the applicable Order Form or Statement of Work and continue performance for the period designated therein.

5.2. Termination. In addition to any other remedies it may have, (a) either Party may terminate this Agreement (i) with thirty (30) days’ notice if the other Party materially breaches any of the terms or conditions of this Agreement and fails to cure the breach during the notice period; (ii) with thirty (30) days’ notice if the other Party becomes insolvent or if Customer de-funded or (iii) by issuing a notice not to renew (as set out in above) where no other Order Forms or Statements of Work are then in effect; and (b) Company may terminate this Agreement (i) immediately if Customer violates Section 2.2 (Prohibited Use), or (ii) with ten (10) days’ notice if Customer fails to pay Fees when due and does not rectify non-payment in the notice period.

5.3. Termination for Convenience. This Agreement may be terminated by Customer for convenience, and without cause, with ten (10) business day’s advance written notice to Company. In the event of any such termination, Company will be compensated for all services (including Customer access to and use of Company technologies) provided prior to the effective date of termination at the pre-determined rates in effect prior to the notice of termination.

5.4. Effect of Termination; Survival. In the event of any termination of this Agreement under this Section, (i) Company’s obligations to perform and Customer’s rights to use the Services will immediately cease; and (ii) all outstanding Fees, including fees for Professional Services rendered prior to termination, will become immediately due and payable. If Company hosts database portions of the Software, Company will make Customer Data available to Customer for electronic retrieval via a database export for a period of thirty (30) days following Agreement termination; thereafter Company may, but is not obligated to, delete stored Customer Data. Any termination of this Agreement prior to Company’s completion of Professional Services may be subject to additional terms and conditions as set out in the applicable Order Form or Statement of Work if designated by Company. All sections of this Agreement which should, by their nature, remain applicable after termination will survive, including accrued rights to payment, confidentiality obligations, warranty disclaimers, and limitations of liability.

6. Warranties & Disclaimers

6.1. Company will perform Professional Services with the necessary skill, knowledge and experience using generally recognized practices and standards of performance for its industry. Company will use reasonable efforts to perform the Subscription Services and maintain its technologies and practices in a manner that minimizes errors and interruptions. Subscription Services may be unavailable for scheduled maintenance, unscheduled emergency maintenance or due to other reasons outside of Company’s reasonable control. Company will use reasonable

efforts to provide advance notice in writing (e-mail being sufficient) of any scheduled disruption of the Subscription Services.

6.2. NOTWITHSTANDING THE FOREGOING OR ANYTHING TO THE CONTRARY, COMPANY DOES NOT WARRANT THAT THE SOFTWARE OR SERVICES WILL BE UNINTERRUPTED OR ERROR FREE; NOR DOES COMPANY MAKE ANY WARRANTY AS TO THE RESULTS THAT MAY BE OBTAINED FROM USE OF THE SOFTWARE OR SERVICES. EXCEPT AS EXPRESSLY SET FORTH IN THIS SECTION, THE SOFTWARE AND SERVICES ARE PROVIDED "AS IS" AND COMPANY DISCLAIMS ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE AND NON-INFRINGEMENT.

7. Indemnification

7.1. By Customer. Customer will defend, indemnify and hold Company and its officers, directors, employees and agents harmless from and against any liabilities, losses, damages and expenses, including court costs and reasonable attorneys' fees (collectively, "**Losses**"), arising out of or in connection with any third-party claim: (i) related to any injury, damage or loss resulting from Customer's (or any User's) access to or use of the Services; (ii) arising from Customer's (or any User's) use of the Services in violation of this Agreement or applicable law; or (iii) alleging that Customer Data infringes or misappropriates a party's intellectual property or rights therein.

7.2. By Company. Company will defend, indemnify and hold Customer and its officers, directors, employees and agents harmless from and against any Losses arising out of a third-party claim (i) that the Software or Services infringe any United States patent or any copyright or misappropriate of any trade secret or (ii) arising from Company's gross negligence or willful misconduct in performance of the Services. The foregoing obligations do not apply (i) with respect to portions or components of the Software or Services not supplied by Company, made in whole or in part in accordance with Customer direction or specifications, modified after delivery by Company, or combined with other processes or materials where the alleged infringement relates to such supply, use, modification or combination; (ii) where Customer continues allegedly infringing activity after being notified thereof or after being informed of modifications that would have avoided the alleged infringement; or (iii) with respect to any use of the Software or Services in violation of this Agreement or applicable law.

7.3. Infringement Claims. If, due to a claim of infringement, the Software or Services are held by a court of competent jurisdiction to be or are reasonably believed by Company to be infringing, Company may, at its option and expense (a) replace or modify the Software or Services to be non-infringing provided that such modification or replacement contains substantially similar features and functionality, (b) obtain for Customer a license to continue using the Software or Services, or (c) if neither of the foregoing is commercially practicable, terminate this Agreement and provide Customer a refund for any prepaid, unused fees for the Services. The foregoing is Customer's sole and exclusive remedy with respect to infringement claims.

7.4. Procedure. To be entitled to the benefit of a Party's ("**Indemnitor**") obligations under this Section, (i) the other Party ("**Indemnitee**") must advise the Indemnitor in writing of the existence of the claim promptly upon learning of its assertion; (ii) the Indemnitee must cooperate with the Indemnitor in all reasonable aspects connected with the defense of the claim; and (iii) the Indemnitor must have the sole right to control the defense and/or settlement of all such claims,

including selection of counsel. Notwithstanding the foregoing, if any settlement admits wrongdoing by Indemnitee, Indemnitee will have the right to pre-approve any such settlement in writing, such approval not to be unreasonably withheld. Further, Indemnitee will have the right to participate in the defense of any claim with separate counsel of its own choice at its own expense.

8. Limitations of Liability.

EXCEPT AS EXPRESSLY SET FORTH IN THE MAIN TERMS OF THIS AGREEMENT AND TO THE FULL EXTENT PERMITTED BY LAW, COMPANY AND ITS SUPPLIERS, OFFICERS, AFFILIATES, REPRESENTATIVES, CONTRACTORS AND EMPLOYEES DISCLAIM AND WILL HAVE NO LIABILITY WITH RESPECT TO THE SOFTWARE, SERVICES OR ANY OTHER SUBJECT MATTER OF THIS AGREEMENT UNDER ANY CONTRACT, NEGLIGENCE, STRICT LIABILITY OR OTHER THEORY, AND WHETHER OR NOT COMPANY HAS BEEN ADVISED OF THEIR POSSIBILITY FOR: (A) ANY ERROR, INTERRUPTION OF USE, LOSS, INACCURACY OR CORRUPTION OF DATA; (B) COST OF PROCUREMENT OF SUBSTITUTE GOODS OR SERVICES OR BUSINESS LOSS; (C) INDIRECT, EXEMPLARY, INCIDENTAL, SPECIAL, CONSEQUENTIAL OR OTHER SIMILAR COSTS OR DAMAGES; (D) ANY MATTER BEYOND COMPANY'S REASONABLE CONTROL; OR (E) FOR ANY AMOUNTS THAT, TOGETHER WITH AMOUNTS OF ALL OTHER CLAIMS, EXCEED THE FEES PAID TO COMPANY IN THE TWELVE (12) MONTHS PRIOR TO THE EVENT THAT GAVE RISE TO THE LIABILITY.

9. Additional Customer Terms.

Any terms or conditions required by Customer under applicable statute, judicial order or agency policy must be stated in Schedule 2 (Customer Terms) prior to execution of this Agreement. Notwithstanding anything to the contrary herein, Customer Terms will govern over the body of this Agreement in the event of a direct conflict.

10. General.

10.1. Entire Agreement. This Agreement, including the Schedules hereto, any Order Forms or Statements of Work issued hereunder, and any Company terms referencing this Agreement, is the complete and exclusive statement of the mutual understanding of the parties. This Agreement supersedes and cancels all previous and contemporaneous written and oral agreements, communications and understandings relating to the subject matter hereof. Except as otherwise expressly agreed by the Parties, in the event of a direct conflict between the body of this Agreement and any terms referenced herein or in an Order Form, Statement of Work or Schedule hereto, the terms in the body of this Agreement will govern. Any waiver of rights or modifications or supplements to this Agreement must be in a writing signed by both Parties. All terms issued by Customer that are not expressly permitted by Company are disclaimed.

10.2. Notices. Each Party's address set forth in the signature blocks will be the place of receipt for notices issued in respect of this Agreement. Notice is effective when delivered personally, three (3) business days after sent by certified mail, on the business day after sent by a nationally recognized courier service, or on the business day after sent by email to legal@epermithub.com (where electronic confirmation is sent and received). A Party may change its notice address by giving notice in accordance with this section.

10.3. Execution; Validity; Construction. This Agreement is valid if signed by both parties, together or in counterpart, via facsimile transmission or electronic signature process, all of which

taken together will constitute one agreement. If any provision of this Agreement is found to be unenforceable or invalid, that provision will be limited or eliminated to the minimum extent necessary so that this Agreement will otherwise remain in full force and effect and enforceable. The term “including”, as used herein, will be construed to mean “including, but not limited to”.

10.4. Assignment. This Agreement is not assignable, transferable or sublicensable by Customer except with Company’s prior written consent. Company may assign this Agreement to an affiliate or a successor entity in the event of a merger, acquisition, or sale of all or substantially all its assets. Any such successor entity will agree in writing to be bound by the terms of this Agreement.

10.5. Relationship of Parties; No Third Party Beneficiaries. No agency, partnership, joint venture, or employment is created as a result of this Agreement and Customer does not have any authority of any kind to bind Company in any respect whatsoever. No third party beneficiaries are intended and the parties expressly disclaim any third party beneficiaries.

10.6. Choice of Law. Except as otherwise prohibited by law or ordinance applicable to Customer, this agreement will be governed and interpreted in accordance with the laws of the State of Florida without regard to the conflicts of law provisions of any state or jurisdiction.

10.7. Feedback. If Customer provides any feedback, comments, suggestions, ideas, requests or recommendations for modifications or improvements to Company’s products, services, websites, documentation or similar materials (“**Feedback**”), Customer hereby assigns and agrees to assign all right, title and interest in any such Feedback to Company to be used for any purpose.

SCHEDULE 1: ePermitHub Support Terms

These ePermitHub Support Terms (these “**Support Terms**”) are incorporated into and form a critical component of the ePermitHub Subscription Software & Services Agreement or other agreement between the parties in respect of the software and services of PermitRocket Software LLC (the “**Agreement**”). All capitalized terms not defined herein have the meaning given in the Agreement. In the event of a conflict between the terms of these Support Terms and the terms of the Agreement, the terms and conditions of these Support Terms apply. These Support Terms may be updated from time to time by Company in its sole discretion; provided that any such update will not materially reduce Customer’s rights hereunder as established at the time the Agreement was executed.

If not otherwise defined in the Agreement, as used in these Support Terms: “Company” means PermitRocket Software LLC dba ePermitHub; “Customer” means the party using the Subscription Services; and “Subscription Services” means the pay-per-use software-as-a-service, which may be cloud-hosted by Company or provided by Company for on-premise use, as provided by Company under the Agreement.

1) Updates. Company will use commercially reasonable efforts during the Term of the Agreement to provide Customer with periodic updates to the Software and/or Subscription Services (“**Updates**”). Updates may address security fixes, critical patches, general maintenance functionality, and documentation and will be made available at Company’s discretion. Company is under no obligation to develop any future functionality or enhancements for the Software or Services unless otherwise specified in the Agreement. If an Update is made available to Customer pursuant to these Support Terms, it will automatically replace the previous version of the Software or Subscription Services, as applicable. Company’s support of the Subscription Services presumes that Customer has implemented Updates for the current or one of the prior two (2) major version releases; where Customer has not implemented prior Updates, Company’s responsiveness and ability to resolve errors may be impacted. Where practical, Company will schedule Updates during non-business hours and will provide Customer with advance notice of all Updates. Where practical, Company will schedule Updates during non-business hours and will provide Customer with advance notice of all Updates.

2) Support Access. In support of the Subscription Services, during the Term of the Agreement Company will provide first-line Support below. These Support commitments are provided to Customer at no additional cost beyond its Subscription Services Fees.

a) Telephone Support. Company’s Customer Resource Center (CRC), a live technical support facility (“**Telephone Support**”), will be available to Customer during Company’s regular support hours of 8:00am - 8:00pm (Eastern Time), Monday through Friday (excluding Company’s observed holidays that include: New Year’s Day, Martin Luther King, Jr. Day, Presidents’ Day, Memorial Day, Independence Day, Labor Day, Veterans’ Day, Thanksgiving Day, Day after Thanksgiving, Christmas Eve, Christmas Day, and New Year’s Eve) (“**Support Hours**”).

b) Email Support. One or more Company electronic mail addresses (“**Email Support**”) to which Customer may submit routine or non-critical Support Requests to be addressed by Company during its Support Hours.

c) Online Support Materials. Company will make available certain archived client-side software updates and other technical information in Company’s online support database, which is continually available (“**Online Support**”). This Online Support may not be used to submit Support Requests.

Customer is limited to two (2) contacts (“**Customer Support Contacts**”) at any one time who will be authorized to submit Support Requests (as defined below) to Company. Customer is responsible for providing Company with the names and contacts of these two Customer Support Contacts and keeping Company up-to-date in the case that Customer Support Contacts (either named individuals and/or their contact information) are changed

3) Support Request Process. Customer may log requests for Support (each, a “**Support Request**”) through Company’s Telephone Support or Email Support. For each Support Request, Customer will provide reasonable details regarding the issue it is experiencing (the “**Issue**”) and Customer will use reasonable efforts to assign a level of priority (“**Priority Level**”) for the Issue using the table below. During the Support Request process and at any time prior to Issue resolution, Company may determine an Issue warrants assignment to a higher Priority Level, that an Issue no longer warrants the Priority Level assigned, or than an Issue should be separated into parts or combined with other Issues. Company may upgrade or downgrade Priority Levels and/or revise the listed Issue to reflect current impact and known parameters.

Priority Level	Description	Target Response Time*
Level 1	Critical functions of Subscription Services are not available or seriously affected for a majority of Users and there is no reasonable workaround available (e.g. service is non-responsive, Customer’s use is halted).	1 Days
Level 2	Subscription Services are affected, with Users being able to work in a limited capacity, and there is no feasible workaround (e.g. Customer’s day to day operations continue but are substantially impacted)	3 Days
Level 3	Subscription Services are partially non-functional but a feasible workaround exists (e.g. non-critical feature is unavailable).	5 Days
Level 4	Subscription Services are functional but there is a problem or other issue that does not significantly impact use (e.g. incorrect label or cosmetic defect)	Next Update

*Target Response Times are Company’s expected first response to a Support Request; they are non-binding estimates only. As used in the table above, “Day” means one full business day within the Support Hours. A Day begins in the first Support Hour in which Customer makes

its Support Request via Telephone or Email Support, with any weekend or off-hours Support Requests being logged at the first Support Hour that follows Customer's submission to Company.

4) Support Limitations & Exclusions. The following "Support Exclusions" are not covered by these Support Terms and Company expressly disclaims responsibility for any support functions or services rendered or necessitated by:

- a) any unauthorized access to or misuse of the Subscription Services;
- b) needs arising during times outside of Company's regular business hours stated above;
- c) external factors outside of Company's reasonable control, including any force majeure event or Internet access or related problems beyond the Subscription Service demarcation point;
- d) issues arising out of or caused by customizations done by a party other than Customer or outside of Company's best practice recommendations, configuration changes, scripting, or data loss caused by or through Customer or any User;
- e) issues arising out of or caused by Customer's, User's or any third-party's equipment, software or other technology (other than third-party equipment within Company's direct control);
- f) services requested by Customer to implement Updates provided by Company;
- g) efforts to resolve or work-around conditions which cannot be reproduced in Company's support environment; or
- h) any third party software add-ons supplied with the Subscription Services, except where specified in the Agreement.

SCHEDULE 2: Additional Customer Terms

None unless expressly set out herein.

SCHEDULE SCHEDULE 3: ePermitHub Service Level Addendum

This ePermitHub Service Level Addendum (this “**SLA**”) is a policy governing the provision and use of the Subscription Services and is incorporated into and forms a critical component of the ePermitHub Subscription Software & Services Agreement or other agreement between the parties in respect of the software-as-a-service technologies of PermitRocket Software LLC (the “**Agreement**”). Capitalized terms used herein but not defined herein shall have the meanings set forth in the Agreement. In the event of a conflict between the terms of this SLA and the terms of Agreement, the terms and conditions of this SLA apply. This SLA may be updated from time to time by Company in its sole discretion; provided that any such update will not materially reduce Customer’s rights hereunder as established at the time the Agreement was executed.

If not otherwise defined in the Agreement, as used in this SLA: “Company” means PermitRocket Software LLC dba ePermitHub; “Customer” means the party using the Subscription Services; and “Subscription Services” means the pay-per-use software-as-a-service, which may be cloud-hosted by Company or provided by Company for on-premise use, as provided by Company under the Agreement.

1. Definitions.

1.1. “Monthly Uptime Percentage” is calculated by subtracting from 100% the percentage of minutes during the month in which the Subscription Services were Unavailable. Measurement of the Monthly Uptime Percentage excludes downtime resulting directly or indirectly from any SLA Exclusion.

1.2. “Service Credit” is a dollar credit, calculated as set forth below, that Company may credit back to an eligible Customer account.

1.3. “Unavailable” means, as applicable: (i) Customer is repeatedly unable to log into the Subscription Services; or (ii) Customer experiences lack of connectivity to the Subscription Services for more than five (5) minutes. The foregoing events must be verifiable or replicable by Company or its designee.

2. Service Commitment.

2.1 Company will use commercially reasonable efforts to make the Subscription Service available with a Monthly Uptime Percentage of at least 99.9%, in each calendar month of the applicable Subscription Period (the “**Service Commitment**”). In the event the Subscription Services do not meet this Service Commitment, Customer will be eligible to receive a Service Credit as described below.

2.2 Scheduled & Emergency Maintenance: Company will maintain certain scheduled maintenance windows during which regular, planned maintenance of the Subscription Services may be performed. Company will use commercially reasonable efforts to provide Customer with no less than twenty-four (24) hours’ notice prior to Services unavailability due to planned maintenance. Company’s standard maintenance window will generally fall between the hours of 9:00 PM [21:00] Thursday and 1:00 AM [1:00] Friday local time. Company will endeavor to provide as much notice as is practicable under the circumstances for patches, updates, fixes and other emergency maintenance activities which may be applied on an urgent basis. Where possible, Company will provide three (3) business days’ notice prior to any planned network, server hardware, operating environment, or database

modifications of a material nature.

2.3 **Service Credits.** Subject to the terms of this SLA, Service Credits are calculated as a percentage of the monthly bill for the Subscription Services in the month that the Service Commitment was not met. Company will apply any Service Credits only against future Subscription Services payments otherwise due from Customer. Service Credits will not entitle Customer to any refund or other payment from Company. Service Credits may not be transferred or applied to any other account. Unless otherwise provided in the Agreement, Customer's sole and exclusive remedy for any unavailability, non-performance, or other failure by Company to provide the Subscription Services is the receipt of a Service Credit (if eligible) in accordance with the terms of this SLA. If availability is impacted by factors other than those used in the Monthly Uptime Percentage calculation, Company may issue a Service Credit considering such factors at Company's discretion.

2.4 **Monthly Uptime Percentage**

Monthly Uptime Percentage	Service Credit Percentage
Less than 99.9% but equal to or greater than 99.0%	2%
Less than 99.0%	5%

2.5 **Service Credit Requests.** To receive a Service Credit, Customer must submit a claim in writing to finance@permitrocket.com. To be eligible for a Service Credit, the claim must be received by Company in the calendar quarter in which the incident occurred and must include: (i) the words "SLA Credit Request" in the subject line; (ii) the dates and times of each Unavailability incident that Customer is claiming; and (iii) the quantity or scope of affected Users (as indicated by User ID, number of departments or similar metric). If the Monthly Uptime Percentage of such Service Credit request is confirmed by Company as being less than the Service Commitment, Company will issue any Service Credit to Customer as part of the fee reconciliation process of the Subscription Period immediately following the Subscription Period in which Customer's request is confirmed by Company. Customer's failure to provide the request and other information as required above will disqualify Customer from receiving a Service Credit. Customer's failure to provide the request and other information as required above will disqualify Customer from receiving a Service Credit.

2.6 **Exclusions.** The Service Commitment does not apply to any unavailability, suspension or termination of the Subscription Services, or any performance issues pertaining to the Subscription Services, that: (i) are caused by factors outside of Company's reasonable control, including any force majeure event or Internet access or related problems beyond the Subscription Services demarcation point; (ii) result from customizations (if outside of Company's best practice recommendations), configuration changes, scripting, or data loss caused by or on behalf of Customer or any User; (iii) result from Customer's or any User's or third party's equipment, software or other technology or integrations (including, but not limited to, Accela system errors or availability issues where Customer utilizes Subscription Services via Accela platform); (iv) that result from any maintenance performed by or on behalf of Company as contemplated in the terms above; or (vii) arising from our suspension or termination of Customer's right to use the Subscription Services in accordance with the Agreement (collectively, the "SLA Exclusions"). If availability is impacted by factors other than those used in the Monthly Uptime Percentage calculation, Company may issue a Service Credit with consideration to pertinent factors as assessed by Company in its sole discretion.

EXHIBIT J: Accela's Proposal Response to Seminole County

Reference Exhibits K-1, K-2 and K-3 in Section 33.

Exhibit K-1: Accela Attachment C – Software Specifications

Instructions

The instructions provided in this section represent how Proposers should complete the Excel attachment provided. These requirements are considered mandatory in implementing the Project as defined in Part 5 of the RFP. Together they define a system that will operate efficiently in the proposed computer environment while providing a high level of flexibility in meeting the County's current and future data needs. Proposers must replace cell G2 on this page with the company name.

Each Proposer should review the outcomes and specifications in the All Specs tab. The specifications elaborate on a specific outcome. The vendor should respond with their ability to meet the outcome and specification pairing in each row. The responses should be entered under the "Availability" column of each form as follows:

Response Code	Description
Y	Functionality is provided out of the box through the completion of a task associated with a routine configurable area that includes, but is not limited to, user-defined fields, delivered or configurable workflows, alerts or notifications, standard import/export, table driven setups and standard reports with no changes. These configuration areas will not be affected by a future upgrade. The proposed services include implementation and training on this functionality, unless specifically excluded in the Statement of Work, as part of the deployment of the solution.
R	Functionality is provided through reports generated using proposed Reporting Tools.
T	Functionality is provided by proposed third party functionality (i.e., third party is defined as a separate software Proposer from the primary software Proposer). The pricing of all third-party products that provide this functionality MUST be included in the cost proposal.
M	Functionality is provided through customization to the application, including creation of a new workflow or development of a custom interface that may have an impact on future upgradability.
N	Functionality is not provided

Use the **Cost** column to estimate the cost to be incurred by the County for functional or technical modifications and/or custom reports. Use the **Comment** column to provide additional comments pertaining to your response for that item.

The **Required Product(s)** column is used to specify what product (e.g. product name / software module) is proposed.

Proposers proposing a multi-product solution should complete General and Technical module specification response for each product.

Vendor Name	Accela, Inc.
-------------	--------------

Seminole County FL - RFP
Attachment #2: Software Specifications

ID	Business Area	Business Function	Outcome ID	Outcome Description	Spec Description	Availability	Required Product	Cost	Comments
1	Development Services	Online Applicant Portal	CD.125	Establish online portal for residents to submit applications through online forms auto populating permitting system records (eliminate all double-entry) and accept payment for permits where applicable.	Ability to allow documents to be attached to online form submissions.	Y - Yes	Civic Platform/Accela Citizen Access (ACA)		
2	Development Services	Electronic Plan Review	CD.132	E-plan submissions can facilitate approval workflows in the permitting system of record in addition to capturing time involved in the application review process.	Ability for staff to move documents and annotate documents as needed	Y - Yes	Civic Platform/Back Office		
3	Development Services	Online Applicant Portal	CD.125	Establish online portal for residents to submit applications through online forms auto populating permitting system records (eliminate all double-entry) and accept payment for permits where applicable.	Ability to allow payments for certain application types in the self-service portal.	Y - Yes	Civic Platform/Accela Citizen Access (ACA)		
4	Development Services	Online Applicant Portal	CD.125	Establish online portal for residents to submit applications through online forms auto populating permitting system records (eliminate all double-entry) and accept payment for permits where applicable.	Ability to allow partial payments in the self-service portal.	Y - Yes	Civic Platform/Accela Citizen Access (ACA)		
5	Development Services	Code Enforcement	CD.100	Provides the means to configure workflows for violation inspections providing end-to-end communication with customers.	Ability for users or administrator to forward workflows based on workflow process whenever a user is unavailable (e.g. unavailable due to vacation time).	Y - Yes	Civic Platform/Back Office		
6	Development Services	Code Enforcement	CD.100	Provides the means to configure workflows for violation inspections providing end-to-end communication with customers.	Ability to analyze and report on workflow performance to identify constraints and bottlenecks for management review and intervention (e.g., graphical workflow printout with flags).	Y - Yes	Civic Platform/Back Office		
7	Development Services	Code Enforcement	CD.100	Provides the means to configure workflows for violation inspections providing end-to-end communication with customers.	Ability to assign different levels of approval for the same user. The County would like to assign primary and backup user roles in the system. The primary user role would provide default permissions for system functions for a given user. The backup user role would be in situations where the user's permissions need to be reset for purposes of covering for staff who may be on leave or for situations when additional staff need to be assigned to augment the processing of backlog(s).	Y - Yes	Civic Platform/Back Office		
8	Development Services	Code Enforcement	CD.100	Provides the means to configure workflows for violation inspections providing end-to-end communication with customers.	Ability to define a workflow for each code case to route the case for additional review.	Y - Yes	Civic Platform/Back Office		
9	Development Services	Code Enforcement	CD.100	Provides the means to configure workflows for violation inspections providing end-to-end communication with customers.	Ability to escalate workflow assignments based on a predefined period of no response or action.	Y - Yes	Civic Platform/Back Office		
10	Development Services	Code Enforcement	CD.100	Provides the means to configure workflows for violation inspections providing end-to-end communication with customers.	Ability to initiate and track the approval process.	Y - Yes	Civic Platform/Back Office		
11	Development Services	Code Enforcement	CD.100	Provides the means to configure workflows for violation inspections providing end-to-end communication with customers.	Ability to maintain separation of duties related to workflow approval processes.	Y - Yes	Civic Platform/Back Office		
12	Development Services	Code Enforcement	CD.100	Provides the means to configure workflows for violation inspections providing end-to-end communication with customers.	Ability to provide the County with the means of configuring its own notifications.	Y - Yes	Civic Platform/Back Office		

Seminole County FL - RFP
Attachment #2: Software Specifications

13	Development Services	Code Enforcement	CD.100	Provides the means to configure workflows for violation inspections providing end-to-end communication with customers.	Ability to set workflow rules by any of the following User; Role; Jurisdiction; Department; Division; Thresholds; Percentage Argument; Numerical Argument, permit, license or inspection type, route/territory and process type.	Y - Yes	Civic Platform/Back Office		
14	Development Services	Code Enforcement	CD.100	Provides the means to configure workflows for violation inspections providing end-to-end communication with customers.	Based on role-based security, the ability to delete a step in workflow process or all steps for given workflow and to re-release the item to workflow.	Y - Yes	Civic Platform/Back Office		
15	Development Services	Code Enforcement	CD.100	Provides the means to configure workflows for violation inspections providing end-to-end communication with customers.	Provide escalation paths based on user-defined criteria (e.g., minimum period of no response).	Y - Yes	Civic Platform/Back Office		
16	Development Services	Code Enforcement	CD.100	Provides the means to configure workflows for violation inspections providing end-to-end communication with customers.	Provide workflow functionality in all system modules.	Y - Yes	Civic Platform/Back Office		
17	Development Services	Code Enforcement	CD.100	Provides the means to configure workflows for violation inspections providing end-to-end communication with customers.	Provide workflow notifications via dashboard web-part, KPI, or email.	Y - Yes	Civic Platform/Back Office		
18	Development Services	Code Enforcement	CD.100	Provides the means to configure workflows for violation inspections providing end-to-end communication with customers.	Role-based ability to authorize users to create, modify, delete and audit workflows.	Y - Yes	Civic Platform/Back Office		
19	Development Services	Code Enforcement	CD.101	Enable field staff to create, access, and update code cases (incidents) from the field.	Ability for a supervisor to view cases while the inspector is in the field.	Y - Yes	Civic Platform/Back Office & Accela Mobile		
20	Development Services	Code Enforcement	CD.101	Enable field staff to create, access, and update code cases (incidents) from the field.	Ability for field users (e.g., inspectors, code enforcement officers) to access all data and documents in the system from a remote location.	Y - Yes	Civic Platform/Accela Mobile		
21	Development Services	Code Enforcement	CD.101	Enable field staff to create, access, and update code cases (incidents) from the field.	Ability for field users to work in real time over an LTE (4G) connection in the field.	Y - Yes	Civic Platform/Accela Mobile		
22	Development Services	Code Enforcement	CD.101	Enable field staff to create, access, and update code cases (incidents) from the field.	Ability for inspectors to incorporate field location based upon GPS position of the mobile device into the application.	Y - Yes	Civic Platform/Accela Mobile		
23	Development Services	Code Enforcement	CD.101	Enable field staff to create, access, and update code cases (incidents) from the field.	Ability for the code enforcement officer to print the violation notice in the field.	Y - Yes	Civic Platform/Accela Mobile		
24	Development Services	Code Enforcement	CD.101	Enable field staff to create, access, and update code cases (incidents) from the field.	Ability for the user to assign an inspection, etc.... to the nearest address.	Y - Yes	Civic Platform/Accela Mobile		
25	Development Services	Code Enforcement	CD.101	Enable field staff to create, access, and update code cases (incidents) from the field.	Ability to access all imaged building files in the field.	Y - Yes	Civic Platform/Accela Mobile		
26	Development Services	Code Enforcement	CD.101	Enable field staff to create, access, and update code cases (incidents) from the field.	Ability to access all necessary data for remote work as defined by the user to include but not be limited to Permitting, Land Information, GIS, Service Requests, Code Enforcement, Inspections.	Y - Yes	Civic Platform/Accela Mobile		
27	Development Services	Code Enforcement	CD.101	Enable field staff to create, access, and update code cases (incidents) from the field.	Ability to access licensing information from the mobile device.	Y - Yes	Civic Platform/Accela Mobile		
28	Development Services	Code Enforcement	CD.101	Enable field staff to create, access, and update code cases (incidents) from the field.	Ability to access the County municipal code sets from the mobile device.	Y - Yes	Civic Platform/Accela Mobile		
29	Development Services	Code Enforcement	CD.101	Enable field staff to create, access, and update code cases (incidents) from the field.	Ability to access the other referenced code sets from the mobile device.	Y - Yes	Civic Platform/Accela Mobile		
30	Development Services	Code Enforcement	CD.101	Enable field staff to create, access, and update code cases (incidents) from the field.	Ability to access the system remotely via laptops and wireless mobile devices for purposes such as: querying violation history and other codes detail, looking up a permit, etc.	Y - Yes	Civic Platform/Accela Mobile		
31	Development Services	Code Enforcement	CD.101	Enable field staff to create, access, and update code cases (incidents) from the field.	Ability to allow the input of code violations by handheld devices including laptops and wireless mobile devices.	Y - Yes	Civic Platform/Accela Mobile		

Seminole County FL - RFP
Attachment #2: Software Specifications

32	Development Services	Code Enforcement	CD.101	Enable field staff to create, access, and update code cases (incidents) from the field.	Ability to allow the input of inspection data by handheld devices including laptops and wireless mobile devices.	Y - Yes	Civic Platform/Accela Mobile		
33	Development Services	Code Enforcement	CD.101	Enable field staff to create, access, and update code cases (incidents) from the field.	Ability to assign a priority to all complaints from the field, allowing staff to determine the urgency of response.	Y - Yes	Civic Platform/Accela Mobile		
34	Development Services	Code Enforcement	CD.101	Enable field staff to create, access, and update code cases (incidents) from the field.	Ability to associate any media (e.g., pictures, video) collected in the field with the case record.	Y - Yes	Civic Platform/Accela Mobile		
35	Development Services	Code Enforcement	CD.101	Enable field staff to create, access, and update code cases (incidents) from the field.	Ability to create new items from the field, such as Inspections, Permits, Code Enforcement, Flags, based upon user security defined by the user's role.	Y - Yes	Civic Platform/Accela Mobile		
36	Development Services	Code Enforcement	CD.101	Enable field staff to create, access, and update code cases (incidents) from the field.	Ability to display and populate pre-defined checklists for field inspections.	Y - Yes	Civic Platform/Accela Mobile		
37	Development Services	Code Enforcement	CD.101	Enable field staff to create, access, and update code cases (incidents) from the field.	Ability to find user's current location using a device's built in GPS.	Y - Yes	Civic Platform/Accela Mobile		
38	Development Services	Code Enforcement	CD.101	Enable field staff to create, access, and update code cases (incidents) from the field.	Ability to issue citations/violations/permits from the field	Y - Yes	Civic Platform/Accela Mobile		
39	Development Services	Code Enforcement	CD.101	Enable field staff to create, access, and update code cases (incidents) from the field.	Ability to manage inspections scheduling system from the field.	Y - Yes	Civic Platform/Accela Mobile		
40	Development Services	Code Enforcement	CD.101	Enable field staff to create, access, and update code cases (incidents) from the field.	Ability to manage signatures from the field	Y - Yes	Civic Platform/Accela Mobile		
41	Development Services	Code Enforcement	CD.101	Enable field staff to create, access, and update code cases (incidents) from the field.	Ability to print from the mobile devices paper or electronic PDF.	Y - Yes	Civic Platform/Accela Mobile		
42	Development Services	Code Enforcement	CD.101	Enable field staff to create, access, and update code cases (incidents) from the field.	Ability to print inspection results from the mobile device.	Y - Yes	Civic Platform/Accela Mobile		
43	Development Services	Code Enforcement	CD.101	Enable field staff to create, access, and update code cases (incidents) from the field.	Ability to print license citations from the mobile device.	Y - Yes	Civic Platform/Accela Mobile		
44	Development Services	Code Enforcement	CD.101	Enable field staff to create, access, and update code cases (incidents) from the field.	Ability to produce list of cases based on GPS location.	Y - Yes	Civic Platform/Accela Mobile		
45	Development Services	Code Enforcement	CD.101	Enable field staff to create, access, and update code cases (incidents) from the field.	Ability to record and update code enforcement data remotely (in the field).	Y - Yes	Civic Platform/Accela Mobile		
46	Development Services	Code Enforcement	CD.101	Enable field staff to create, access, and update code cases (incidents) from the field.	Ability to record and update inspection results remotely (in the field).	Y - Yes	Civic Platform/Accela Mobile		
47	Development Services	Code Enforcement	CD.101	Enable field staff to create, access, and update code cases (incidents) from the field.	Ability to route to the user's next assigned inspection, etc....	Y - Yes	Civic Platform/Accela Mobile		
48	Development Services	Code Enforcement	CD.101	Enable field staff to create, access, and update code cases (incidents) from the field.	Ability to search for an address in a mobile application.	Y - Yes	Civic Platform/Accela Mobile		
49	Development Services	Code Enforcement	CD.101	Enable field staff to create, access, and update code cases (incidents) from the field.	Ability to send automatic email notification from the field to user selected list of recipients upon inspection results being entered.	Y - Yes	Civic Platform/Accela Mobile		
50	Development Services	Code Enforcement	CD.101	Enable field staff to create, access, and update code cases (incidents) from the field.	Ability to support access all applications from mobile devices with appropriate security permissions.	Y - Yes	Civic Platform/Accela Mobile		
51	Development Services	Code Enforcement	CD.101	Enable field staff to create, access, and update code cases (incidents) from the field.	Ability to support full functional operation on Laptops, Tablets and Phones.	Y - Yes	Civic Platform/Accela Mobile		
52	Development Services	Code Enforcement	CD.101	Enable field staff to create, access, and update code cases (incidents) from the field.	Ability to support mobile applications in their native operating system (e.g., Windows 10.x, iOS, Android).	Y - Yes	Civic Platform/Accela Mobile		
53	Development Services	Code Enforcement	CD.101	Enable field staff to create, access, and update code cases (incidents) from the field.	Ability to view existing attachments either on the field personnel mobile device or a departmental desk top workstation.	Y - Yes	Civic Platform/Accela Mobile		

Seminole County FL - RFP
Attachment #2: Software Specifications

54	Development Services	Code Enforcement	CD.101	Enable field staff to create, access, and update code cases (incidents) from the field.	Ability to view GIS maps associated with each property record within the mobile application.	Y - Yes	Civic Platform/Accela Mobile		
55	Development Services	Code Enforcement	CD.101	Enable field staff to create, access, and update code cases (incidents) from the field.	Ability to work offline, in the event of no or low connectivity in the field, and record code enforcement actions which can later be uploaded to the system when a connection to the network is restored.	Y - Yes	Civic Platform/Accela Mobile		
56	Development Services	Code Enforcement	CD.101	Enable field staff to create, access, and update code cases (incidents) from the field.	Ability to work offline, in the event of no or low connectivity in the field, and record inspection actions which can later be uploaded to the system at a user defined time.	Y - Yes	Civic Platform/Accela Mobile		
57	Development Services	Code Enforcement	CD.101	Enable field staff to create, access, and update code cases (incidents) from the field.	Provide a mobile solution that is the most appropriate platform at the time of release to integrate into the system workflow and backend systems.	Y - Yes	Civic Platform/Accela Mobile		
58	Development Services	Code Enforcement	CD.101	Enable field staff to create, access, and update code cases (incidents) from the field.	Provide routing information for inspectors on the mobile devices.	Y - Yes	Civic Platform/Accela Mobile		
59	Development Services	Code Enforcement	CD.101	Enable field staff to create, access, and update code cases (incidents) from the field.	talk to text interface with replacement	Y - Yes	Civic Platform/Accela Mobile		
60	Development Services	Code Enforcement	CD.102	Enable code case violation histories to be associated with addresses or locations for efficient retrieval.	Ability to accommodate an updateable, user-defined fee/fine structure.	Y - Yes	Civic Platform/Back Office		
61	Development Services	Code Enforcement	CD.102	Enable code case violation histories to be associated with addresses or locations for efficient retrieval.	Ability to allow the user to search for specific violation types.	Y - Yes	Civic Platform/Back Office		
62	Development Services	Code Enforcement	CD.102	Enable code case violation histories to be associated with addresses or locations for efficient retrieval.	Ability to allow the user to search prior premises history on property with codes violations.	Y - Yes	Civic Platform/Back Office		
63	Development Services	Code Enforcement	CD.102	Enable code case violation histories to be associated with addresses or locations for efficient retrieval.	Ability to associate multiple violations with a single case.	Y - Yes	Civic Platform/Back Office & Accela Mobile		
64	Development Services	Code Enforcement	CD.102	Enable code case violation histories to be associated with addresses or locations for efficient retrieval.	Ability to define default fines associated with a case type.	Y - Yes	Civic Platform/Back Office		
65	Development Services	Code Enforcement	CD.102	Enable code case violation histories to be associated with addresses or locations for efficient retrieval.	Ability to filter by codes violations and process reports.	Y - Yes	Civic Platform/Back Office		
66	Development Services	Code Enforcement	CD.102	Enable code case violation histories to be associated with addresses or locations for efficient retrieval.	Ability to flag a violation as a repeat violation	Y - Yes	Civic Platform/Back Office & Accela Mobile		
67	Development Services	Code Enforcement	CD.102	Enable code case violation histories to be associated with addresses or locations for efficient retrieval.	Ability to flag a violation as a repeat violation for fine escalation purposes in a rolling 12 month period.	Y - Yes	Civic Platform/Back Office & Accela Mobile		
68	Development Services	Code Enforcement	CD.102	Enable code case violation histories to be associated with addresses or locations for efficient retrieval.	Ability to limit the viewing of Public Safety documentation attached to a violation based on security permissions.	Y - Yes	Civic Platform/Accela Citizen Access (ACA), Back Office, & Accela Mobile		
69	Development Services	Code Enforcement	CD.102	Enable code case violation histories to be associated with addresses or locations for efficient retrieval.	Ability to maintain review and inspection history.	Y - Yes	Civic Platform/Back Office & Accela Mobile		
70	Development Services	Code Enforcement	CD.102	Enable code case violation histories to be associated with addresses or locations for efficient retrieval.	Ability to place a hold on permits if code enforcement violations and/or fines are outstanding.	Y - Yes	Civic Platform/Back Office		
71	Development Services	Code Enforcement	CD.102	Enable code case violation histories to be associated with addresses or locations for efficient retrieval.	Ability to query a specific address for violation history, listing it in summary format of all prior incidents.	Y - Yes	Civic Platform/Back Office & Accela Mobile		
72	Development Services	Code Enforcement	CD.102	Enable code case violation histories to be associated with addresses or locations for efficient retrieval.	Ability to store incident reports and other Public Safety documentation.	Y - Yes	Civic Platform/Back Office & Accela Mobile		
73	Development Services	Code Enforcement	CD.102	Enable code case violation histories to be associated with addresses or locations for efficient retrieval.	Ability to track fines through final collection process.	Y - Yes	Civic Platform/Back Office		
74	Development Services	Code Enforcement	CD.102	Enable code case violation histories to be associated with addresses or locations for efficient retrieval.	Ability to track multiple violations and citations on one property.	Y - Yes	Civic Platform/Back Office & Accela Mobile		

Seminole County FL - RFP
Attachment #2: Software Specifications

75	Development Services	Code Enforcement	CD.103	Generate official notifications that can be distributed via correspondence and email.	Ability for the code enforcement officer to print the violation notice in the field.	Y - Yes	Civic Platform/Accela Mobile		
76	Development Services	Code Enforcement	CD.103	Generate official notifications that can be distributed via correspondence and email.	Ability to automatically generate an initial lien notification form letter to the lien holder, extracting specific database fields which are merged into the letter.	Y - Yes	Civic Platform/Back Office		
77	Development Services	Code Enforcement	CD.103	Generate official notifications that can be distributed via correspondence and email.	Ability to create a violation form (i.e., Notice of Violation) for a given complaint. The violation form would differ based upon the violation type.	Y - Yes	Civic Platform/Back Office & Accela Mobile		
78	Development Services	Code Enforcement	CD.103	Generate official notifications that can be distributed via correspondence and email.	Ability to generate code enforcement notices (that can be modified on a case by case basis) including the following: Notice of Violation; Notice Letter; Notice of Abatement.	Y - Yes	Civic Platform/Back Office & Accela Mobile		
79	Development Services	Code Enforcement	CD.103	Generate official notifications that can be distributed via correspondence and email.	Ability to optionally generate subsequent follow-up notice form letters to the lien holder based on user-defined time parameters, extracting specific database fields which are merged into the letter.	Y - Yes	Civic Platform/Back Office		
80	Development Services	Code Enforcement	CD.103	Generate official notifications that can be distributed via correspondence and email.	Ability to print a notice of violation hard copy from the system versus manual completion of pre-printed hard copy forms, merging all applicable database information into the notice.	Y - Yes	Civic Platform/Back Office		
81	Development Services	Code Enforcement	CD.103	Generate official notifications that can be distributed via correspondence and email.	Ability to print form letter and follow-up notice for each code violation type either automatically or on-demand.	Y - Yes	Civic Platform/Back Office		
82	Development Services	Code Enforcement	CD.103	Generate official notifications that can be distributed via correspondence and email.	Ability to send automatic email notifications to internal/external review levels (e.g., Health Department, Fire Department, Animal Control) during processing.	Y - Yes	Civic Platform/Back Office		
83	Development Services	Code Enforcement	CD.104	Manage the lifecycle of the adjudication process from notice of violation through to final judgement.	Ability to process multiple code enforcement hearing documenting each hearing individually, including related adjudication assessments.	Y - Yes	Civic Platform/Back Office		
84	Development Services	Code Enforcement	CD.105	Ability to manage liens and assessments for all appropriate types of post incident collections.	Ability to add lien types to a table which are then selected from a drop-down list as future requirements may dictate.	Y - Yes	Civic Platform/Back Office		
85	Development Services	Code Enforcement	CD.105	Ability to manage liens and assessments for all appropriate types of post incident collections.	Ability to apply a flat rate lien, which remains constant until satisfied. (e.g., Uniform Code Citations).	Y - Yes	Civic Platform/Back Office		
86	Development Services	Code Enforcement	CD.105	Ability to manage liens and assessments for all appropriate types of post incident collections.	Ability to apply a lien which increases based on simple interest, accrued daily and adjustable as it may change from year to year.	Y - Yes	Civic Platform/Back Office		
87	Development Services	Code Enforcement	CD.105	Ability to manage liens and assessments for all appropriate types of post incident collections.	Ability to apply a one-time lien fee.	Y - Yes	Civic Platform/Back Office		
88	Development Services	Code Enforcement	CD.105	Ability to manage liens and assessments for all appropriate types of post incident collections.	Ability to apply a purely incremental lien, which increases at a fixed rate (based on time and must be flexible, allowing increases on a daily, weekly, or monthly schedule) but accrues no interest.	Y - Yes	Civic Platform/Back Office		
89	Development Services	Code Enforcement	CD.105	Ability to manage liens and assessments for all appropriate types of post incident collections.	Ability to attach pictures and documents to lien records from within the application.	Y - Yes	Civic Platform/Back Office		
90	Development Services	Code Enforcement	CD.105	Ability to manage liens and assessments for all appropriate types of post incident collections.	Ability to attachment unlimited liens to a location.	Y - Yes	Civic Platform/Back Office		
91	Development Services	Code Enforcement	CD.105	Ability to manage liens and assessments for all appropriate types of post incident collections.	Ability to automatically generate an initial lien notification form letter to the lien holder, extracting specific database fields which are merged into the letter.	Y - Yes	Civic Platform/Back Office		

Seminole County FL - RFP
Attachment #2: Software Specifications

92	Development Services	Code Enforcement	CD.105	Ability to manage liens and assessments for all appropriate types of post incident collections.	Ability to create and maintain a working table of interest rates, with multiple rate types. (Example: A state mandated interest rate and one established by County ordinance. For each rate type there will be multiple interest rates, driven by date range para	Y - Yes	Civic Platform/Back Office		
93	Development Services	Code Enforcement	CD.105	Ability to manage liens and assessments for all appropriate types of post incident collections.	Ability to display Balance due.	Y - Yes	Civic Platform/Back Office & Accela Mobile		
94	Development Services	Code Enforcement	CD.105	Ability to manage liens and assessments for all appropriate types of post incident collections.	Ability to display the accrued interest-to-date on the lien activity screen.	Y - Yes	Civic Platform/Back Office		
95	Development Services	Code Enforcement	CD.105	Ability to manage liens and assessments for all appropriate types of post incident collections.	Ability to display the original lien amount, the current lien amount, and the method of lien accrual on the lien activity screen.	Y - Yes	Civic Platform/Back Office		
96	Development Services	Code Enforcement	CD.105	Ability to manage liens and assessments for all appropriate types of post incident collections.	Ability to enter liens that were in existence prior to the new system, including ability to enter the appropriate annual percentage charges on the lien, starting at its time of inception.	Y - Yes	Civic Platform/Back Office		
97	Development Services	Code Enforcement	CD.105	Ability to manage liens and assessments for all appropriate types of post incident collections.	Ability to enter/track, but not limited to, the following lien related items: Activity Comment Field	Y - Yes	Civic Platform/Back Office		
98	Development Services	Code Enforcement	CD.105	Ability to manage liens and assessments for all appropriate types of post incident collections.	Ability to enter/track, but not limited to, the following lien related items: Current Status	Y - Yes	Civic Platform/Back Office		
99	Development Services	Code Enforcement	CD.105	Ability to manage liens and assessments for all appropriate types of post incident collections.	Ability to enter/track, but not limited to, the following lien related items: Date Stamped	Y - Yes	Civic Platform/Back Office		
100	Development Services	Code Enforcement	CD.105	Ability to manage liens and assessments for all appropriate types of post incident collections.	Ability to enter/track, but not limited to, the following lien related items: Lien Accrued Amount	Y - Yes	Civic Platform/Back Office		
101	Development Services	Code Enforcement	CD.105	Ability to manage liens and assessments for all appropriate types of post incident collections.	Ability to enter/track, but not limited to, the following lien related items: Lien Initial Amount	Y - Yes	Civic Platform/Back Office		
102	Development Services	Code Enforcement	CD.105	Ability to manage liens and assessments for all appropriate types of post incident collections.	Ability to enter/track, but not limited to, the following lien related items: Lien Start Date	Y - Yes	Civic Platform/Back Office		
103	Development Services	Code Enforcement	CD.105	Ability to manage liens and assessments for all appropriate types of post incident collections.	Ability to enter/track, but not limited to, the following lien related items: Lien Total Amount	Y - Yes	Civic Platform/Back Office		
104	Development Services	Code Enforcement	CD.105	Ability to manage liens and assessments for all appropriate types of post incident collections.	Ability to enter/track, but not limited to, the following lien related items: Lien Tracking	Y - Yes	Civic Platform/Back Office		
105	Development Services	Code Enforcement	CD.105	Ability to manage liens and assessments for all appropriate types of post incident collections.	Ability to enter/track, but not limited to, the following lien related items: Lien Type	Y - Yes	Civic Platform/Back Office		
106	Development Services	Code Enforcement	CD.105	Ability to manage liens and assessments for all appropriate types of post incident collections.	Ability to enter/track, but not limited to, the following lien related items: Settlement Amount	Y - Yes	Civic Platform/Back Office		
107	Development Services	Code Enforcement	CD.105	Ability to manage liens and assessments for all appropriate types of post incident collections.	Ability to enter/track, but not limited to, the following lien related items: Settlement Date	Y - Yes	Civic Platform/Back Office		
108	Development Services	Code Enforcement	CD.105	Ability to manage liens and assessments for all appropriate types of post incident collections.	Ability to enter/track, but not limited to, the following lien related items: User ID stamped	Y - Yes	Civic Platform/Back Office		
109	Development Services	Code Enforcement	CD.105	Ability to manage liens and assessments for all appropriate types of post incident collections.	Ability to generate a release of Lien letter.	Y - Yes	Civic Platform/Back Office		
110	Development Services	Code Enforcement	CD.105	Ability to manage liens and assessments for all appropriate types of post incident collections.	Ability to include property improvement bills on total improvement charges owed to the County, but not include those charges in total liens owed to the County if an improvement charge has not been in the system long enough to become a lien.	Y - Yes	Civic Platform/Back Office		

Seminole County FL - RFP
Attachment #2: Software Specifications

111	Development Services	Code Enforcement	CD.105	Ability to manage liens and assessments for all appropriate types of post incident collections.	Ability to optionally generate subsequent follow-up notice form letters to the lien holder based on user-defined time parameters, extracting specific database fields which are merged into the letter.	Y - Yes	Civic Platform/Back Office		
112	Development Services	Code Enforcement	CD.105	Ability to manage liens and assessments for all appropriate types of post incident collections.	Ability to populate a "Lien Search Request" template for a specific: Property Control Number; Legal Description; Property Address; Code Enforcement Case Number; Property Owner; Business (Actual/Fictitious).	Y - Yes	Civic Platform/Back Office		
113	Development Services	Code Enforcement	CD.105	Ability to manage liens and assessments for all appropriate types of post incident collections.	Ability to print a list of all names and addresses with collection activity.	R - Reporting	Civic Platform/Back Office		Accela will provide our standard Accela Civic Application reports, as well as an allocation for new custom reports, and training for business users to build their own reports using the Accela Ad hoc Report Writer. This will cover all reporting needs.
114	Development Services	Code Enforcement	CD.105	Ability to manage liens and assessments for all appropriate types of post incident collections.	Ability to print list of open collection actions by user-defined parameters, including: Address; Violation Number; Letter Sent Flags (i.e., 1, 2, 3); Payment Plan Flag; Special Circumstances Flag; Lien Description; Property Owner; Business (Actual)	R - Reporting	Civic Platform/Back Office		Accela will provide our standard Accela Civic Application reports, as well as an allocation for new custom reports, and training for business users to build their own reports using the Accela Ad hoc Report Writer. This will cover all reporting needs.
115	Development Services	Code Enforcement	CD.105	Ability to manage liens and assessments for all appropriate types of post incident collections.	Ability to process billing on a County supplied property improvement.	Y - Yes	Civic Platform/Back Office		
116	Development Services	Code Enforcement	CD.105	Ability to manage liens and assessments for all appropriate types of post incident collections.	Ability to track certified letters.	Y - Yes	Civic Platform/Back Office		
117	Development Services	Code Enforcement	CD.105	Ability to manage liens and assessments for all appropriate types of post incident collections.	Ability to track County actions on liens, including: Letter History; Turn over to outside collection agency; Turn over to legal firm for foreclosure.	Y - Yes	Civic Platform/Back Office		
118	Development Services	Code Enforcement	CD.105	Ability to manage liens and assessments for all appropriate types of post incident collections.	Ability to track collection activity on code violations including Special Magistrate and improvement liens.	Y - Yes	Civic Platform/Back Office		
119	Development Services	Code Enforcement	CD.105	Ability to manage liens and assessments for all appropriate types of post incident collections.	Ability to track lien information, including: free form text for notes or comments related to the lien	Y - Yes	Civic Platform/Back Office		
120	Development Services	Code Enforcement	CD.105	Ability to manage liens and assessments for all appropriate types of post incident collections.	Ability to track lien information, including: identify of data entry by user ID	Y - Yes	Civic Platform/Back Office		
121	Development Services	Code Enforcement	CD.105	Ability to manage liens and assessments for all appropriate types of post incident collections.	Ability to track lien information, including: Lien amount to be entered	Y - Yes	Civic Platform/Back Office		
122	Development Services	Code Enforcement	CD.105	Ability to manage liens and assessments for all appropriate types of post incident collections.	Ability to track lien information, including: Lien number	Y - Yes	Civic Platform/Back Office		
123	Development Services	Code Enforcement	CD.105	Ability to manage liens and assessments for all appropriate types of post incident collections.	Ability to track lien information, including: Lien open/close date	Y - Yes	Civic Platform/Back Office		
124	Development Services	Code Enforcement	CD.105	Ability to manage liens and assessments for all appropriate types of post incident collections.	Ability to track lien information, including: Lien type code	Y - Yes	Civic Platform/Back Office		
125	Development Services	Code Enforcement	CD.105	Ability to manage liens and assessments for all appropriate types of post incident collections.	Ability to track lien information, including: Lien type status	Y - Yes	Civic Platform/Back Office		
126	Development Services	Code Enforcement	CD.105	Ability to manage liens and assessments for all appropriate types of post incident collections.	Ability to transition various charges to a lien.	Y - Yes	Civic Platform/Back Office		

Seminole County FL - RFP
Attachment #2: Software Specifications

127	Development Services	Code Enforcement	CD.105	Ability to manage liens and assessments for all appropriate types of post incident collections.	Ability to view a lien including attached documentation, initiated by Code Enforcement, and flag property owner record with any relevant liens	Y - Yes	Civic Platform/Back Office		
128	Development Services	Code Enforcement	CD.105	Ability to manage liens and assessments for all appropriate types of post incident collections.	Ability to view or generate a report for open liens, including: Ability to view or generate a report of open liens, using:	R - Reporting	Civic Platform/Back Office		Accela will provide our standard Accela Civic Application reports, as well as an allocation for new custom reports and training for business users to build their own reports using the Accela Ad hoc Report Writer. This will cover all reporting needs.
129	Development Services	Code Enforcement	CD.105	Ability to manage liens and assessments for all appropriate types of post incident collections.	Ability to view or generate a report for open liens, including: Accumulated Lien To Date	R - Reporting	Civic Platform/Back Office		Accela will provide our standard Accela Civic Application reports, as well as an allocation for new custom reports and training for business users to build their own reports using the Accela Ad hoc Report Writer. This will cover all reporting needs.
130	Development Services	Code Enforcement	CD.105	Ability to manage liens and assessments for all appropriate types of post incident collections.	Ability to view or generate a report for open liens, including: Description	R - Reporting	Civic Platform/Back Office		Accela will provide our standard Accela Civic Application reports, as well as an allocation for new custom reports and training for business users to build their own reports using the Accela Ad hoc Report Writer. This will cover all reporting needs.
131	Development Services	Code Enforcement	CD.105	Ability to manage liens and assessments for all appropriate types of post incident collections.	Ability to view or generate a report for open liens, including: Folio Number	R - Reporting	Civic Platform/Back Office		Accela will provide our standard Accela Civic Application reports, as well as an allocation for new custom reports and training for business users to build their own reports using the Accela Ad hoc Report Writer. This will cover all reporting needs.
132	Development Services	Code Enforcement	CD.105	Ability to manage liens and assessments for all appropriate types of post incident collections.	Ability to view or generate a report for open liens, including: GIS Related parameters	R - Reporting	Civic Platform/Back Office		Accela will provide our standard Accela Civic Application reports, as well as an allocation for new custom reports and training for business users to build their own reports using the Accela Ad hoc Report Writer. This will cover all reporting needs.
133	Development Services	Code Enforcement	CD.105	Ability to manage liens and assessments for all appropriate types of post incident collections.	Ability to view or generate a report for open liens, including: Lien Status	R - Reporting	Civic Platform/Back Office		Accela will provide our standard Accela Civic Application reports, as well as an allocation for new custom reports and training for business users to build their own reports using the Accela Ad hoc Report Writer. This will cover all reporting needs.

Seminole County FL - RFP
Attachment #2: Software Specifications

134	Development Services	Code Enforcement	CD.105	Ability to manage liens and assessments for all appropriate types of post incident collections.	Ability to view or generate a report for open liens, including: Owner Name	R - Reporting	Civic Platform/Back Office	Accela will provide our standard Accela Civic Application reports, as well as an allocation for new custom reports and training for business users to build their own reports using the Accela Ad hoc Report Writer. This will cover all reporting needs.
135	Development Services	Code Enforcement	CD.105	Ability to manage liens and assessments for all appropriate types of post incident collections.	Ability to view or generate a report for open liens, including: Property Address	R - Reporting	Civic Platform/Back Office	Accela will provide our standard Accela Civic Application reports, as well as an allocation for new custom reports and training for business users to build their own reports using the Accela Ad hoc Report Writer. This will cover all reporting needs.
136	Development Services	Code Enforcement	CD.105	Ability to manage liens and assessments for all appropriate types of post incident collections.	Ability to view or generate a report for open liens, including: Property Control Number	R - Reporting	Civic Platform/Back Office	Accela will provide our standard Accela Civic Application reports, as well as an allocation for new custom reports and training for business users to build their own reports using the Accela Ad hoc Report Writer. This will cover all reporting needs.
137	Development Services	Code Enforcement	CD.105	Ability to manage liens and assessments for all appropriate types of post incident collections.	Ability to view or generate a report for open liens, including: Starting Date	R - Reporting	Civic Platform/Back Office	Accela will provide our standard Accela Civic Application reports, as well as an allocation for new custom reports and training for business users to build their own reports using the Accela Ad hoc Report Writer. This will cover all reporting needs.
138	Development Services	Code Enforcement	CD.105	Ability to manage liens and assessments for all appropriate types of post incident collections.	Ability to view or generate a report for open liens, including: Status Code	R - Reporting	Civic Platform/Back Office	Accela will provide our standard Accela Civic Application reports, as well as an allocation for new custom reports and training for business users to build their own reports using the Accela Ad hoc Report Writer. This will cover all reporting needs.
139	Development Services	Code Enforcement	CD.105	Ability to manage liens and assessments for all appropriate types of post incident collections.	Ability to view or generate a report for open liens, including: Status description	R - Reporting	Civic Platform/Back Office	Accela will provide our standard Accela Civic Application reports, as well as an allocation for new custom reports and training for business users to build their own reports using the Accela Ad hoc Report Writer. This will cover all reporting needs.
140	Development Services	Code Enforcement	CD.105	Ability to manage liens and assessments for all appropriate types of post incident collections.	Ability to view or generate a report for open liens, including: Street Address	R - Reporting	Civic Platform/Back Office	Accela will provide our standard Accela Civic Application reports, as well as an allocation for new custom reports and training for business users to build their own reports using the Accela Ad hoc Report Writer. This will cover all reporting needs.

Seminole County FL - RFP
Attachment #2: Software Specifications

141	Development Services	Code Enforcement	CD.105	Ability to manage liens and assessments for all appropriate types of post incident collections.	Ability to view or generate a report for open liens, including: Violation Code	R - Reporting	Civic Platform/Back Office		Accela will provide our standard Accela Civic Application reports, as well as an allocation for new custom reports and training for business users to build their own reports using the Accela Ad hoc Report Writer. This will cover all reporting needs.
142	Development Services	Code Enforcement	CD.105	Ability to manage liens and assessments for all appropriate types of post incident collections.	Ability to view or generate a report for open liens, including: Violation Code	R - Reporting	Civic Platform/Back Office		Accela will provide our standard Accela Civic Application reports, as well as an allocation for new custom reports and training for business users to build their own reports using the Accela Ad hoc Report Writer. This will cover all reporting needs.
143	Development Services	Code Enforcement	CD.105	Ability to manage liens and assessments for all appropriate types of post incident collections.	Ability to view or generate a report for open liens, including: Violation Number	R - Reporting	Civic Platform/Back Office		Accela will provide our standard Accela Civic Application reports, as well as an allocation for new custom reports and training for business users to build their own reports using the Accela Ad hoc Report Writer. This will cover all reporting needs.
144	Development Services	Code Enforcement	CD.106	Ability to administer property code, building, zoning, and use violations within a central violation management system.	Ability for a supervisor to view cases while the inspector is in the field.	Y - Yes	Civic Platform/Back Office		
145	Development Services	Code Enforcement	CD.106	Ability to administer property code, building, zoning, and use violations within a central violation management system.	Ability for authorized, appropriate staff to override a specific inspection in the workflow process.	Y - Yes	Civic Platform/Back Office		
146	Development Services	Code Enforcement	CD.106	Ability to administer property code, building, zoning, and use violations within a central violation management system.	Ability for recent code activity to be displayed on the property address primary display screen. This would alert officers to a possible duplicate violation.	Y - Yes	Civic Platform/Back Office		Via conditions, recent code activity can be displayed on addresses. These conditions will display to anyone who views the address individually or on an associated record.
147	Development Services	Code Enforcement	CD.106	Ability to administer property code, building, zoning, and use violations within a central violation management system.	Ability for staff to either extend or reduce the automatically calculated date for a specific violation.	Y - Yes	Civic Platform/Back Office		
148	Development Services	Code Enforcement	CD.106	Ability to administer property code, building, zoning, and use violations within a central violation management system.	Ability for the code enforcement officer to print the violation notice in the field.	Y - Yes	Civic Platform/Back Office		
149	Development Services	Code Enforcement	CD.106	Ability to administer property code, building, zoning, and use violations within a central violation management system.	Ability for the Code violation system to interface with the permit applications to determine additional fees.	Y - Yes	Civic Platform/Back Office		
150	Development Services	Code Enforcement	CD.106	Ability to administer property code, building, zoning, and use violations within a central violation management system.	Ability for the system to maintain a table of inspections required for each type of code violation.	Y - Yes	Civic Platform/Back Office		
151	Development Services	Code Enforcement	CD.106	Ability to administer property code, building, zoning, and use violations within a central violation management system.	Ability to accommodate a user-defined and user-maintained fee schedule.	Y - Yes	Civic Platform/Back Office		
152	Development Services	Code Enforcement	CD.106	Ability to administer property code, building, zoning, and use violations within a central violation management system.	Ability to accommodate user-defined and user-maintained lists in look-up tables ("pick lists") for fields including (but not limited to) violation and code references.	Y - Yes	Civic Platform/Back Office		

Seminole County FL - RFP
Attachment #2: Software Specifications

153	Development Services	Code Enforcement	CD.106	Ability to administer property code, building, zoning, and use violations within a central violation management system.	Ability to accommodate user-defined templates for County-identified case types.	Y - Yes	Civic Platform/Back Office		
154	Development Services	Code Enforcement	CD.106	Ability to administer property code, building, zoning, and use violations within a central violation management system.	Ability to alert staff if a workflow process is out of sequence, with the ability to override the sequence.	Y - Yes	Civic Platform/Back Office		
155	Development Services	Code Enforcement	CD.106	Ability to administer property code, building, zoning, and use violations within a central violation management system.	Ability to alert the appropriate code officer and the supervisor on their workstations of the receipt of a complaint.	Y - Yes	Civic Platform/Back Office		
156	Development Services	Code Enforcement	CD.106	Ability to administer property code, building, zoning, and use violations within a central violation management system.	Ability to allow administrators to define (through table entry) an unlimited number of code enforcement case and violation types and add, change and delete types as required.	Y - Yes	Civic Platform/Back Office		
157	Development Services	Code Enforcement	CD.106	Ability to administer property code, building, zoning, and use violations within a central violation management system.	Ability to allow for user-defined case number structure based on case type.	Y - Yes	Civic Platform/Back Office		
158	Development Services	Code Enforcement	CD.106	Ability to administer property code, building, zoning, and use violations within a central violation management system.	Ability to apply credits and process refunds.	Y - Yes	Civic Platform/Back Office		
159	Development Services	Code Enforcement	CD.106	Ability to administer property code, building, zoning, and use violations within a central violation management system.	Ability to assign a priority to all complaints from the field, allowing staff to determine the urgency of response.	Y - Yes	Civic Platform/Back Office		
160	Development Services	Code Enforcement	CD.106	Ability to administer property code, building, zoning, and use violations within a central violation management system.	Ability to attach pictures and documents to code violation records from within the application.	Y - Yes	Civic Platform/Back Office		
161	Development Services	Code Enforcement	CD.106	Ability to administer property code, building, zoning, and use violations within a central violation management system.	Ability to automatically assign sequential code violation numbers, with the ability to assign manual numbers as required.	Y - Yes	Civic Platform/Back Office		
162	Development Services	Code Enforcement	CD.106	Ability to administer property code, building, zoning, and use violations within a central violation management system.	Ability to automatically calculate fee assessments based upon the type of activity based upon a flat daily rate.	Y - Yes	Civic Platform/Back Office		
163	Development Services	Code Enforcement	CD.106	Ability to administer property code, building, zoning, and use violations within a central violation management system.	Ability to automatically calculate the date for each follow-up code inspection required if not closed, encompassing both pre-lien and post-lien inspections.	Y - Yes	Civic Platform/Back Office		
164	Development Services	Code Enforcement	CD.106	Ability to administer property code, building, zoning, and use violations within a central violation management system.	Ability to automatically generate user modifiable initial correspondence to the complainant, owner and/or tenant as required through either hard-copy or via email.	Y - Yes	Civic Platform/Back Office		
165	Development Services	Code Enforcement	CD.106	Ability to administer property code, building, zoning, and use violations within a central violation management system.	Ability to back date enforcement transactions with appropriate security permissions. System generated date/time may not always accurately reflect the actual date/time of an enforcement action. This requirement was established to allow the County to handle situations, by exception, when the actual date/time of the action so it is accurately recorded for evidentiary purposes.	Y - Yes	Civic Platform/Back Office		
166	Development Services	Code Enforcement	CD.106	Ability to administer property code, building, zoning, and use violations within a central violation management system.	Ability to back out (reverse) a fee record with supervisor authority.	Y - Yes	Civic Platform/Back Office		
167	Development Services	Code Enforcement	CD.106	Ability to administer property code, building, zoning, and use violations within a central violation management system.	Ability to bypass appropriate correspondence at staff's discretion.	Y - Yes	Civic Platform/Back Office		

Seminole County FL - RFP
Attachment #2: Software Specifications

168	Development Services	Code Enforcement	CD.106	Ability to administer property code, building, zoning, and use violations within a central violation management system.	Ability to create a violation form (i.e., Notice of Violation) for a given complaint. The violation form would differ based upon the violation type.	Y - Yes	Civic Platform/Back Office		
169	Development Services	Code Enforcement	CD.106	Ability to administer property code, building, zoning, and use violations within a central violation management system.	Ability to define a workflow for each case type to route the case for review.	Y - Yes	Civic Platform/Back Office		
170	Development Services	Code Enforcement	CD.106	Ability to administer property code, building, zoning, and use violations within a central violation management system.	Ability to define default actions including inspections that must be completed for each case type.	Y - Yes	Civic Platform/Back Office		
171	Development Services	Code Enforcement	CD.106	Ability to administer property code, building, zoning, and use violations within a central violation management system.	Ability to designate activity related to environmentally protected areas.	Y - Yes	Civic Platform/Back Office		
172	Development Services	Code Enforcement	CD.106	Ability to administer property code, building, zoning, and use violations within a central violation management system.	Ability to display locations of cases in the County's GIS system.	Y - Yes	Civic Platform/Back Office		
173	Development Services	Code Enforcement	CD.106	Ability to administer property code, building, zoning, and use violations within a central violation management system.	Ability to document and track, but not be limited to, the following code violation parameters: Address	Y - Yes	Civic Platform/Back Office		
174	Development Services	Code Enforcement	CD.106	Ability to administer property code, building, zoning, and use violations within a central violation management system.	Ability to document and track, but not be limited to, the following code violation parameters: Complainant's Name/Contact Info	Y - Yes	Civic Platform/Back Office		
175	Development Services	Code Enforcement	CD.106	Ability to administer property code, building, zoning, and use violations within a central violation management system.	Ability to document and track, but not be limited to, the following code violation parameters: Complaint vs. Proactive	Y - Yes	Civic Platform/Back Office		
176	Development Services	Code Enforcement	CD.106	Ability to administer property code, building, zoning, and use violations within a central violation management system.	Ability to document and track, but not be limited to, the following code violation parameters: Current Status	Y - Yes	Civic Platform/Back Office		
177	Development Services	Code Enforcement	CD.106	Ability to administer property code, building, zoning, and use violations within a central violation management system.	Ability to document and track, but not be limited to, the following code violation parameters: Date of Violation	Y - Yes	Civic Platform/Back Office		
178	Development Services	Code Enforcement	CD.106	Ability to administer property code, building, zoning, and use violations within a central violation management system.	Ability to document and track, but not be limited to, the following code violation parameters: Office Number	Y - Yes	Civic Platform/Back Office		
179	Development Services	Code Enforcement	CD.106	Ability to administer property code, building, zoning, and use violations within a central violation management system.	Ability to document and track, but not be limited to, the following code violation parameters: Violation Number	Y - Yes	Civic Platform/Back Office		
180	Development Services	Code Enforcement	CD.106	Ability to administer property code, building, zoning, and use violations within a central violation management system.	Ability to document and track, but not be limited to, the following code violation parameters: Violation Type	Y - Yes	Civic Platform/Back Office		
181	Development Services	Code Enforcement	CD.106	Ability to administer property code, building, zoning, and use violations within a central violation management system.	Ability to document and track, but not be limited to, the following code violation parameters: Violator Name	Y - Yes	Civic Platform/Back Office		
182	Development Services	Code Enforcement	CD.106	Ability to administer property code, building, zoning, and use violations within a central violation management system.	Ability to document scheduled re-inspection date, actual re-inspection date and drop down list of findings.	Y - Yes	Civic Platform/Back Office		
183	Development Services	Code Enforcement	CD.106	Ability to administer property code, building, zoning, and use violations within a central violation management system.	Ability to document the violation compliance date and the method of clearance with appropriate security.	Y - Yes	Civic Platform/Back Office		
184	Development Services	Code Enforcement	CD.106	Ability to administer property code, building, zoning, and use violations within a central violation management system.	Ability to drill down past the violation summary line display and be taken to a specific detailed violation screen, with all entered fields pre-filled.	Y - Yes	Civic Platform/Back Office		

Seminole County FL - RFP
Attachment #2: Software Specifications

185	Development Services	Code Enforcement	CD.106	Ability to administer property code, building, zoning, and use violations within a central violation management system.	Ability to enter multiple extensions with administrator defined dates of compliance.	Y - Yes	Civic Platform/Back Office		
186	Development Services	Code Enforcement	CD.106	Ability to administer property code, building, zoning, and use violations within a central violation management system.	Ability to enter/track foreclosure proceedings.	Y - Yes	Civic Platform/Back Office		
187	Development Services	Code Enforcement	CD.106	Ability to administer property code, building, zoning, and use violations within a central violation management system.	Ability to extract both database information and attached files to generate a hard copy "court package".	Y - Yes	Civic Platform/Back Office		
188	Development Services	Code Enforcement	CD.106	Ability to administer property code, building, zoning, and use violations within a central violation management system.	Ability to generate code enforcement notices (that can be modified on a case by case basis) including the following: Notice of Violation; Notice Letter; Notice of Abatement.	Y - Yes	Civic Platform/Back Office		
189	Development Services	Code Enforcement	CD.106	Ability to administer property code, building, zoning, and use violations within a central violation management system.	Ability to generate new letter template.	Y - Yes	Civic Platform/Back Office		
190	Development Services	Code Enforcement	CD.106	Ability to administer property code, building, zoning, and use violations within a central violation management system.	Ability to identify detailed checklist items for each defined action.	Y - Yes	Civic Platform/Back Office		
191	Development Services	Code Enforcement	CD.106	Ability to administer property code, building, zoning, and use violations within a central violation management system.	Ability to identify violations by code, displaying or printing the associated code description when required.	Y - Yes	Civic Platform/Back Office		
192	Development Services	Code Enforcement	CD.106	Ability to administer property code, building, zoning, and use violations within a central violation management system.	Ability to import County ordinances and national codes (maintains updated code).	Y - Yes	Civic Platform/Back Office		
193	Development Services	Code Enforcement	CD.106	Ability to administer property code, building, zoning, and use violations within a central violation management system.	Ability to include a narrative section on the violation form to add free form narrative and corrective action.	Y - Yes	Civic Platform/Back Office		
194	Development Services	Code Enforcement	CD.106	Ability to administer property code, building, zoning, and use violations within a central violation management system.	Ability to integrate with any parcel manager system to validate parcels, addresses, owners and zoning.	Y - Yes	Civic Platform/Back Office		
195	Development Services	Code Enforcement	CD.106	Ability to administer property code, building, zoning, and use violations within a central violation management system.	Ability to integrate with the Permit Module to allow Permitting to see any outstanding code violations.	Y - Yes	Civic Platform/Back Office		
196	Development Services	Code Enforcement	CD.106	Ability to administer property code, building, zoning, and use violations within a central violation management system.	Ability to keep track automatically of the number, type, and sequence of inspections for a given violation.	Y - Yes	Civic Platform/Back Office		
197	Development Services	Code Enforcement	CD.106	Ability to administer property code, building, zoning, and use violations within a central violation management system.	Ability to link violations to the permit number used.	Y - Yes	Civic Platform/Back Office		
198	Development Services	Code Enforcement	CD.106	Ability to administer property code, building, zoning, and use violations within a central violation management system.	Ability to maintain all ordinances online to become part of any correspondence.	Y - Yes	Civic Platform/Back Office		
199	Development Services	Code Enforcement	CD.106	Ability to administer property code, building, zoning, and use violations within a central violation management system.	Ability to maintain data in tables, using "from & to effective dates," and allowing data in the table to be copied and altered, without impacting historical records associated with old table entries.	Y - Yes	Civic Platform/Back Office		
200	Development Services	Code Enforcement	CD.106	Ability to administer property code, building, zoning, and use violations within a central violation management system.	Ability to maintain review and inspection history.	Y - Yes	Civic Platform/Back Office		
201	Development Services	Code Enforcement	CD.106	Ability to administer property code, building, zoning, and use violations within a central violation management system.	Ability to modify existing form letter and follow up notice text, or add additional text.	Y - Yes	Civic Platform/Back Office		

Seminole County FL - RFP
Attachment #2: Software Specifications

202	Development Services	Code Enforcement	CD.106	Ability to administer property code, building, zoning, and use violations within a central violation management system.	Ability to modify the date of compliance, with a corresponding adjustment to any accumulated lien amount with appropriate security.	Y - Yes	Civic Platform/Back Office		
203	Development Services	Code Enforcement	CD.106	Ability to administer property code, building, zoning, and use violations within a central violation management system.	Ability to override default actions on an individual case (with appropriate user security permissions).	Y - Yes	Civic Platform/Back Office		
204	Development Services	Code Enforcement	CD.106	Ability to administer property code, building, zoning, and use violations within a central violation management system.	Ability to override default fees/fines on an individual case (with appropriate user security permissions).	Y - Yes	Civic Platform/Back Office		
205	Development Services	Code Enforcement	CD.106	Ability to administer property code, building, zoning, and use violations within a central violation management system.	Ability to print a "task list" of code violation complaints requiring first action.	R - Reporting	Civic Platform/Back Office		Accela will provide our standard Accela Civic Application reports, as well as an allocation for new custom reports and training for business users to build their own reports using the Accela Ad hoc Report Writer. This will cover all reporting needs.
206	Development Services	Code Enforcement	CD.106	Ability to administer property code, building, zoning, and use violations within a central violation management system.	Ability to print a building permit "issuance list" for each code officer district (in order to expedite the identification of unauthorized activity).	R - Reporting	Civic Platform/Back Office		Accela will provide our standard Accela Civic Application reports, as well as an allocation for new custom reports and training for business users to build their own reports using the Accela Ad hoc Report Writer. This will cover all reporting needs.
207	Development Services	Code Enforcement	CD.106	Ability to administer property code, building, zoning, and use violations within a central violation management system.	Ability to print a code inspection "task list", for any given I date range, either for the department or by code officer.	R - Reporting	Civic Platform/Back Office		Accela will provide our standard Accela Civic Application reports, as well as an allocation for new custom reports and training for business users to build their own reports using the Accela Ad hoc Report Writer. This will cover all reporting needs.
208	Development Services	Code Enforcement	CD.106	Ability to administer property code, building, zoning, and use violations within a central violation management system.	Ability to print a list of all addresses or specific range of addresses with code violations including: (Should be available as spreadsheet and GIS map outputs) Complaint Name	R - Reporting	Civic Platform/Back Office		Accela will provide our standard Accela Civic Application reports, as well as an allocation for new custom reports and training for business users to build their own reports using the Accela Ad hoc Report Writer. This will cover all reporting needs.
209	Development Services	Code Enforcement	CD.106	Ability to administer property code, building, zoning, and use violations within a central violation management system.	Ability to print a list of all addresses or specific range of addresses with code violations including: (Should be available as spreadsheet and GIS map outputs) Complaint vs. Proactive	R - Reporting	Civic Platform/Back Office		Accela will provide our standard Accela Civic Application reports, as well as an allocation for new custom reports and training for business users to build their own reports using the Accela Ad hoc Report Writer. This will cover all reporting needs.

Seminole County FL - RFP
Attachment #2: Software Specifications

210	Development Services	Code Enforcement	CD.106	Ability to administer property code, building, zoning, and use violations within a central violation management system.	Ability to print a list of all addresses or specific range of addresses with code violations including: (Should be available as spreadsheet and GIS map outputs) Dates	R - Reporting	Civic Platform/Back Office		Accela will provide our standard Accela Civic Application reports, as well as an allocation for new custom reports and training for business users to build their own reports using the Accela Ad hoc Report Writer. This will cover all reporting needs.
211	Development Services	Code Enforcement	CD.106	Ability to administer property code, building, zoning, and use violations within a central violation management system.	Ability to print a list of all addresses or specific range of addresses with code violations including: (Should be available as spreadsheet and GIS map outputs) Inspection Zone	R - Reporting	Civic Platform/Back Office		Accela will provide our standard Accela Civic Application reports, as well as an allocation for new custom reports and training for business users to build their own reports using the Accela Ad hoc Report Writer. This will cover all reporting needs.
212	Development Services	Code Enforcement	CD.106	Ability to administer property code, building, zoning, and use violations within a central violation management system.	Ability to print a list of all addresses or specific range of addresses with code violations including: (Should be available as spreadsheet and GIS map outputs) Inspector	R - Reporting	Civic Platform/Back Office		Accela will provide our standard Accela Civic Application reports, as well as an allocation for new custom reports and training for business users to build their own reports using the Accela Ad hoc Report Writer. This will cover all reporting needs.
213	Development Services	Code Enforcement	CD.106	Ability to administer property code, building, zoning, and use violations within a central violation management system.	Ability to print a list of all addresses or specific range of addresses with code violations including: (Should be available as spreadsheet and GIS map outputs) Status	R - Reporting	Civic Platform/Back Office		Accela will provide our standard Accela Civic Application reports, as well as an allocation for new custom reports and training for business users to build their own reports using the Accela Ad hoc Report Writer. This will cover all reporting needs.
214	Development Services	Code Enforcement	CD.106	Ability to administer property code, building, zoning, and use violations within a central violation management system.	Ability to print a list of all addresses or specific range of addresses with code violations including: (Should be available as spreadsheet and GIS map outputs) Violation Type	R - Reporting	Civic Platform/Back Office		Accela will provide our standard Accela Civic Application reports, as well as an allocation for new custom reports and training for business users to build their own reports using the Accela Ad hoc Report Writer. This will cover all reporting needs.
215	Development Services	Code Enforcement	CD.106	Ability to administer property code, building, zoning, and use violations within a central violation management system.	Ability to print a list of all code violations, open, closed, or both for a specific address.	R - Reporting	Civic Platform/Back Office		Accela will provide our standard Accela Civic Application reports, as well as an allocation for new custom reports and training for business users to build their own reports using the Accela Ad hoc Report Writer. This will cover all reporting needs.
216	Development Services	Code Enforcement	CD.106	Ability to administer property code, building, zoning, and use violations within a central violation management system.	Ability to print a list of past due inspections by: Code Enforcement Officer; Geographic Area.	R - Reporting	Civic Platform/Back Office		Accela will provide our standard Accela Civic Application reports, as well as an allocation for new custom reports and training for business users to build their own reports using the Accela Ad hoc Report Writer. This will cover all reporting needs.

Seminole County FL - RFP
Attachment #2: Software Specifications

217	Development Services	Code Enforcement	CD.106	Ability to administer property code, building, zoning, and use violations within a central violation management system.	Ability to print a notice of violation hard copy from the system versus manual completion of pre-printed hard copy forms, merging all applicable database information into the notice.	R - Reporting	Civic Platform/Back Office		Accela will provide our standard Accela Civic Application reports, as well as an allocation for new custom reports and training for business users to build their own reports using the Accela Ad hoc Report Writer. This will cover all reporting needs.
218	Development Services	Code Enforcement	CD.106	Ability to administer property code, building, zoning, and use violations within a central violation management system.	Ability to print building and code inspection results reports by inspection type (e.g., for Fire).	R - Reporting	Civic Platform/Back Office		Accela will provide our standard Accela Civic Application reports, as well as an allocation for new custom reports and training for business users to build their own reports using the Accela Ad hoc Report Writer. This will cover all reporting needs.
219	Development Services	Code Enforcement	CD.106	Ability to administer property code, building, zoning, and use violations within a central violation management system.	Ability to print code violation statistical information for user-defined timeframes and user-defined geographical parameters including: Associated violation assessments	R - Reporting	Civic Platform/Back Office		Accela will provide our standard Accela Civic Application reports, as well as an allocation for new custom reports and training for business users to build their own reports using the Accela Ad hoc Report Writer. This will cover all reporting needs.
220	Development Services	Code Enforcement	CD.106	Ability to administer property code, building, zoning, and use violations within a central violation management system.	Ability to print code violation statistical information for user-defined timeframes and user-defined geographical parameters including: code violation types	R - Reporting	Civic Platform/Back Office		Accela will provide our standard Accela Civic Application reports, as well as an allocation for new custom reports and training for business users to build their own reports using the Accela Ad hoc Report Writer. This will cover all reporting needs.
221	Development Services	Code Enforcement	CD.106	Ability to administer property code, building, zoning, and use violations within a central violation management system.	Ability to print code violation statistical information for user-defined timeframes and user-defined geographical parameters including: number of code violations	R - Reporting	Civic Platform/Back Office		Accela will provide our standard Accela Civic Application reports, as well as an allocation for new custom reports and training for business users to build their own reports using the Accela Ad hoc Report Writer. This will cover all reporting needs.
222	Development Services	Code Enforcement	CD.106	Ability to administer property code, building, zoning, and use violations within a central violation management system.	Ability to print code violation statistical information for user-defined timeframes and user-defined geographical parameters including: Property type	R - Reporting	Civic Platform/Back Office		Accela will provide our standard Accela Civic Application reports, as well as an allocation for new custom reports and training for business users to build their own reports using the Accela Ad hoc Report Writer. This will cover all reporting needs.
223	Development Services	Code Enforcement	CD.106	Ability to administer property code, building, zoning, and use violations within a central violation management system.	Ability to print form letter and follow-up notice for each code violation type either automatically or on-demand.	Y - Yes	Civic Platform/Back Office		
224	Development Services	Code Enforcement	CD.106	Ability to administer property code, building, zoning, and use violations within a central violation management system.	Ability to process multiple code enforcement hearing documenting each hearing individually, including related adjudication assessments.	Y - Yes	Civic Platform/Back Office		

Seminole County FL - RFP
Attachment #2: Software Specifications

225	Development Services	Code Enforcement	CD.106	Ability to administer property code, building, zoning, and use violations within a central violation management system.	Ability to provide an automatic assessment of administrative fees.	Y - Yes	Civic Platform/Back Office		
226	Development Services	Code Enforcement	CD.106	Ability to administer property code, building, zoning, and use violations within a central violation management system.	Ability to query a specific address for its permit history, listing it in summary format.	Y - Yes	Civic Platform/Back Office		
227	Development Services	Code Enforcement	CD.106	Ability to administer property code, building, zoning, and use violations within a central violation management system.	Ability to query a specific contractor for permit activity including: Date Range; Permits Applied For; Open Permits; Closed Permits; Expired Permits.	R - Reporting	Civic Platform/Back Office		Accelea will provide our standard Accelea Civic Application reports, as well as an allocation for new custom reports and training for business users to build their own reports using the Accelea Ad hoc Report Writer. This will cover all reporting needs.
228	Development Services	Code Enforcement	CD.106	Ability to administer property code, building, zoning, and use violations within a central violation management system.	Ability to reassign given complaints and/or inspections based upon staff availability and operational requirements.	Y - Yes	Civic Platform/Back Office		
229	Development Services	Code Enforcement	CD.106	Ability to administer property code, building, zoning, and use violations within a central violation management system.	Ability to record and track that a property lien or pending lien has been levied against a property.	Y - Yes	Civic Platform/Back Office		
230	Development Services	Code Enforcement	CD.106	Ability to administer property code, building, zoning, and use violations within a central violation management system.	Ability to record fee history for revenue generation tracking and reporting purposes.	Y - Yes	Civic Platform/Back Office		
231	Development Services	Code Enforcement	CD.106	Ability to administer property code, building, zoning, and use violations within a central violation management system.	Ability to record unlimited date/time stamped comments related to the case.	Y - Yes	Civic Platform/Back Office		
232	Development Services	Code Enforcement	CD.106	Ability to administer property code, building, zoning, and use violations within a central violation management system.	Ability to schedule code enforcement officer activity by: Geographic location of violation; Violation type; Time of day; Day of the week; Certification level.	Y - Yes	Civic Platform/Back Office		
233	Development Services	Code Enforcement	CD.106	Ability to administer property code, building, zoning, and use violations within a central violation management system.	Ability to select a specific entry from the above query, taking you to the permit detail screen.	Y - Yes	Civic Platform/Back Office		
234	Development Services	Code Enforcement	CD.106	Ability to administer property code, building, zoning, and use violations within a central violation management system.	Ability to send appropriate correspondence as part of a pre-defined work flow process, or manually at the discretion of staff.	Y - Yes	Civic Platform/Back Office		
235	Development Services	Code Enforcement	CD.106	Ability to administer property code, building, zoning, and use violations within a central violation management system.	Ability to send automatic email notifications to internal/external review levels (e.g., Health Department, Fire Department, Animal Control) during processing.	Y - Yes	Civic Platform/Back Office		
236	Development Services	Code Enforcement	CD.106	Ability to administer property code, building, zoning, and use violations within a central violation management system.	Ability to track and document complaints by business, including: Action Taken	Y - Yes	Civic Platform/Back Office		
237	Development Services	Code Enforcement	CD.106	Ability to administer property code, building, zoning, and use violations within a central violation management system.	Ability to track and document complaints by business, including: Actual Inspection date	Y - Yes	Civic Platform/Back Office		
238	Development Services	Code Enforcement	CD.106	Ability to administer property code, building, zoning, and use violations within a central violation management system.	Ability to track and document complaints by business, including: Complaint #	Y - Yes	Civic Platform/Back Office		
239	Development Services	Code Enforcement	CD.106	Ability to administer property code, building, zoning, and use violations within a central violation management system.	Ability to track and document complaints by business, including: Complaint violation type	Y - Yes	Civic Platform/Back Office		
240	Development Services	Code Enforcement	CD.106	Ability to administer property code, building, zoning, and use violations within a central violation management system.	Ability to track and document complaints by business, including: Date Cleared	Y - Yes	Civic Platform/Back Office		

Seminole County FL - RFP
Attachment #2: Software Specifications

241	Development Services	Code Enforcement	CD.106	Ability to administer property code, building, zoning, and use violations within a central violation management system.	Ability to track and document complaints by business, including: Date of complaint	Y - Yes	Civic Platform/Back Office		
242	Development Services	Code Enforcement	CD.106	Ability to administer property code, building, zoning, and use violations within a central violation management system.	Ability to track and document complaints by business, including: Hearing Date	Y - Yes	Civic Platform/Back Office		
243	Development Services	Code Enforcement	CD.106	Ability to administer property code, building, zoning, and use violations within a central violation management system.	Ability to track and document complaints by business, including: Report of Findings	Y - Yes	Civic Platform/Back Office		
244	Development Services	Code Enforcement	CD.106	Ability to administer property code, building, zoning, and use violations within a central violation management system.	Ability to track and document complaints by business, including: Scheduled Inspection date	Y - Yes	Civic Platform/Back Office		
245	Development Services	Code Enforcement	CD.106	Ability to administer property code, building, zoning, and use violations within a central violation management system.	Ability to track and document complaints by business, including: Violation	Y - Yes	Civic Platform/Back Office		
246	Development Services	Code Enforcement	CD.106	Ability to administer property code, building, zoning, and use violations within a central violation management system.	Ability to track and document complaints by business, including: Violators name/contact info	Y - Yes	Civic Platform/Back Office		
247	Development Services	Code Enforcement	CD.106	Ability to administer property code, building, zoning, and use violations within a central violation management system.	Ability to track annual and ad hoc inspection of all types of dwelling units.	Y - Yes	Civic Platform/Back Office		
248	Development Services	Code Enforcement	CD.106	Ability to administer property code, building, zoning, and use violations within a central violation management system.	Ability to track case status including dates that the status changed.	Y - Yes	Civic Platform/Back Office		
249	Development Services	Code Enforcement	CD.106	Ability to administer property code, building, zoning, and use violations within a central violation management system.	Ability to track multiple types of complaints (e.g., contractor complaint versus property complaint).	Y - Yes	Civic Platform/Back Office		
250	Development Services	Code Enforcement	CD.106	Ability to administer property code, building, zoning, and use violations within a central violation management system.	Ability to track the number of days that a case has been in process, from initiation to completion.	Y - Yes	Civic Platform/Back Office		
251	Development Services	Code Enforcement	CD.106	Ability to administer property code, building, zoning, and use violations within a central violation management system.	Ability to update property owner information on all open/expired permits and all open code violations.	Y - Yes	Civic Platform/Back Office		
252	Development Services	Code Enforcement	CD.106	Ability to administer property code, building, zoning, and use violations within a central violation management system.	Ability to use an existing case as a template for creating similar case records.	Y - Yes	Civic Platform/Back Office		
253	Development Services	Code Enforcement	CD.106	Ability to administer property code, building, zoning, and use violations within a central violation management system.	Ability to utilize GIS graphic display to identify a geographical area, which would then serve as the address delimiters for existing reports.	Y - Yes	Civic Platform/Back Office		
254	Development Services	Code Enforcement	CD.106	Ability to administer property code, building, zoning, and use violations within a central violation management system.	Ability to view all fees and their status on a single window	Y - Yes	Civic Platform/Back Office		
255	Development Services	Code Enforcement	CD.106	Ability to administer property code, building, zoning, and use violations within a central violation management system.	Ability to view existing attachments either on the field personnel mobile device or a departmental desk top workstation.	Y - Yes	Civic Platform/Back Office		
256	Development Services	Code Enforcement	CD.106	Ability to administer property code, building, zoning, and use violations within a central violation management system.	Ability to view the violation code/description drop-down list either on-line.	Y - Yes	Civic Platform/Back Office		
257	Development Services	Code Enforcement	CD.106	Ability to administer property code, building, zoning, and use violations within a central violation management system.	Provide a code enforcement module that is integrated with all other system modules.	Y - Yes	Civic Platform/Back Office		
258	Development Services	Code Enforcement	CD.107	Provide a violation history review lookup capability by location, address, violation type, property, etc.	Ability to accommodate an updateable, user-defined fee/fine structure.	Y - Yes	Civic Platform/Back Office		

Seminole County FL - RFP
Attachment #2: Software Specifications

259	Development Services	Code Enforcement	CD.107	Provide a violation history review lookup capability by location, address, violation type, property, etc.	Ability to allow the user to search for specific violation types.	Y - Yes	Civic Platform/Back Office		
260	Development Services	Code Enforcement	CD.107	Provide a violation history review lookup capability by location, address, violation type, property, etc.	Ability to allow the user to search prior premises history on property with codes violations.	Y - Yes	Civic Platform/Back Office		
261	Development Services	Code Enforcement	CD.107	Provide a violation history review lookup capability by location, address, violation type, property, etc.	Ability to associate multiple violations with a single case.	Y - Yes	Civic Platform/Back Office		
262	Development Services	Code Enforcement	CD.107	Provide a violation history review lookup capability by location, address, violation type, property, etc.	Ability to define default fines associated with a case type.	Y - Yes	Civic Platform/Back Office		
263	Development Services	Code Enforcement	CD.107	Provide a violation history review lookup capability by location, address, violation type, property, etc.	Ability to filter by codes violations and process reports.	Y - Yes	Civic Platform/Back Office		
264	Development Services	Code Enforcement	CD.107	Provide a violation history review lookup capability by location, address, violation type, property, etc.	Ability to flag a violation as a repeat violation	Y - Yes	Civic Platform/Back Office & Accela Mobile		
265	Development Services	Code Enforcement	CD.107	Provide a violation history review lookup capability by location, address, violation type, property, etc.	Ability to flag a violation as a repeat violation for fine escalation purposes in a rolling 12 month period.	Y - Yes	Civic Platform/Back Office & Accela Mobile		
266	Development Services	Code Enforcement	CD.107	Provide a violation history review lookup capability by location, address, violation type, property, etc.	Ability to limit the viewing of Public Safety documentation attached to a violation based on security permissions.	Y - Yes	Civic Platform/Back Office		
267	Development Services	Code Enforcement	CD.107	Provide a violation history review lookup capability by location, address, violation type, property, etc.	Ability to place a hold on permits if code enforcement violations and/or fines are outstanding.	Y - Yes	Civic Platform/Back Office		
268	Development Services	Code Enforcement	CD.107	Provide a violation history review lookup capability by location, address, violation type, property, etc.	Ability to store incident reports and other Public Safety documentation.	Y - Yes	Civic Platform/Back Office		
269	Development Services	Code Enforcement	CD.107	Provide a violation history review lookup capability by location, address, violation type, property, etc.	Ability to track fines through final collection process.	Y - Yes	Civic Platform/Back Office		
270	Development Services	Code Enforcement	CD.107	Provide a violation history review lookup capability by location, address, violation type, property, etc.	Ability to track multiple violations and citations on one property.	Y - Yes	Civic Platform/Back Office		
271	Development Services	Code Enforcement	CD.108	Enable citizens to submit code violations and receive real-time case status information online.	Ability to accept submission from the Public electronically, preferably through a web-facing portal.	Y - Yes	Civic Platform/Accela Citizen Access (ACA)		
272	Development Services	Code Enforcement	CD.108	Enable citizens to submit code violations and receive real-time case status information online.	Ability to allow citizens to check the status of a logged complaint online via a portal from the County's website.	Y - Yes	Civic Platform/Accela Citizen Access (ACA)		
273	Development Services	Code Enforcement	CD.108	Enable citizens to submit code violations and receive real-time case status information online.	Ability to allow citizens to log complaints online via a portal from the County's website.	Y - Yes	Civic Platform/Accela Citizen Access (ACA)		
274	Development Services	Code Enforcement	CD.109	Provide citizens with a means of reporting violations so they can be acted upon through a service request management system. This capability will allow staff to see the past histories of reports from an address, property, or individual.	Ability for citizens to provide notice of possible violations using a series of guiding questions to identify, classify, submit, and route the request to the service area(s) most likely responsible.	Y - Yes	Civic Platform/Accela Citizen Access (ACA)		
275	Development Services	Business Licensing	CD.110	Provide the means of capturing delinquencies for expired (non-renewed) business licenses that are past due so they can be flagged for immediate violation and prevented for operating in the County.	Provide a license history, with an audit screen, shows a record of activity during the account life cycle (i.e., creation date, bill dates, comments).	R - Reporting	Civic Platform/Back Office		Accela will provide our standard Accela Civic Application reports, as well as an allocation for new custom reports and training for business users to build their own reports using the Accela Ad hoc Report Writer. This will cover all reporting needs.

Seminole County FL - RFP
Attachment #2: Software Specifications

276	Development Services	Business Licensing	CD.110	Provide the means of capturing delinquencies for expired (non-renewed) business licenses that are past due so they can be flagged for immediate violation and prevented for operating in the County.	Provide a report of delinquent accounts and escalation workflows to confirm the operational status of the business.	R - Reporting	Civic Platform/Back Office		Accela will provide our standard Accela Civic Application reports, as well as an allocation for new custom reports and training for business users to build their own reports using the Accela Ad hoc Report Writer. This will cover all reporting needs.
277	Development Services	Contractor Licensing	CD.111	Enable the tracking of active certificates of insurance so businesses are notified to provide updates before or at expiration.	Ability to track information for licenses, such as liability insurance and workman's compensation insurance.	Y - Yes	Civic Platform/Back Office		
278	Development Services	Business Licensing	CD.112	Provide an online application for all types of business licenses enabling new and renewals to be administered through a portal or online experience.	Ability for applicant to request an inspection appointment online	Y - Yes	Civic Platform/Accela Citizen Access (ACA)		
279	Development Services	Business Licensing	CD.112	Provide an online application for all types of business licenses enabling new and renewals to be administered through a portal or online experience.	Ability to accept submission from the Public electronically, preferably through a web-facing portal.	Y - Yes	Civic Platform/Accela Citizen Access (ACA)		
280	Development Services	Business Licensing	CD.112	Provide an online application for all types of business licenses enabling new and renewals to be administered through a portal or online experience.	Ability to accept various forms of payments (e.g., cash, check, credit card, electronic transfer (ETF)).	Y - Yes	Civic Platform/Accela Citizen Access (ACA)		
281	Development Services	Business Licensing	CD.112	Provide an online application for all types of business licenses enabling new and renewals to be administered through a portal or online experience.	Ability to access details for submittals, such as unique ID, status, address.	Y - Yes	Civic Platform/Accela Citizen Access (ACA)		
282	Development Services	Business Licensing	CD.112	Provide an online application for all types of business licenses enabling new and renewals to be administered through a portal or online experience.	Ability to check related records associated with the main (parent) permit, application or service request.	Y - Yes	Civic Platform/Accela Citizen Access (ACA)		
283	Development Services	Business Licensing	CD.112	Provide an online application for all types of business licenses enabling new and renewals to be administered through a portal or online experience.	Ability to enter notes for an inspector to view.	Y - Yes	Civic Platform/Accela Citizen Access (ACA)		
284	Development Services	Business Licensing	CD.112	Provide an online application for all types of business licenses enabling new and renewals to be administered through a portal or online experience.	Ability to support the delivery of renewal applications of licenses from multiple delivery options, including but not limited to e-mail and website.	Y - Yes	Civic Platform/Accela Citizen Access (ACA)		
285	Development Services	Business Licensing	CD.112	Provide an online application for all types of business licenses enabling new and renewals to be administered through a portal or online experience.	Ability to view detailed information, such as inspection type, unique ID, scheduled time, assigned inspector, inspection contact, status and status history by permit holder.	Y - Yes	Civic Platform/Accela Citizen Access (ACA)		
286	Development Services	Business Licensing	CD.112	Provide an online application for all types of business licenses enabling new and renewals to be administered through a portal or online experience.	Provide lookup functionality for certain user-defined information access based on any combination of discrete data elements (e.g., collections of records, permit application number, inspections and fees grouped by project, submittal date).	Y - Yes	Civic Platform/Accela Citizen Access (ACA)		
287	Development Services	Contractor Licensing	CD.113	Enable the County to track professional licenses necessary to operate or perform business activities for business licensure or for construction permitting.	Ability to track information for Professional Licenses, such as: Certification	Y - Yes	Civic Platform/Back Office		
288	Development Services	Contractor Licensing	CD.113	Enable the County to track professional licenses necessary to operate or perform business activities for business licensure or for construction permitting.	Ability to track information for Professional Licenses, such as: Date of Expiration	Y - Yes	Civic Platform/Back Office		
289	Development Services	Contractor Licensing	CD.113	Enable the County to track professional licenses necessary to operate or perform business activities for business licensure or for construction permitting.	Ability to track information for Professional Licenses, such as: Eligibility	Y - Yes	Civic Platform/Back Office		
290	Development Services	Contractor Licensing	CD.113	Enable the County to track professional licenses necessary to operate or perform business activities for business licensure or for construction permitting.	Ability to track information for Professional Licenses, such as: Liability insurance info i.e. including expiration date	Y - Yes	Civic Platform/Back Office		

Seminole County FL - RFP
Attachment #2: Software Specifications

291	Development Services	Contractor Licensing	CD.113	Enable the County to track professional licenses necessary to operate or perform business activities for business licensure or for construction permitting.	Ability to track information for Professional Licenses, such as: Name of Business	Y - Yes	Civic Platform/Back Office		
292	Development Services	Contractor Licensing	CD.113	Enable the County to track professional licenses necessary to operate or perform business activities for business licensure or for construction permitting.	Ability to track information for Professional Licenses, such as: Professional Address	Y - Yes	Civic Platform/Back Office		
293	Development Services	Contractor Licensing	CD.113	Enable the County to track professional licenses necessary to operate or perform business activities for business licensure or for construction permitting.	Ability to track information for Professional Licenses, such as: Professional Name	Y - Yes	Civic Platform/Back Office		
294	Development Services	Contractor Licensing	CD.113	Enable the County to track professional licenses necessary to operate or perform business activities for business licensure or for construction permitting.	Ability to track information for Professional Licenses, such as: State/Locally issued	Y - Yes	Civic Platform/Back Office		
295	Development Services	Contractor Licensing	CD.113	Enable the County to track professional licenses necessary to operate or perform business activities for business licensure or for construction permitting.	Ability to track information for Professional Licenses, such as: Testing Data	Y - Yes	Civic Platform/Back Office		
296	Development Services	Contractor Licensing	CD.113	Enable the County to track professional licenses necessary to operate or perform business activities for business licensure or for construction permitting.	Ability to track information for Professional Licenses, such as: Type of license	Y - Yes	Civic Platform/Back Office		
297	Development Services	Contractor Licensing	CD.113	Enable the County to track professional licenses necessary to operate or perform business activities for business licensure or for construction permitting.	Ability to track information for Professional Licenses, such as: Workman's Compensation Insurance info including expiration date	Y - Yes	Civic Platform/Back Office		
298	Development Services	Business Licensing	CD.114	Enable the system to generate annual renewal notifications for expiring licenses so they can provide notice of renewal via email and templated correspondence in MS Office.	Ability to adjust paid or unpaid bills to accommodate business closures or incorrectly billed fees with appropriate user permissions, for example	Y - Yes	Civic Platform/Back Office		
299	Development Services	Business Licensing	CD.114	Enable the system to generate annual renewal notifications for expiring licenses so they can provide notice of renewal via email and templated correspondence in MS Office.	Ability to drill down to inspections and violations from account master.	Y - Yes	Civic Platform/Back Office		
300	Development Services	Business Licensing	CD.114	Enable the system to generate annual renewal notifications for expiring licenses so they can provide notice of renewal via email and templated correspondence in MS Office.	Ability to handle business license renewals that assign charges based on a multi-year phase-in schedule.	Y - Yes	Civic Platform/Back Office		
301	Development Services	Business Licensing	CD.114	Enable the system to generate annual renewal notifications for expiring licenses so they can provide notice of renewal via email and templated correspondence in MS Office.	Ability to send out via email and/or paper output renewal notices based on user defined criteria through mail merge templates to provide notice of renewal via email and templated correspondence using MS Office.	Y - Yes	Civic Platform/Back Office		
302	Development Services	Business Licensing	CD.114	Enable the system to generate annual renewal notifications for expiring licenses so they can provide notice of renewal via email and templated correspondence in MS Office.	Ability to support the delivery of renewal applications of licenses from multiple delivery options, including but not limited to e-mail and website.	Y - Yes	Civic Platform/Back Office		
303	Development Services	Business Licensing	CD.114	Enable the system to generate annual renewal notifications for expiring licenses so they can provide notice of renewal via email and templated correspondence in MS Office.	Provide a report of delinquent accounts.	R - Reporting	Civic Platform/Back Office		Accela will provide our standard Accela Civic Application reports, as well as an allocation for new custom reports and training for business users to build their own reports using the Accela Ad hoc Report Writer. This will cover all reporting needs.
304	Development Services	Business Licensing	CD.114	Enable the system to generate annual renewal notifications for expiring licenses so they can provide notice of renewal via email and templated correspondence in MS Office.	Provide a view inspections, violations, and property records associated with a specific business (through integration with a permit/code enforcement system).	Y - Yes	Civic Platform/Back Office		

Seminole County FL - RFP
Attachment #2: Software Specifications

305	Development Services	Business Licensing	CD.115	Provide options to configure an approval workflow enabled multiple reviewers (departments) to coordinate their approvals for new licenses.	Ability for users or administrator to forward workflows based on workflow process whenever a user is unavailable (e.g. unavailable due to vacation time).	Y - Yes	Civic Platform/Back Office		
306	Development Services	Business Licensing	CD.115	Provide options to configure an approval workflow enabled multiple reviewers (departments) to coordinate their approvals for new licenses.	Ability to analyze and report on workflow performance to identify constraints and bottlenecks for management review and intervention (e.g., graphical workflow printout with flags). The County would like to assign primary and backup user roles in the system. The primary user role would provide default permissions for system functions for a given user. The backup user role would be in situations where the user's permissions need to be reset for purposes of covering for staff who may be on leave or for situations when additional staff need to be assigned to augment the processing of backlog(s).	R - Reporting	Civic Platform/Back Office		Acela will provide our standard Acela Civic Application reports, as well as an allocation for new custom reports and training for business users to build their own reports using the Acela Ad hoc Report Writer. This will cover all reporting needs.
307	Development Services	Business Licensing	CD.115	Provide options to configure an approval workflow enabled multiple reviewers (departments) to coordinate their approvals for new licenses.	Ability to assign different levels of approval for the same user.	Y - Yes	Civic Platform/Back Office		
308	Development Services	Business Licensing	CD.115	Provide options to configure an approval workflow enabled multiple reviewers (departments) to coordinate their approvals for new licenses.	Ability to escalate workflow assignments based on a predefined period of no response or action.	Y - Yes	Civic Platform/Back Office		
309	Development Services	Business Licensing	CD.115	Provide options to configure an approval workflow enabled multiple reviewers (departments) to coordinate their approvals for new licenses.	Ability to initiate and track the approval process.	Y - Yes	Civic Platform/Back Office		
310	Development Services	Business Licensing	CD.115	Provide options to configure an approval workflow enabled multiple reviewers (departments) to coordinate their approvals for new licenses.	Ability to maintain separation of duties related to workflow approval processes.	Y - Yes	Civic Platform/Back Office		
311	Development Services	Business Licensing	CD.115	Provide options to configure an approval workflow enabled multiple reviewers (departments) to coordinate their approvals for new licenses.	Ability to provide the County with the means of configuring its own notifications.	Y - Yes	Civic Platform/Back Office		
312	Development Services	Business Licensing	CD.115	Provide options to configure an approval workflow enabled multiple reviewers (departments) to coordinate their approvals for new licenses.	Ability to set workflow rules by any of the following User; Role; Jurisdiction; Department; Division; Thresholds; Percentage Argument; Numerical Argument, permit, license or inspection type, route/territory and process type.	Y - Yes	Civic Platform/Back Office		
313	Development Services	Business Licensing	CD.115	Provide options to configure an approval workflow enabled multiple reviewers (departments) to coordinate their approvals for new licenses.	Based on role-based security, the ability to delete a step in workflow process or all steps for given workflow and to re-release the item to workflow.	Y - Yes	Civic Platform/Back Office		
314	Development Services	Business Licensing	CD.115	Provide options to configure an approval workflow enabled multiple reviewers (departments) to coordinate their approvals for new licenses.	Provide escalation paths based on user-defined criteria (e.g., minimum period of no response).	Y - Yes	Civic Platform/Back Office		
315	Development Services	Business Licensing	CD.115	Provide options to configure an approval workflow enabled multiple reviewers (departments) to coordinate their approvals for new licenses.	Provide workflow functionality in all system modules.	Y - Yes	Civic Platform/Back Office		
316	Development Services	Business Licensing	CD.115	Provide options to configure an approval workflow enabled multiple reviewers (departments) to coordinate their approvals for new licenses.	Provide workflow notifications via dashboard web-part, KPI, or email.	Y - Yes	Civic Platform/Back Office		
317	Development Services	Business Licensing	CD.115	Provide options to configure an approval workflow enabled multiple reviewers (departments) to coordinate their approvals for new licenses.	Role-based ability to authorize users to create, modify, delete and audit workflows.	Y - Yes	Civic Platform/Back Office		
318	Development Services	Business Licensing	CD.116	Fees are system calculated for all standard licenses with the option prorate for a half year of licensing fees.	Ability to adjust paid or unpaid bills to accommodate business closures or incorrectly billed fees with appropriate user permissions, for example	Y - Yes	Civic Platform/Back Office		

Seminole County FL - RFP
Attachment #2: Software Specifications

319	Development Services	Business Licensing	CD.116	Fees are system calculated for all standard licenses with the option prorate for a half year of licensing fees.	Ability to assign differing workflow approvals based upon license type with the ability to override, based upon security level.	Y - Yes	Civic Platform/Back Office		
320	Development Services	Business Licensing	CD.116	Fees are system calculated for all standard licenses with the option prorate for a half year of licensing fees.	Ability to attach scanned documents, image files, etc. to a business account or license that can be launched for viewing within the application.	Y - Yes	Civic Platform/Back Office		
321	Development Services	Business Licensing	CD.116	Fees are system calculated for all standard licenses with the option prorate for a half year of licensing fees.	Ability to automatically assign late fees (charges) to any overdue bill, along with a late filing penalty, if applicable.	Y - Yes	Civic Platform/Back Office		
322	Development Services	Business Licensing	CD.116	Fees are system calculated for all standard licenses with the option prorate for a half year of licensing fees.	Ability to base actual or estimated license applications on specific information such as gross receipts or sales volume.	Y - Yes	Civic Platform/Back Office		
323	Development Services	Business Licensing	CD.116	Fees are system calculated for all standard licenses with the option prorate for a half year of licensing fees.	Ability to calculate charges as Incidental, Flat, or from a Rate Table, or any combination.	Y - Yes	Civic Platform/Back Office		
324	Development Services	Business Licensing	CD.116	Fees are system calculated for all standard licenses with the option prorate for a half year of licensing fees.	Ability to create license rates tables that apply to gross receipts over a maximum amount.	Y - Yes	Civic Platform/Back Office		
325	Development Services	Business Licensing	CD.116	Fees are system calculated for all standard licenses with the option prorate for a half year of licensing fees.	Ability to create necessary charge codes for each possible kind of license that hold fixed dollar values, and GL accounts used when recording journal entries.	Y - Yes	Civic Platform/Back Office		
326	Development Services	Business Licensing	CD.116	Fees are system calculated for all standard licenses with the option prorate for a half year of licensing fees.	Ability to create user-defined data at the account and/or license detail level.	Y - Yes	Civic Platform/Back Office		
327	Development Services	Business Licensing	CD.116	Fees are system calculated for all standard licenses with the option prorate for a half year of licensing fees.	Ability to expire license types based on user defined criteria.	Y - Yes	Civic Platform/Back Office		
328	Development Services	Business Licensing	CD.116	Fees are system calculated for all standard licenses with the option prorate for a half year of licensing fees.	Ability to flag a professional license based on user-defined criteria.	Y - Yes	Civic Platform/Back Office		
329	Development Services	Business Licensing	CD.116	Fees are system calculated for all standard licenses with the option prorate for a half year of licensing fees.	Ability to generate agenda items for the Licensing Hearing Board.	Y - Yes	Civic Platform/Back Office		
330	Development Services	Business Licensing	CD.116	Fees are system calculated for all standard licenses with the option prorate for a half year of licensing fees.	Ability to handle business license renewals that assign charges based on a multi-year phase-in schedule.	Y - Yes	Civic Platform/Back Office		
331	Development Services	Business Licensing	CD.116	Fees are system calculated for all standard licenses with the option prorate for a half year of licensing fees.	Ability to have unlimited license types (e.g., County contractor, Occupational, Peddler) as defined by an authorized user.	Y - Yes	Civic Platform/Back Office		
332	Development Services	Business Licensing	CD.116	Fees are system calculated for all standard licenses with the option prorate for a half year of licensing fees.	Ability to identify and track testing information during the application process.	Y - Yes	Civic Platform/Back Office		
333	Development Services	Business Licensing	CD.116	Fees are system calculated for all standard licenses with the option prorate for a half year of licensing fees.	Ability to link the professional login information to the permitting application online process.	Y - Yes	Civic Platform/Back Office		
334	Development Services	Business Licensing	CD.116	Fees are system calculated for all standard licenses with the option prorate for a half year of licensing fees.	Ability to print single or batch applications for licenses or notices.	Y - Yes	Civic Platform/Back Office		
335	Development Services	Business Licensing	CD.116	Fees are system calculated for all standard licenses with the option prorate for a half year of licensing fees.	Ability to prorate license fees based upon the number of months remaining in an application cycle.	Y - Yes	Civic Platform/Back Office		
336	Development Services	Business Licensing	CD.116	Fees are system calculated for all standard licenses with the option prorate for a half year of licensing fees.	Ability to support the delivery of renewal applications of licenses from multiple delivery options, including but not limited to e-mail and website.	Y - Yes	Civic Platform/Back Office		
337	Development Services	Business Licensing	CD.116	Fees are system calculated for all standard licenses with the option prorate for a half year of licensing fees.	Ability to tailor data collection, billing, and reporting through each of the following: Accounts Receivable codes	Y - Yes	Civic Platform/Back Office		
338	Development Services	Business Licensing	CD.116	Fees are system calculated for all standard licenses with the option prorate for a half year of licensing fees.	Ability to tailor data collection, billing, and reporting through each of the following: Audit trail to capture all changes	Y - Yes	Civic Platform/Back Office		
339	Development Services	Business Licensing	CD.116	Fees are system calculated for all standard licenses with the option prorate for a half year of licensing fees.	Ability to tailor data collection, billing, and reporting through each of the following: Bill cycle codes	Y - Yes	Civic Platform/Back Office		

Seminole County FL - RFP
Attachment #2: Software Specifications

340	Development Services	Business Licensing	CD.116	Fees are system calculated for all standard licenses with the option prorate for a half year of licensing fees.	Ability to tailor data collection, billing, and reporting through each of the following: Business codes	Y - Yes	Civic Platform/Back Office		
341	Development Services	Business Licensing	CD.116	Fees are system calculated for all standard licenses with the option prorate for a half year of licensing fees.	Ability to tailor data collection, billing, and reporting through each of the following: Charge codes	Y - Yes	Civic Platform/Back Office		
342	Development Services	Business Licensing	CD.116	Fees are system calculated for all standard licenses with the option prorate for a half year of licensing fees.	Ability to tailor data collection, billing, and reporting through each of the following: County codes	Y - Yes	Civic Platform/Back Office		
343	Development Services	Business Licensing	CD.116	Fees are system calculated for all standard licenses with the option prorate for a half year of licensing fees.	Interfaces to the Financial System Accounts Receivable module to post payments, handle bill printing, and reversals.	Y - Yes	Civic Platform/Back Office		Accela also optionally proposes Velosimo as an iPaaS to manage the integrations. Cost is included on the Options worksheet in Appendix F.
344	Development Services	Business Licensing	CD.116	Fees are system calculated for all standard licenses with the option prorate for a half year of licensing fees.	Provide alerts to user when a license is about to expire.	Y - Yes	Civic Platform/Back Office		
345	Development Services	Business Licensing	CD.116	Fees are system calculated for all standard licenses with the option prorate for a half year of licensing fees.	Provide appropriate login security for information access.	Y - Yes	Civic Platform/Back Office		
346	Development Services	Business Licensing	CD.117	Ability to provide multiple files of supporting information that can be used to accompany the application as required for approvals (e.g. site plan, business plan, menu, lease, insurance, training, etc.)	Provide the applicants the ability to submit supporting information supporting a business license application through a web portal (e.g. proofs of insurance, state licensure, etc.).	Y - Yes	Civic Platform/Back Office		
347	Development Services	Contractor Licensing	CD.118	Contractors submit their credentials through their own account via an online portals to represent their business contacts, staff, and associated trade licenses. This can relieve the community for maintaining these licenses on behalf of their contractors.	Ability for users to employ a single username/password combination for all security-enabled functionality via online portal.	Y - Yes	Civic Platform/Accela Citizen Access (ACA)		
348	Development Services	Contractor Licensing	CD.118	Contractors submit their credentials through their own account via an online portals to represent their business contacts, staff, and associated trade licenses. This can relieve the community for maintaining these licenses on behalf of their contractors.	Ability to allow a logged-in user to view all security-enabled information related to them.	Y - Yes	Civic Platform/Accela Citizen Access (ACA)		
349	Development Services	Contractor Licensing	CD.118	Contractors submit their credentials through their own account via an online portals to represent their business contacts, staff, and associated trade licenses. This can relieve the community for maintaining these licenses on behalf of their contractors.	Ability to allow an applicant to save work in progress with the ability to edit prior to submission (i.e., log out and then log back in without losing information).	Y - Yes	Civic Platform/Accela Citizen Access (ACA)		
350	Development Services	Contractor Licensing	CD.118	Contractors submit their credentials through their own account via an online portals to represent their business contacts, staff, and associated trade licenses. This can relieve the community for maintaining these licenses on behalf of their contractors.	Ability to allow an applicant to view the status of a request/submission after logging in.	Y - Yes	Civic Platform/Accela Citizen Access (ACA)		
351	Development Services	Contractor Licensing	CD.118	Contractors submit their credentials through their own account via an online portals to represent their business contacts, staff, and associated trade licenses. This can relieve the community for maintaining these licenses on behalf of their contractors.	Ability to allow certain information to be restricted for viewing only by users logged-in with appropriate credentials on portal.	Y - Yes	Civic Platform/Accela Citizen Access (ACA)		
352	Development Services	Contractor Licensing	CD.118	Contractors submit their credentials through their own account via an online portals to represent their business contacts, staff, and associated trade licenses. This can relieve the community for maintaining these licenses on behalf of their contractors.	Ability to enforce timeout thresholds.	Y - Yes	Civic Platform/Accela Citizen Access (ACA)		

Seminole County FL - RFP
Attachment #2: Software Specifications

353	Development Services	Contractor Licensing	CD.118	Contractors submit their credentials through their own account via an online portals to represent their business contacts, staff, and associated trade licenses. This can relieve the community for maintaining these licenses on behalf of their contractors.	Ability to generate an electronic signature based upon approved login credentials.	Y - Yes	Civic Platform/Accela Citizen Access (ACA)		
354	Development Services	Contractor Licensing	CD.118	Contractors submit their credentials through their own account via an online portals to represent their business contacts, staff, and associated trade licenses. This can relieve the community for maintaining these licenses on behalf of their contractors.	Ability to maintain permissions by applicant (need to inactivate an applicant) that has registered with the online portal.	Y - Yes	Civic Platform/Accela Citizen Access (ACA)		
355	Development Services	Contractor Licensing	CD.118	Contractors submit their credentials through their own account via an online portals to represent their business contacts, staff, and associated trade licenses. This can relieve the community for maintaining these licenses on behalf of their contractors.	Ability to pre-populate basic identity fields based on the account information stored with the user's ID/password.	Y - Yes	Civic Platform/Accela Citizen Access (ACA)		
356	Development Services	Contractor Licensing	CD.118	Contractors submit their credentials through their own account via an online portals to represent their business contacts, staff, and associated trade licenses. This can relieve the community for maintaining these licenses on behalf of their contractors.	Ability to require an authentication email to be acted upon in order to activate a new account.	Y - Yes	Civic Platform/Accela Citizen Access (ACA)		
357	Development Services	Contractor Licensing	CD.118	Contractors submit their credentials through their own account via an online portals to represent their business contacts, staff, and associated trade licenses. This can relieve the community for maintaining these licenses on behalf of their contractors.	Provide a security-enabled functionality set (i.e., user ID and password required) for online portal access.	Y - Yes	Civic Platform/Accela Citizen Access (ACA)		
358	Development Services	Contractor Licensing	CD.118	Contractors submit their credentials through their own account via an online portals to represent their business contacts, staff, and associated trade licenses. This can relieve the community for maintaining these licenses on behalf of their contractors.	Provide comprehensive security-enabled functionality across all system modules including but not limited to the following: Allow business license holders to renew online	Y - Yes	Civic Platform/Accela Citizen Access (ACA)		
359	Development Services	Contractor Licensing	CD.118	Contractors submit their credentials through their own account via an online portals to represent their business contacts, staff, and associated trade licenses. This can relieve the community for maintaining these licenses on behalf of their contractors.	Provide comprehensive security-enabled functionality across all system modules including but not limited to the following: Allow contractors to register or renew online	Y - Yes	Civic Platform/Accela Citizen Access (ACA)		
360	Development Services	Contractor Licensing	CD.118	Contractors submit their credentials through their own account via an online portals to represent their business contacts, staff, and associated trade licenses. This can relieve the community for maintaining these licenses on behalf of their contractors.	Provide comprehensive security-enabled functionality across all system modules including but not limited to the following: Allow rental license holders to renew online	Y - Yes	Civic Platform/Accela Citizen Access (ACA)		
361	Development Services	Contractor Licensing	CD.118	Contractors submit their credentials through their own account via an online portals to represent their business contacts, staff, and associated trade licenses. This can relieve the community for maintaining these licenses on behalf of their contractors.	Provide comprehensive security-enabled functionality across all system modules including but not limited to the following: Apply for a Permit	Y - Yes	Civic Platform/Accela Citizen Access (ACA)		
362	Development Services	Contractor Licensing	CD.118	Contractors submit their credentials through their own account via an online portals to represent their business contacts, staff, and associated trade licenses. This can relieve the community for maintaining these licenses on behalf of their contractors.	Provide comprehensive security-enabled functionality across all system modules including but not limited to the following: Permit applications (by permit type)	Y - Yes	Civic Platform/Accela Citizen Access (ACA)		

Seminole County FL - RFP
Attachment #2: Software Specifications

363	Development Services	Contractor Licensing	CD.118	Contractors submit their credentials through their own account via an online portals to represent their business contacts, staff, and associated trade licenses. This can relieve the community for maintaining these licenses on behalf of their contractors.	Provide comprehensive security-enabled functionality across all system modules including but not limited to the following: Request for inspection to be scheduled	Y - Yes	Civic Platform/Accela Citizen Access (ACA)		
364	Development Services	Contractor Licensing	CD.118	Contractors submit their credentials through their own account via an online portals to represent their business contacts, staff, and associated trade licenses. This can relieve the community for maintaining these licenses on behalf of their contractors.	Provide comprehensive security-enabled functionality across all system modules including but not limited to the following: Site Plan review request	Y - Yes	Civic Platform/Accela Citizen Access (ACA)		
365	Development Services	Contractor Licensing	CD.118	Contractors submit their credentials through their own account via an online portals to represent their business contacts, staff, and associated trade licenses. This can relieve the community for maintaining these licenses on behalf of their contractors.	Provide comprehensive security-enabled functionality across all system modules including but not limited to the following: View status and results of inspections	Y - Yes	Civic Platform/Accela Citizen Access (ACA)		
366	Development Services	Contractor Licensing	CD.118	Contractors submit their credentials through their own account via an online portals to represent their business contacts, staff, and associated trade licenses. This can relieve the community for maintaining these licenses on behalf of their contractors.	Provide contractors the ability to submit supporting information supporting a business license application through a web portal (e.g. proofs of insurance, state licensure, etc.).	Y - Yes	Civic Platform/Accela Citizen Access (ACA)		
367	Development Services	Cashiering	CD.119	POS capabilities are available for all permit/activity types for which payment can be receipted at the transactional level.	Ability to determines permit fees on the basis of a standard fee schedule.	Y - Yes	Civic Platform/Back Office		
368	Development Services	Cashiering	CD.119	POS capabilities are available for all permit/activity types for which payment can be receipted at the transactional level.	Ability to include and distinguish County, County and state fees.	Y - Yes	Civic Platform/Back Office		
369	Development Services	Cashiering	CD.119	POS capabilities are available for all permit/activity types for which payment can be receipted at the transactional level.	Ability to track fee collections and receivables, provide for late penalties as appropriate, and generate payment receipts.	Y - Yes	Civic Platform/Back Office		
370	Development Services	Cashiering	CD.119	POS capabilities are available for all permit/activity types for which payment can be receipted at the transactional level.	Provide a display of fee amount on screen when application is entered.	Y - Yes	Civic Platform/Back Office		
371	Development Services	Cashiering	CD.119	POS capabilities are available for all permit/activity types for which payment can be receipted at the transactional level.	Provide for calculation of standard fees with effective dates using user provided formulas or tables, with history of any changes made.	Y - Yes	Civic Platform/Back Office		
372	Development Services	Cashiering	CD.119	POS capabilities are available for all permit/activity types for which payment can be receipted at the transactional level.	Provide integration to general ledger for posting cash entries to proper accounts.	Y - Yes	Civic Platform/Back Office		
373	Development Services	Cashiering	CD.120	POS capabilities provide an option for all forms of payment	Ability to accept multiple forms of electronic payments online and through counter based point-of-sale locations.	Y - Yes	Civic Platform/Back Office		
374	Development Services	Cashiering	CD.121	POS can include multiple types of permit activities for a single payment transaction. Online payments can be receipted for all activities that can collected via POS system.	Ability to support multiple forms of payment submitted for a single payment transaction.	Y - Yes	Civic Platform/Back Office		
375	Development Services	Cashiering	CD.122	POS receipts are associated with specific GL codes and automatically create appropriate journal entries for each batch processed because the cashiering module is integrated with the GL in the ERP.	Provide integration to general ledger for posting cash entries to proper accounts.	Y - Yes	Civic Platform/Back Office		

Seminole County FL - RFP
Attachment #2: Software Specifications

376	Development Services	Permit Reporting	CD.123	Special events are managed by geographic location of impact area for defining extent of boundary area (e.g. polygon, point, line, etc.).	System provides the ability to define locations for transactions (e.g. permit, violation, special event permit, etc.) not associated with a parcel or address via location coordinates (e.g. permits in the right-of-way, site condominium common areas, etc.)	Y - Yes	Civic Platform/Back Office		
377	Development Services	Permit Reporting	CD.124	Special events are timebound and transparent to users so they can identify possible conflicts with existing permitting activity in progress	Ability for end users to easily generate ad hoc reports without significant training on provided reporting tools: Applications submitted within a user-defined date range	R - Reporting	Civic Platform/Back Office		Available via Accela's Ad hoc Report Writer.
378	Development Services	Permit Reporting	CD.124	Special events are timebound and transparent to users so they can identify possible conflicts with existing permitting activity in progress	Ability for end users to easily generate ad hoc reports without significant training on provided reporting tools: Certificates of Occupancy activity (including temporary C of Os)	R - Reporting	Civic Platform/Back Office		Available via Accela's Ad hoc Report Writer.
379	Development Services	Permit Reporting	CD.124	Special events are timebound and transparent to users so they can identify possible conflicts with existing permitting activity in progress	Ability for end users to easily generate ad hoc reports without significant training on provided reporting tools: Inspections performed within a user-defined date range	R - Reporting	Civic Platform/Back Office		Available via Accela's Ad hoc Report Writer.
380	Development Services	Permit Reporting	CD.124	Special events are timebound and transparent to users so they can identify possible conflicts with existing permitting activity in progress	Ability for end users to easily generate ad hoc reports without significant training on provided reporting tools: Inspector activity within a user-defined date range	R - Reporting	Civic Platform/Back Office		Available via Accela's Ad hoc Report Writer.
381	Development Services	Permit Reporting	CD.124	Special events are timebound and transparent to users so they can identify possible conflicts with existing permitting activity in progress	Ability for end users to easily generate ad hoc reports without significant training on provided reporting tools: Number of days that a permit has been in process, from application to issuance	R - Reporting	Civic Platform/Back Office		Available via Accela's Ad hoc Report Writer.
382	Development Services	Permit Reporting	CD.124	Special events are timebound and transparent to users so they can identify possible conflicts with existing permitting activity in progress	Ability for end users to easily generate ad hoc reports without significant training on provided reporting tools: Open construction bonds associated with activity	R - Reporting	Civic Platform/Back Office		Available via Accela's Ad hoc Report Writer.
383	Development Services	Permit Reporting	CD.124	Special events are timebound and transparent to users so they can identify possible conflicts with existing permitting activity in progress	Ability for end users to easily generate ad hoc reports without significant training on provided reporting tools: Permit activity within a user defined area based upon GIS mapping	R - Reporting	Civic Platform/Back Office		Available via Accela's Ad hoc Report Writer.
384	Development Services	Permit Reporting	CD.124	Special events are timebound and transparent to users so they can identify possible conflicts with existing permitting activity in progress	Ability for end users to easily generate ad hoc reports without significant training on provided reporting tools: Permit activity, including Total elapsed time, Time spent by each review level	R - Reporting	Civic Platform/Back Office		Available via Accela's Ad hoc Report Writer.
385	Development Services	Permit Reporting	CD.124	Special events are timebound and transparent to users so they can identify possible conflicts with existing permitting activity in progress	Ability for end users to easily generate ad hoc reports without significant training on provided reporting tools: Permits issued within a user-defined date range	R - Reporting	Civic Platform/Back Office		Available via Accela's Ad hoc Report Writer.
386	Development Services	Permit Reporting	CD.124	Special events are timebound and transparent to users so they can identify possible conflicts with existing permitting activity in progress	Ability for end users to easily generate ad hoc reports without significant training on provided reporting tools: Permits with no activity based upon County user-defined threshold	R - Reporting	Civic Platform/Back Office		Available via Accela's Ad hoc Report Writer.
387	Development Services	Online Applicant Portal	CD.125	Establish online portal for residents to submit applications through online forms auto populating permitting system records (eliminate all double-entry) and accept payment for permits where applicable.	Ability to allow "online form submission" whereby applicants can complete fillable forms for electronic submission.	Y - Yes	Civic Platform/Accela Citizen Access (ACA)		
388	Development Services	Online Applicant Portal	CD.125	Establish online portal for residents to submit applications through online forms auto populating permitting system records (eliminate all double-entry) and accept payment for permits where applicable.	Ability to allow payments for certain inspections in the self-service portal.	Y - Yes	Civic Platform/Accela Citizen Access (ACA)		

Seminole County FL - RFP
Attachment #2: Software Specifications

389	Development Services	Online Applicant Portal	CD.125	Establish online portal for residents to submit applications through online forms auto populating permitting system records (eliminate all double-entry) and accept payment for permits where applicable.	Ability to allow payments for certain licenses in the self-service portal.	Y - Yes	Civic Platform/Accela Citizen Access (ACA)		
390	Development Services	Online Applicant Portal	CD.125	Establish online portal for residents to submit applications through online forms auto populating permitting system records (eliminate all double-entry) and accept payment for permits where applicable.	Ability to allow payments for certain permit types in the self-service portal.	Y - Yes	Civic Platform/Accela Citizen Access (ACA)		
391	Development Services	Online Applicant Portal	CD.125	Establish online portal for residents to submit applications through online forms auto populating permitting system records (eliminate all double-entry) and accept payment for permits where applicable.	Ability to automatically email all registered users of scheduled down-time.	Y - Yes	Civic Platform/Back Office		
392	Development Services	Online Applicant Portal	CD.125	Establish online portal for residents to submit applications through online forms auto populating permitting system records (eliminate all double-entry) and accept payment for permits where applicable.	Ability to automatically email all registered users of scheduled down-time.	Y - Yes	Civic Platform/Back Office		
393	Development Services	Online Applicant Portal	CD.125	Establish online portal for residents to submit applications through online forms auto populating permitting system records (eliminate all double-entry) and accept payment for permits where applicable.	Ability to calculate fees on the web portal so that applicants and others can estimate fees prior to the submission of an application.	Y - Yes	Civic Platform/Accela Citizen Access (ACA)		
394	Development Services	Online Applicant Portal	CD.125	Establish online portal for residents to submit applications through online forms auto populating permitting system records (eliminate all double-entry) and accept payment for permits where applicable.	Ability to capture and track usage volume statistics.	R - Reporting	Civic Platform/Back Office		Accela will provide our standard Accela Civic Application reports, as well as an allocation for new custom reports and training for business users to build their own reports using the Accela Ad hoc Report Writer. This will cover all reporting needs.
395	Development Services	Online Applicant Portal	CD.125	Establish online portal for residents to submit applications through online forms auto populating permitting system records (eliminate all double-entry) and accept payment for permits where applicable.	Ability to configure certain fields as required fields within the online form submission functionality.	Y - Yes	Civic Platform/Accela Citizen Access (ACA)		
396	Development Services	Online Applicant Portal	CD.125	Establish online portal for residents to submit applications through online forms auto populating permitting system records (eliminate all double-entry) and accept payment for permits where applicable.	Ability to configure certain fields as required fields within the online form submission functionality.	Y - Yes	Civic Platform/Accela Citizen Access (ACA)		
397	Development Services	Online Applicant Portal	CD.125	Establish online portal for residents to submit applications through online forms auto populating permitting system records (eliminate all double-entry) and accept payment for permits where applicable.	Automatically notify applicants 60 days before their permits expire.	Y - Yes	Civic Platform/Back Office		
398	Development Services	Online Applicant Portal	CD.125	Establish online portal for residents to submit applications through online forms auto populating permitting system records (eliminate all double-entry) and accept payment for permits where applicable.	Ability to configure custom fields (i.e. district) to identify conditions on an application that would specify a certain workflow/review process	Y - Yes	Civic Platform/Accela Citizen Access (ACA) & Back Office		
399	Development Services	Online Applicant Portal	CD.125	Establish online portal for residents to submit applications through online forms auto populating permitting system records (eliminate all double-entry) and accept payment for permits where applicable.	Ability to display content in multiple languages (e.g., English, Spanish).	Y - Yes	Civic Platform/Accela Citizen Access (ACA) & Back Office		

Seminole County FL - RFP
Attachment #2: Software Specifications

400	Development Services	Online Applicant Portal	CD.125	Establish online portal for residents to submit applications through online forms auto populating permitting system records (eliminate all double-entry) and accept payment for permits where applicable.	Ability to display notice of successful submission to a user.	Y - Yes	Civic Platform/Accela Citizen Access (ACA) & Back Office		
401	Development Services	Online Applicant Portal	CD.125	Establish online portal for residents to submit applications through online forms auto populating permitting system records (eliminate all double-entry) and accept payment for permits where applicable.	Ability to enforce requiring a valid email address.	Y - Yes	Civic Platform/Accela Citizen Access (ACA) & Back Office		
402	Development Services	Online Applicant Portal	CD.125	Establish online portal for residents to submit applications through online forms auto populating permitting system records (eliminate all double-entry) and accept payment for permits where applicable.	Ability to generate and send e-mail confirmations of user-defined activity.	Y - Yes	Civic Platform/Back Office		
403	Development Services	Online Applicant Portal	CD.125	Establish online portal for residents to submit applications through online forms auto populating permitting system records (eliminate all double-entry) and accept payment for permits where applicable.	Ability to integrate with the County's credit card processing merchant to accept payments through the self-service portal.	Y - Yes	Civic Platform/Accela Citizen Access (ACA)		
404	Development Services	Online Applicant Portal	CD.125	Establish online portal for residents to submit applications through online forms auto populating permitting system records (eliminate all double-entry) and accept payment for permits where applicable.	Ability to limit the number of transactions a citizen can initiate online.	Y - Yes	Civic Platform/Accela Citizen Access (ACA)		
405	Development Services	Online Applicant Portal	CD.125	Establish online portal for residents to submit applications through online forms auto populating permitting system records (eliminate all double-entry) and accept payment for permits where applicable.	Ability to limit the number of transactions a citizen can initiate online.	Y - Yes	Civic Platform/Accela Citizen Access (ACA)		
406	Development Services	Online Applicant Portal	CD.125	Establish online portal for residents to submit applications through online forms auto populating permitting system records (eliminate all double-entry) and accept payment for permits where applicable.	Ability to post notice of scheduled down-time.	Y - Yes	Civic Platform/Accela Citizen Access (ACA)		
407	Development Services	Online Applicant Portal	CD.125	Establish online portal for residents to submit applications through online forms auto populating permitting system records (eliminate all double-entry) and accept payment for permits where applicable.	Ability to produce customizable error messages.	Y - Yes	Civic Platform/Accela Citizen Access (ACA) & Back Office		
408	Development Services	Online Applicant Portal	CD.125	Establish online portal for residents to submit applications through online forms auto populating permitting system records (eliminate all double-entry) and accept payment for permits where applicable.	Ability to restrict payment types to County-defined parameters (i.e., credit cards accepted).	Y - Yes	Civic Platform/Accela Citizen Access (ACA) & Back Office		
409	Development Services	Online Applicant Portal	CD.125	Establish online portal for residents to submit applications through online forms auto populating permitting system records (eliminate all double-entry) and accept payment for permits where applicable.	Ability to send an email notice of successful submission to a user that contains hyperlinks to the relevant areas of the self-service portal.	Y - Yes	Civic Platform/Back Office		
410	Development Services	Online Applicant Portal	CD.125	Establish online portal for residents to submit applications through online forms auto populating permitting system records (eliminate all double-entry) and accept payment for permits where applicable.	Ability to send an email notice of successful submission to an applicant.	Y - Yes	Civic Platform/Back Office		

Seminole County FL - RFP
Attachment #2: Software Specifications

411	Development Services	Online Applicant Portal	CD.125	Establish online portal for residents to submit applications through online forms auto populating permitting system records (eliminate all double-entry) and accept payment for permits where applicable.	Ability to support standardized electronic plan submission capabilities for signed and sealed plans.	Y - Yes	Civic Platform/Accela Citizen Access (ACA)		
412	Development Services	Online Applicant Portal	CD.125	Establish online portal for residents to submit applications through online forms auto populating permitting system records (eliminate all double-entry) and accept payment for permits where applicable.	Ability to support standardized electronic plan submission capabilities for signed and sealed plans.	Y - Yes	Civic Platform/Accela Citizen Access (ACA)		
413	Development Services	Online Applicant Portal	CD.125	Establish online portal for residents to submit applications through online forms auto populating permitting system records (eliminate all double-entry) and accept payment for permits where applicable.	Provide a configurable self-service portal that can have a similar look and feel as the County website.	Y - Yes	Civic Platform/Accela Citizen Access (ACA)		
414	Development Services	Online Applicant Portal	CD.125	Establish online portal for residents to submit applications through online forms auto populating permitting system records (eliminate all double-entry) and accept payment for permits where applicable.	Provide a receipt of payments made in real time.	Y - Yes	Civic Platform/Accela Citizen Access (ACA) & Back Office		
415	Development Services	Online Applicant Portal	CD.125	Establish online portal for residents to submit applications through online forms auto populating permitting system records (eliminate all double-entry) and accept payment for permits where applicable.	Provide a self-service portal that is operational on a 24x7 basis.	Y - Yes	Civic Platform/Accela Citizen Access (ACA)		
416	Development Services	Online Applicant Portal	CD.125	Establish online portal for residents to submit applications through online forms auto populating permitting system records (eliminate all double-entry) and accept payment for permits where applicable.	Provide an online, web-based interface for self-service that integrates with all system modules.	Y - Yes	Civic Platform/Accela Citizen Access (ACA)		
417	Development Services	Online Applicant Portal	CD.125	Establish online portal for residents to submit applications through online forms auto populating permitting system records (eliminate all double-entry) and accept payment for permits where applicable.	Shopping cart functionality to allow for applicants to pay for multiple permit activities in a single transaction.	Y - Yes	Civic Platform/Accela Citizen Access (ACA)		
418	Development Services	Online Applicant Portal	CD.125	Establish online portal for residents to submit applications through online forms auto populating permitting system records (eliminate all double-entry) and accept payment for permits where applicable.	Verify address submitted by applicant is valid and exists in Master Address database	Y - Yes	Civic Platform/Accela Citizen Access (ACA)		
419	Development Services	Code Enforcement	CD.126	Provide real-time status of application submissions.	Ability for users to generate reports ad-hoc, with fields and delimiters they designate; including ability to save these reports for later use.	Y - Yes	Civic Platform/Back Office		
420	Development Services	Code Enforcement	CD.126	Provide real-time status of application submissions.	Ability to associate professionals (agent, engineer, etc.) to a project.	Y - Yes	Civic Platform/Accela Citizen Access (ACA) & Back Office		
421	Development Services	Code Enforcement	CD.126	Provide real-time status of application submissions.	Ability to generate a staff report at the end of the review process for each application that provides the status of that review.	R - Reporting	Civic Platform/Back Office		Accela will provide our standard Accela Civic Application reports, as well as an allocation for new custom reports and training for business users to build their own reports using the Accela Ad hoc Report Writer. This will cover all reporting needs.
422	Development Services	Code Enforcement	CD.126	Provide real-time status of application submissions.	Ability to generate notification letters to applicants.	Y - Yes	Civic Platform/Back Office		
423	Development Services	Code Enforcement	CD.126	Provide real-time status of application submissions.	Ability to generate relevant meeting documents for any application that results in a meeting being held.	Y - Yes	Civic Platform/Back Office		
424	Development Services	Code Enforcement	CD.126	Provide real-time status of application submissions.	Ability to generate reports on the following:	Y - Yes	Civic Platform/Back Office		

Seminole County FL - RFP
Attachment #2: Software Specifications

425	Development Services	Code Enforcement	CD.126	Provide real-time status of application submissions.	Ability to generate status reports of items within the review process.	Y - Yes	Civic Platform/Back Office		
426	Development Services	Code Enforcement	CD.126	Provide real-time status of application submissions.	Ability to include links to electronic codes published by the International Code Council in code review processes.	Y - Yes	Civic Platform/Back Office		
427	Development Services	Code Enforcement	CD.126	Provide real-time status of application submissions.	Ability to post data in real-time so it is available and transparent to internal users and the public through online status indicators.	Y - Yes	Civic Platform/Back Office		
428	Development Services	Code Enforcement	CD.126	Provide real-time status of application submissions.	Ability to provide application review completeness reports from: Planning; Other Departments; Other Agencies.	R - Reporting	Civic Platform/Back Office		Accela will provide our standard Accela Civic Application reports, as well as an allocation for new custom reports and training for business users to build their own reports using the Accela Ad hoc Report Writer. This will cover all reporting needs.
429	Development Services	Code Enforcement	CD.126	Provide real-time status of application submissions.	Ability to support real-time data exchange with other external applications through web services or direct connections.	Y - Yes	Civic Platform/Back Office		Accela also optionally proposes Velosimo as an iPaaS to manage the integrations. Cost is included on the Options worksheet in Appendix F.
430	Development Services	Code Enforcement	CD.126	Provide real-time status of application submissions.	Ability to track all board & commission applications, submittal documents, and decisions that impact projects. Include the following boards/commissions: Building and Fire Code Board of Appeals	Y - Yes	Civic Platform/Back Office		
431	Development Services	Code Enforcement	CD.126	Provide real-time status of application submissions.	Ability to track all board & commission applications, submittal documents, and decisions that impact projects. Include the following boards/commissions: County Council	Y - Yes	Civic Platform/Back Office		
432	Development Services	Code Enforcement	CD.126	Provide real-time status of application submissions.	Ability to track all board & commission applications, submittal documents, and decisions that impact projects. Include the following boards/commissions: Historic Preservation Commission	Y - Yes	Civic Platform/Back Office		
433	Development Services	Code Enforcement	CD.126	Provide real-time status of application submissions.	Ability to track all board & commission applications, submittal documents, and decisions that impact projects. Include the following boards/commissions: Plan & Zoning Commission	Y - Yes	Civic Platform/Back Office		
434	Development Services	Code Enforcement	CD.126	Provide real-time status of application submissions.	Ability to track and report on time frames associated with each application review step.	Y - Yes	Civic Platform/Back Office		
435	Development Services	Code Enforcement	CD.126	Provide real-time status of application submissions.	Ability to track timetables and concurrency.	Y - Yes	Civic Platform/Back Office		
436	Development Services	Code Enforcement	CD.126	Provide real-time status of application submissions.	Application review processing - number of applications processed	R - Reporting	Civic Platform/Back Office		Available via Accela's Ad hoc Report Writer.
437	Development Services	Code Enforcement	CD.126	Provide real-time status of application submissions.	Applications by assigned staff	R - Reporting	Civic Platform/Back Office		Available via Accela's Ad hoc Report Writer.
438	Development Services	Code Enforcement	CD.126	Provide real-time status of application submissions.	Applications by status	R - Reporting	Civic Platform/Back Office		Available via Accela's Ad hoc Report Writer.
439	Development Services	Code Enforcement	CD.126	Provide real-time status of application submissions.	Average days to process	R - Reporting	Civic Platform/Back Office		Available via Accela's Ad hoc Report Writer.
440	Development Services	Code Enforcement	CD.126	Provide real-time status of application submissions.	Number of application submissions by type	R - Reporting	Civic Platform/Back Office		Available via Accela's Ad hoc Report Writer.
441	Development Services	Code Enforcement	CD.126	Provide real-time status of application submissions.	Number of applications by type	R - Reporting	Civic Platform/Back Office		Available via Accela's Ad hoc Report Writer.
442	Development Services	Code Enforcement	CD.126	Provide real-time status of application submissions.	Provide ability to estimate what the cost of a project would be.	Y - Yes	Civic Platform/Back Office		
443	Development Services	Code Enforcement	CD.126	Provide real-time status of application submissions.	Provide tracking of genealogy (parent child relationships) through project planning and then to the building permit.	Y - Yes	Civic Platform/Back Office		

Seminole County FL - RFP
Attachment #2: Software Specifications

444	Development Services	Code Enforcement	CD.126	Provide real-time status of application submissions.	Time between submissions (number of days)	R - Reporting	Civic Platform/Back Office		Accela will provide our standard Accela Civic Application reports, as well as an allocation for new custom reports and training for business users to build their own reports using the Accela Ad hoc Report Writer. This will cover all reporting needs.
445	Development Services	Planning & Zoning	CD.127	Index building and site development plans to permitting system records / cases when an application is accepted as "complete".	Ability to allow project level organization for permit records at any point in the process (including the application process). For instance, under the master building permit (user-defined), the ability to allow companion permit records like electrical and plumbing.	Y - Yes	Civic Platform/Back Office		
446	Development Services	Permitting	CD.128	Permitting system workflows should be configurable based upon the type of application and the review authorities to be involved.	Ability to add additional user defined license/permit types.	Y - Yes	Civic Platform/Back Office		
447	Development Services	Permitting	CD.128	Permitting system workflows should be configurable based upon the type of application and the review authorities to be involved.	Ability to assign differing workflow approvals based upon license/permit type with the ability to override, based upon security level.	Y - Yes	Civic Platform/Back Office		
448	Development Services	Permitting	CD.128	Permitting system workflows should be configurable based upon the type of application and the review authorities to be involved.	Ability to assign differing workflow approvals based upon license/permit type with the ability to override, based upon security level.	Y - Yes	Civic Platform/Back Office		
449	Development Services	Permitting	CD.128	Permitting system workflows should be configurable based upon the type of application and the review authorities to be involved.	Ability to attach scanned documents, plans, image files, etc. to a permit application that can be launched for viewing within the application.	Y - Yes	Civic Platform/Back Office		
450	Development Services	Permitting	CD.128	Permitting system workflows should be configurable based upon the type of application and the review authorities to be involved.	Ability to display and report the number of license/permits issued.	R - Reporting	Civic Platform/Back Office		Available via Accela's Ad hoc Report Writer.
451	Development Services	Permitting	CD.128	Permitting system workflows should be configurable based upon the type of application and the review authorities to be involved.	Ability to maintain a history of recurring license/permit applicants.	Y - Yes	Civic Platform/Back Office		
452	Development Services	Permitting	CD.128	Permitting system workflows should be configurable based upon the type of application and the review authorities to be involved.	Ability, through workflow, to selectively notify appropriate departments and referral agencies (County-defined), when a plan has been submitted to the County.	Y - Yes	Civic Platform/Back Office		
453	Development Services	Permitting	CD.128	Permitting system workflows should be configurable based upon the type of application and the review authorities to be involved.	Provide alerts user when a permit/permit holder's insurance or license is about to expire.	Y - Yes	Civic Platform/Back Office		
454	Development Services	Permitting	CD.128	Permitting system workflows should be configurable based upon the type of application and the review authorities to be involved.	Provide automatic date/time stamp on log entries.	Y - Yes	Civic Platform/Back Office		
455	Development Services	Permitting	CD.128	Permitting system workflows should be configurable based upon the type of application and the review authorities to be involved.	Provide integration of all information with a single case identifier.	Y - Yes	Civic Platform/Back Office		
456	Development Services	Permitting	CD.128	Permitting system workflows should be configurable based upon the type of application and the review authorities to be involved.	Provide interface with geographical information systems (GIS) mapping and parcel data for generating project area maps and site location activity reports, aerial views and locations.	Y - Yes	Civic Platform/Back Office		
457	Development Services	Permitting	CD.128	Permitting system workflows should be configurable based upon the type of application and the review authorities to be involved.	Provides identification for non-renewable license/permit/permit types and ability to automatically remove these upon expiration from active license/permit/permit list.	Y - Yes	Civic Platform/Back Office		

Seminole County FL - RFP
Attachment #2: Software Specifications

458	Development Services	Permitting	CD.128	Permitting system workflows should be configurable based upon the type of application and the review authorities to be involved.	System provides highly configurable workflow functionality for project assignment, routing, and review step scheduling and tracking based on application type.	Y - Yes	Civic Platform/Back Office		
459	Development Services	Permitting	CD.128	Permitting system workflows should be configurable based upon the type of application and the review authorities to be involved.	System provides or integrates electronic plan review capabilities with workflow functionality and markup capabilities.	Y - Yes	Civic Platform/Back Office		Accela also optionally proposes Velosimo as an iPaaS to manage the integrations. Cost is included on the Options worksheet in Appendix F.
460	Development Services	Planning & Zoning	CD.129	The zoning determination of an application is maintained in the permitting system of record and associated with the property tax ID, address, and location.	Ability to maintain the information for each permit application, such as: Application Date	Y - Yes	Civic Platform/Back Office		
461	Development Services	Planning & Zoning	CD.129	The zoning determination of an application is maintained in the permitting system of record and associated with the property tax ID, address, and location.	Ability to maintain the information for each permit application, such as: Class of Work	Y - Yes	Civic Platform/Back Office		
462	Development Services	Planning & Zoning	CD.129	The zoning determination of an application is maintained in the permitting system of record and associated with the property tax ID, address, and location.	Ability to maintain the information for each permit application, such as: Event Date	Y - Yes	Civic Platform/Back Office		
463	Development Services	Planning & Zoning	CD.129	The zoning determination of an application is maintained in the permitting system of record and associated with the property tax ID, address, and location.	Ability to maintain the information for each permit application, such as: Expected Completion Date	Y - Yes	Civic Platform/Back Office		
464	Development Services	Planning & Zoning	CD.129	The zoning determination of an application is maintained in the permitting system of record and associated with the property tax ID, address, and location.	Ability to maintain the information for each permit application, such as: Expiration Date	Y - Yes	Civic Platform/Back Office		
465	Development Services	Planning & Zoning	CD.129	The zoning determination of an application is maintained in the permitting system of record and associated with the property tax ID, address, and location.	Ability to maintain the information for each permit application, such as: inspector Zone	Y - Yes	Civic Platform/Back Office		
466	Development Services	Planning & Zoning	CD.129	The zoning determination of an application is maintained in the permitting system of record and associated with the property tax ID, address, and location.	Ability to maintain the information for each permit application, such as: Permit Type	Y - Yes	Civic Platform/Back Office		
467	Development Services	Planning & Zoning	CD.129	The zoning determination of an application is maintained in the permitting system of record and associated with the property tax ID, address, and location.	Ability to maintain the information for each permit application, such as: Property Information	Y - Yes	Civic Platform/Back Office		
468	Development Services	Planning & Zoning	CD.129	The zoning determination of an application is maintained in the permitting system of record and associated with the property tax ID, address, and location.	Ability to maintain the information for each permit application, such as: Reviewer Name	Y - Yes	Civic Platform/Back Office		
469	Development Services	Planning & Zoning	CD.129	The zoning determination of an application is maintained in the permitting system of record and associated with the property tax ID, address, and location.	Ability to maintain the information for each permit application, such as: Start Date	Y - Yes	Civic Platform/Back Office		
470	Development Services	Planning & Zoning	CD.129	The zoning determination of an application is maintained in the permitting system of record and associated with the property tax ID, address, and location.	Ability to maintain the information for each permit application, such as: Submission Date	Y - Yes	Civic Platform/Back Office		
471	Development Services	Planning & Zoning	CD.129	The zoning determination of an application is maintained in the permitting system of record and associated with the property tax ID, address, and location.	Ability to maintain the information for each permit application, such as: Text Remarks (unlimited characters)	Y - Yes	Civic Platform/Back Office		

Seminole County FL - RFP
Attachment #2: Software Specifications

472	Development Services	Planning & Zoning	CD.129	The zoning determination of an application is maintained in the permitting system of record and associated with the property tax ID, address, and location.	Ability to maintain the information for each permit application, such as: Variance	Y - Yes	Civic Platform/Back Office		
473	Development Services	Planning & Zoning	CD.129	The zoning determination of an application is maintained in the permitting system of record and associated with the property tax ID, address, and location.	Ability to maintain the information for each permit application, such as: Zoning Conditions/Stipulations	Y - Yes	Civic Platform/Back Office		
474	Development Services	Planning & Zoning	CD.130	Zoning determinations are linked to projects which can be linked to planning, building, engineering, fire, or any other review discipline.	Associate zoning determination so it can be accessible to all reviewers throughout the permitting lifecycle.	Y - Yes	Civic Platform/Back Office		
475	Development Services	Permitting	CD.131	Provide a complete history of review comments by all disciplines / reviewers so each iteration cycle for sufficiency can be audited and validated.	Ability for user with appropriate authorization to allow fee waivers.	Y - Yes	Civic Platform/Back Office		
476	Development Services	Permitting	CD.131	Provide a complete history of review comments by all disciplines / reviewers so each iteration cycle for sufficiency can be audited and validated.	Ability to "re-route" permit to appropriate departments so that revisions created by one department can be reviewed by other departments.	Y - Yes	Civic Platform/Back Office		
477	Development Services	Permitting	CD.131	Provide a complete history of review comments by all disciplines / reviewers so each iteration cycle for sufficiency can be audited and validated.	Ability to add additional review actions and inspections to a permit.	Y - Yes	Civic Platform/Back Office		
478	Development Services	Permitting	CD.131	Provide a complete history of review comments by all disciplines / reviewers so each iteration cycle for sufficiency can be audited and validated.	Ability to adjust the process clock with supervisory clearance for circumstances that may be outside agency control.	Y - Yes	Civic Platform/Back Office		
479	Development Services	Permitting	CD.131	Provide a complete history of review comments by all disciplines / reviewers so each iteration cycle for sufficiency can be audited and validated.	Ability to allow address/location based query based on the master land record.	Y - Yes	Civic Platform/Back Office		
480	Development Services	Permitting	CD.131	Provide a complete history of review comments by all disciplines / reviewers so each iteration cycle for sufficiency can be audited and validated.	Ability to allow automated flagging of permit record, once geo-referenced, when the location of such record falls within a special district or sensitive location identified via established polygons or shape file data types/sources created within the GIS environment.	Y - Yes	Civic Platform/Back Office		
481	Development Services	Permitting	CD.131	Provide a complete history of review comments by all disciplines / reviewers so each iteration cycle for sufficiency can be audited and validated.	Ability to allow automated flagging of permit records at pre-defined milestones/processes to identify special conditions to be resolved prior to allowing subsequent permit processes from taking place.	Y - Yes	Civic Platform/Back Office		
482	Development Services	Permitting	CD.131	Provide a complete history of review comments by all disciplines / reviewers so each iteration cycle for sufficiency can be audited and validated.	Ability to allow for interactive printing of permits using customized permits print format.	Y - Yes	Civic Platform/Back Office		
483	Development Services	Permitting	CD.131	Provide a complete history of review comments by all disciplines / reviewers so each iteration cycle for sufficiency can be audited and validated.	Ability to allow issued permits to be cancelled with appropriate controls.	Y - Yes	Civic Platform/Back Office		
484	Development Services	Permitting	CD.131	Provide a complete history of review comments by all disciplines / reviewers so each iteration cycle for sufficiency can be audited and validated.	Ability to allow issued permits to be extended. The entry of multiple names reflecting different reviewers of the same or different disciplines needs to be supported for the lifecycle of the plan review process.	Y - Yes	Civic Platform/Back Office		
485	Development Services	Permitting	CD.131	Provide a complete history of review comments by all disciplines / reviewers so each iteration cycle for sufficiency can be audited and validated.	The entry of multiple names reflecting different reviewers of the same or different disciplines needs to be supported for the lifecycle of the plan review process.	Y - Yes	Civic Platform/Back Office		

Seminole County FL - RFP
Attachment #2: Software Specifications

486	Development Services	Permitting	CD.131	Provide a complete history of review comments by all disciplines / reviewers so each iteration cycle for sufficiency can be audited and validated.	Ability to allow notes from the plan review and general application notes to be flagged to print on the permit.	Y - Yes	Civic Platform/Back Office		
487	Development Services	Permitting	CD.131	Provide a complete history of review comments by all disciplines / reviewers so each iteration cycle for sufficiency can be audited and validated.	Ability to allow project level organization for permit records at any point in the process (including the application process). For instance, under the master building permit (user-defined), the ability to allow companion permit records like electrical and plumbing.	Y - Yes	Civic Platform/Back Office		
488	Development Services	Permitting	CD.131	Provide a complete history of review comments by all disciplines / reviewers so each iteration cycle for sufficiency can be audited and validated.	Ability to allow the addition of ad-hoc fees to a permit at any time in the process.	Y - Yes	Civic Platform/Back Office		
489	Development Services	Permitting	CD.131	Provide a complete history of review comments by all disciplines / reviewers so each iteration cycle for sufficiency can be audited and validated.	Ability to allow the user to perform editing prior to the printing of permits for items including: Fee Paid; All Permits Modified.	Y - Yes	Civic Platform/Back Office		
490	Development Services	Permitting	CD.131	Provide a complete history of review comments by all disciplines / reviewers so each iteration cycle for sufficiency can be audited and validated.	Ability to allow user to waive permitting fees with appropriate security.	Y - Yes	Civic Platform/Back Office		
491	Development Services	Permitting	CD.131	Provide a complete history of review comments by all disciplines / reviewers so each iteration cycle for sufficiency can be audited and validated.	Ability to allow user-defined criteria or look-up tables involving zoning development standards, such as building square footage minimums or maximums to help flag conditions or requirements specific to property location prior to approval.	Y - Yes	Civic Platform/Back Office		
492	Development Services	Permitting	CD.131	Provide a complete history of review comments by all disciplines / reviewers so each iteration cycle for sufficiency can be audited and validated.	Ability to associate an expiration date with permit fee quotes calculated upon permit application.	Y - Yes	Civic Platform/Back Office		
493	Development Services	Permitting	CD.131	Provide a complete history of review comments by all disciplines / reviewers so each iteration cycle for sufficiency can be audited and validated.	Ability to associate fees with specific permit types.	Y - Yes	Civic Platform/Back Office		
494	Development Services	Permitting	CD.131	Provide a complete history of review comments by all disciplines / reviewers so each iteration cycle for sufficiency can be audited and validated.	Ability to associate user-defined fields with specific permit types and indicate required fields by permit type.	Y - Yes	Civic Platform/Back Office		
495	Development Services	Permitting	CD.131	Provide a complete history of review comments by all disciplines / reviewers so each iteration cycle for sufficiency can be audited and validated.	Ability to attach comments to plan records to describe status/reason (e.g., approval pending due to waiting on bonds and plats from developer).	Y - Yes	Civic Platform/Back Office		
496	Development Services	Permitting	CD.131	Provide a complete history of review comments by all disciplines / reviewers so each iteration cycle for sufficiency can be audited and validated.	Ability to attach standard details such as a traffic control plan information to a permit.	Y - Yes	Civic Platform/Back Office		
497	Development Services	Permitting	CD.131	Provide a complete history of review comments by all disciplines / reviewers so each iteration cycle for sufficiency can be audited and validated.	Ability to automatically populate permit application fields using data returned by address query to master land record.	Y - Yes	Civic Platform/Back Office		
498	Development Services	Fee Management	CD.131	Provide a complete history of review comments by all disciplines / reviewers so each iteration cycle for sufficiency can be audited and validated.	Ability to calculate fees based upon combination.	Y - Yes	Civic Platform/Back Office		
499	Development Services	Fee Management	CD.131	Provide a complete history of review comments by all disciplines / reviewers so each iteration cycle for sufficiency can be audited and validated.	Ability to calculate fees based upon discounts or offsets to fees.	Y - Yes	Civic Platform/Back Office		
500	Development Services	Fee Management	CD.131	Provide a complete history of review comments by all disciplines / reviewers so each iteration cycle for sufficiency can be audited and validated.	Ability to calculate fees based upon flat fee.	Y - Yes	Civic Platform/Back Office		
501	Development Services	Fee Management	CD.131	Provide a complete history of review comments by all disciplines / reviewers so each iteration cycle for sufficiency can be audited and validated.	Ability for customer to calculate an estimated permit cost to include permitting fees, impact fees and any other misc. fees associated with the permit type.	Y - Yes	Civic Platform/Back Office		

Seminole County FL - RFP
Attachment #2: Software Specifications

502	Development Services	Fee Management	CD.131	Provide a complete history of review comments by all disciplines / reviewers so each iteration cycle for sufficiency can be audited and validated.	Ability to calculate fees based upon multiplier on key criteria.	Y - Yes	Civic Platform/Back Office		
503	Development Services	Fee Management	CD.131	Provide a complete history of review comments by all disciplines / reviewers so each iteration cycle for sufficiency can be audited and validated.	Ability to calculate fees based upon project/job value.	Y - Yes	Civic Platform/Back Office		
504	Development Services	Fee Management	CD.131	Provide a complete history of review comments by all disciplines / reviewers so each iteration cycle for sufficiency can be audited and validated.	Ability to calculate job cost based upon square footage to provide a valuation.	Y - Yes	Civic Platform/Back Office		
505	Development Services	Permitting	CD.131	Provide a complete history of review comments by all disciplines / reviewers so each iteration cycle for sufficiency can be audited and validated.	Ability to capture comments as part of the review process for any review activity that can be dated.	Y - Yes	Civic Platform/Back Office		
506	Development Services	Permitting	CD.131	Provide a complete history of review comments by all disciplines / reviewers so each iteration cycle for sufficiency can be audited and validated.	Ability to define an effective date associated with a suspended permit (e.g. override) for permits with a hold.	Y - Yes	Civic Platform/Back Office		
507	Development Services	Permitting	CD.131	Provide a complete history of review comments by all disciplines / reviewers so each iteration cycle for sufficiency can be audited and validated.	Ability to define an effective date to permit fee calculations.	Y - Yes	Civic Platform/Back Office		
508	Development Services	Permitting	CD.131	Provide a complete history of review comments by all disciplines / reviewers so each iteration cycle for sufficiency can be audited and validated.	Ability to define an unlimited number of fee calculations without custom programming.	Y - Yes	Civic Platform/Back Office		
509	Development Services	Permitting	CD.131	Provide a complete history of review comments by all disciplines / reviewers so each iteration cycle for sufficiency can be audited and validated.	Ability to establish routing tables in workflow for the approval of permits.	Y - Yes	Civic Platform/Back Office		
510	Development Services	Permitting	CD.131	Provide a complete history of review comments by all disciplines / reviewers so each iteration cycle for sufficiency can be audited and validated.	Ability to estimate permit fees via the web for user defined permit types.	Y - Yes	Civic Platform/Back Office		
511	Development Services	Permitting	CD.131	Provide a complete history of review comments by all disciplines / reviewers so each iteration cycle for sufficiency can be audited and validated.	Ability to generate automatic notifications to external agencies/applicants of expirations of permits.	Y - Yes	Civic Platform/Back Office		
512	Development Services	Permitting	CD.131	Provide a complete history of review comments by all disciplines / reviewers so each iteration cycle for sufficiency can be audited and validated.	Ability to generate permit expiration date based upon the calculation of the application date.	Y - Yes	Civic Platform/Back Office		
513	Development Services	Permitting	CD.131	Provide a complete history of review comments by all disciplines / reviewers so each iteration cycle for sufficiency can be audited and validated.	Ability to identify a permit as critical vs. non-critical.	Y - Yes	Civic Platform/Back Office		
514	Development Services	Permitting	CD.131	Provide a complete history of review comments by all disciplines / reviewers so each iteration cycle for sufficiency can be audited and validated.	Ability to issue permits by type to location with or without an address.	Y - Yes	Civic Platform/Back Office		
515	Development Services	Permitting	CD.131	Provide a complete history of review comments by all disciplines / reviewers so each iteration cycle for sufficiency can be audited and validated.	Ability to issue permits by type to parcels with or without a parcel number on an exception basis with appropriate security permissions.	Y - Yes	Civic Platform/Back Office		
516	Development Services	Permitting	CD.131	Provide a complete history of review comments by all disciplines / reviewers so each iteration cycle for sufficiency can be audited and validated.	Ability to issue permits to multiple addresses.	Y - Yes	Civic Platform/Back Office		
517	Development Services	Permitting	CD.131	Provide a complete history of review comments by all disciplines / reviewers so each iteration cycle for sufficiency can be audited and validated.	Ability to limit permit issuance for all permit forms to approved and paid permits.	Y - Yes	Civic Platform/Back Office		
518	Development Services	Permitting	CD.131	Provide a complete history of review comments by all disciplines / reviewers so each iteration cycle for sufficiency can be audited and validated.	Ability to maintain a history of all permits issued.	Y - Yes	Civic Platform/Back Office		

Seminole County FL - RFP
Attachment #2: Software Specifications

519	Development Services	Permitting	CD.131	Provide a complete history of review comments by all disciplines / reviewers so each iteration cycle for sufficiency can be audited and validated.	Ability to maintain online history of all fees billed.	Y - Yes	Civic Platform/Back Office		
520	Development Services	Inspections	CD.131	Provide a complete history of review comments by all disciplines / reviewers so each iteration cycle for sufficiency can be audited and validated.	Ability to maintain reoccurring business inspections such as, but not limited to day care inspections and fire inspections.	Y - Yes	Civic Platform/Back Office		
521	Development Services	Fee Management	CD.131	Provide a complete history of review comments by all disciplines / reviewers so each iteration cycle for sufficiency can be audited and validated.	Ability to maintain tables of the calculation of various fees to accommodate fee changes.	Y - Yes	Civic Platform/Back Office		
522	Development Services	Permitting Workflow Management	CD.131	Provide a complete history of review comments by all disciplines / reviewers so each iteration cycle for sufficiency can be audited and validated.	Ability to monitor and track the status of pending approvals in workflow.	Y - Yes	Civic Platform/Back Office		
523	Development Services	Fee Management	CD.131	Provide a complete history of review comments by all disciplines / reviewers so each iteration cycle for sufficiency can be audited and validated.	Ability to override calculated fee values with appropriate supervisory clearance.	Y - Yes	Civic Platform/Back Office		
524	Development Services	Permitting	CD.131	Provide a complete history of review comments by all disciplines / reviewers so each iteration cycle for sufficiency can be audited and validated.	Ability to print supporting documentation when printing a permit (such as traffic control plan documentation).	Y - Yes	Civic Platform/Back Office		
525	Development Services	Escrow Management	CD.131	Provide a complete history of review comments by all disciplines / reviewers so each iteration cycle for sufficiency can be audited and validated.	Ability to prompt user to return escrow or financial security upon inspection/approval.	Y - Yes	Civic Platform/Back Office		
526	Development Services	Permitting Workflow Management	CD.131	Provide a complete history of review comments by all disciplines / reviewers so each iteration cycle for sufficiency can be audited and validated.	Ability to support conditional decisions for the routing of approvals of permits.	Y - Yes	Civic Platform/Back Office		
527	Development Services	Permitting	CD.131	Provide a complete history of review comments by all disciplines / reviewers so each iteration cycle for sufficiency can be audited and validated.	Ability to track a permit through the entire permitting process.	Y - Yes	Civic Platform/Back Office		
528	Development Services	Permitting	CD.131	Provide a complete history of review comments by all disciplines / reviewers so each iteration cycle for sufficiency can be audited and validated.	Ability to track and maintain external reviewer agency information/comments.	Y - Yes	Civic Platform/Back Office		
529	Development Services	Permitting	CD.131	Provide a complete history of review comments by all disciplines / reviewers so each iteration cycle for sufficiency can be audited and validated.	Ability to track and notify when permits are soon to expire (based on user-defined number of days).	Y - Yes	Civic Platform/Back Office		
530	Development Services	Permitting	CD.131	Provide a complete history of review comments by all disciplines / reviewers so each iteration cycle for sufficiency can be audited and validated.	Ability to track permits by contractor regardless of the permit applicant.	Y - Yes	Civic Platform/Back Office		
531	Development Services	Permitting	CD.131	Provide a complete history of review comments by all disciplines / reviewers so each iteration cycle for sufficiency can be audited and validated.	Ability to track violations and corrections to violations.	Y - Yes	Civic Platform/Back Office		
532	Development Services	Permitting	CD.131	Provide a complete history of review comments by all disciplines / reviewers so each iteration cycle for sufficiency can be audited and validated.	Ability to track/search permits by any data element within the permit data file.	Y - Yes	Civic Platform/Back Office		
533	Development Services	Permitting	CD.131	Provide a complete history of review comments by all disciplines / reviewers so each iteration cycle for sufficiency can be audited and validated.	Ability to utilize state, national, or user defined construction cost data by the following: Construction Type; Square footage to help calculate project valuation.	Y - Yes	Civic Platform/Back Office		
534	Development Services	Permitting	CD.131	Provide a complete history of review comments by all disciplines / reviewers so each iteration cycle for sufficiency can be audited and validated.	Ability to validate the following when associated with a permit: Business License; State Contractor Licenses; County Contractor Licenses; Insurance Information for Contractors by Ordinance; Bonded Insurance; Excise Tax; Architects; Engineers.	Y - Yes	Civic Platform/Back Office		This would be accomplished through integrations or data stored within the Acela Civic Platform.

Seminole County FL - RFP
Attachment #2: Software Specifications

535	Development Services	Permitting	CD.131	Provide a complete history of review comments by all disciplines / reviewers so each iteration cycle for sufficiency can be audited and validated.	Provide the option to print either combination permits (multiple permits per form) or single permits (one permit per form).	Y - Yes	Civic Platform/Back Office		
536	Development Services	Electronic Plan Review	CD.132	E-plan submissions can facilitate approval workflows in the permitting system of record in addition to capturing time involved in the application review process.	Ability to accept all industry standard format types, e.g., PDF, AutoCAD, GIF, JPEG.	Y - Yes	Civic Platform/Back Office		
537	Development Services	Electronic Plan Review	CD.132	E-plan submissions can facilitate approval workflows in the permitting system of record in addition to capturing time involved in the application review process.	Ability to apply a final stamp and signatures based upon review approvals for each permit.	Y - Yes	Civic Platform/Back Office		Accela also optionally proposes Velosimo as an iPaaS to manage the integrations. Cost is included on the Options worksheet in Appendix F.
538	Development Services	Electronic Plan Review	CD.132	E-plan submissions can facilitate approval workflows in the permitting system of record in addition to capturing time involved in the application review process.	Ability to be used by the public without any installation of software on the customer's hardware, i.e. must run fully within all standard internet browsers.	Y - Yes	Civic Platform/Back Office		
539	Development Services	Electronic Plan Review	CD.132	E-plan submissions can facilitate approval workflows in the permitting system of record in addition to capturing time involved in the application review process.	Ability to control document submission/publishing to/from the public at specified times during the permitting approval process.	Y - Yes	Civic Platform/Back Office		
540	Development Services	Electronic Plan Review	CD.132	E-plan submissions can facilitate approval workflows in the permitting system of record in addition to capturing time involved in the application review process.	Ability to create redlines on the drawings and publish redlines to the public at specified times in the review process.	Y - Yes	Civic Platform/Back Office		Accela also optionally proposes Velosimo as an iPaaS to manage the integrations. Cost is included on the Options worksheet in Appendix F.
541	Development Services	Electronic Plan Review	CD.132	E-plan submissions can facilitate approval workflows in the permitting system of record in addition to capturing time involved in the application review process.	Ability to enforce drawing naming standards.	Y - Yes	Civic Platform/Back Office		Accela also optionally proposes Velosimo as an iPaaS to manage the integrations. Cost is included on the Options worksheet in Appendix F.
542	Development Services	Electronic Plan Review	CD.132	E-plan submissions can facilitate approval workflows in the permitting system of record in addition to capturing time involved in the application review process.	Ability to handle any file size.	Y - Yes	Civic Platform/Back Office		
543	Development Services	Electronic Plan Review	CD.132	E-plan submissions can facilitate approval workflows in the permitting system of record in addition to capturing time involved in the application review process.	Ability to integrate with electronic fee submission functions of the permitting system.	Y - Yes	Civic Platform/Back Office		
544	Development Services	Electronic Plan Review	CD.132	E-plan submissions can facilitate approval workflows in the permitting system of record in addition to capturing time involved in the application review process.	Ability to integrate with the permitting modules checklist functions.	Y - Yes	Civic Platform/Back Office		
545	Development Services	Electronic Plan Review	CD.132	E-plan submissions can facilitate approval workflows in the permitting system of record in addition to capturing time involved in the application review process.	Ability to look up and identify drawings using permitting data.	Y - Yes	Civic Platform/Back Office		Accela also optionally proposes Velosimo as an iPaaS to manage the integrations. Cost is included on the Options worksheet in Appendix F.
546	Development Services	Electronic Plan Review	CD.132	E-plan submissions can facilitate approval workflows in the permitting system of record in addition to capturing time involved in the application review process.	Ability to stamp one or multiple drawings.	Y - Yes	Civic Platform/Back Office		
547	Development Services	Electronic Plan Review	CD.132	E-plan submissions can facilitate approval workflows in the permitting system of record in addition to capturing time involved in the application review process.	Ability to use version control and comparison of electronic documents.	Y - Yes	Civic Platform/Back Office		

Seminole County FL - RFP
Attachment #2: Software Specifications

548	Development Services	Electronic Plan Review	CD.132	E-plan submissions can facilitate approval workflows in the permitting system of record in addition to capturing time involved in the application review process.	Able to associate user-defined data with electronic documents.	Y - Yes	Civic Platform/Back Office		Accela also optionally proposes Velosimo as an iPaaS to manage the integrations. Cost is included on the Options worksheet in Appendix F.
549	Development Services	Electronic Plan Review	CD.132	E-plan submissions can facilitate approval workflows in the permitting system of record in addition to capturing time involved in the application review process.	Electronic Plans are capable of integrating with the County's Laserfiche ECM solution.	Y - Yes	Civic Platform/Back Office		Accela also optionally proposes Velosimo as an iPaaS to manage the integrations. Cost is included on the Options worksheet in Appendix F.
550	Development Services	Electronic Plan Review	CD.132	E-plan submissions can facilitate approval workflows in the permitting system of record in addition to capturing time involved in the application review process.	Must be capable of creating and storing user-defined stamps	Y - Yes	Civic Platform/Back Office		Accela also optionally proposes Velosimo as an iPaaS to manage the integrations. Cost is included on the Options worksheet in Appendix F.
551	Development Services	Electronic Plan Review	CD.132	E-plan submissions can facilitate approval workflows in the permitting system of record in addition to capturing time involved in the application review process.	Must have the following drawing review functionality: Redlining; Version comparison, i.e., identification of changes from one version to another; Drawing comparison; Zoom; Scroll; Magnification; Annotation; Redline identification by reviewer; Extraction o	Y - Yes	Civic Platform/Back Office		Accela also optionally proposes Velosimo as an iPaaS to manage the integrations. Cost is included on the Options worksheet in Appendix F.
552	Development Services	Electronic Plan Review	CD.132	E-plan submissions can facilitate approval workflows in the permitting system of record in addition to capturing time involved in the application review process.	Provide for single public login to access all functions of electronic submission, payment, data access.	Y - Yes	Civic Platform/Back Office		Accela also optionally proposes Velosimo as an iPaaS to manage the integrations. Cost is included on the Options worksheet in Appendix F.
553	Development Services	Electronic Plan Review	CD.132	E-plan submissions can facilitate approval workflows in the permitting system of record in addition to capturing time involved in the application review process.	System provides or integrates electronic plan review capabilities with workflow functionality and markup capabilities.	Y - Yes	Civic Platform/Back Office		Accela also optionally proposes Velosimo as an iPaaS to manage the integrations. Cost is included on the Options worksheet in Appendix F.
554	Development Services	Permitting	CD.133	Support versioning of the plan submission can be associated with each plan review iteration.	Support the versioning of plan reviews with or without the use of electronic plan workflows	Y - Yes	Civic Platform/Back Office		
555	Development Services	Permitting	CD.134	Enable multiple reviewers to be reviewing a set of plans concurrently.	Enable multiple reviewers to be reviewing a set of plans concurrently.	Y - Yes	Civic Platform/Back Office		
556	Development Services	Electronic Plan Review	CD.135	Review comments are entered once and represented on the plan review set and in the permitting system of record for each review discipline.	Ability for reviewers to schedule their specific review deadlines using a project report or other method.	Y - Yes	Civic Platform/Back Office		Accela also optionally proposes Velosimo as an iPaaS to manage the integrations. Cost is included on the Options worksheet in Appendix F.
557	Development Services	Permitting	CD.135	Review comments are entered once and represented on the plan review set and in the permitting system of record for each review discipline.	Ability to accommodate a user-defined checklist for initial application acceptance for use by intake personnel.	Y - Yes	Civic Platform/Back Office		
558	Development Services	Permitting	CD.135	Review comments are entered once and represented on the plan review set and in the permitting system of record for each review discipline.	Ability to accommodate all application types used by the County, including: Alley vacation discipline.	Y - Yes	Civic Platform/Back Office		
559	Development Services	Permitting	CD.135	Review comments are entered once and represented on the plan review set and in the permitting system of record for each review discipline.	Ability to accommodate all application types used by the County, including: Board of Adjustment Relief	Y - Yes	Civic Platform/Back Office		
560	Development Services	Permitting	CD.135	Review comments are entered once and represented on the plan review set and in the permitting system of record for each review discipline.	Ability to accommodate all application types used by the County, including: Comprehensive Growth Management Plan	Y - Yes	Civic Platform/Back Office		
561	Development Services	Permitting	CD.135	Review comments are entered once and represented on the plan review set and in the permitting system of record for each review discipline.	Ability to accommodate all application types used by the County, including: Conditional zoning & special land use limitations	Y - Yes	Civic Platform/Back Office		

Seminole County FL - RFP
Attachment #2: Software Specifications

562	Development Services	Permitting	CD.135	Review comments are entered once and represented on the plan review set and in the permitting system of record for each review discipline.	Ability to accommodate all application types used by the County, including: Easement Release and Creation	Y - Yes	Civic Platform/Back Office		
563	Development Services	Permitting	CD.135	Review comments are entered once and represented on the plan review set and in the permitting system of record for each review discipline.	Ability to accommodate all application types used by the County, including: Fringe Area Road Master Plan Amendment	Y - Yes	Civic Platform/Back Office		
564	Development Services	Permitting	CD.135	Review comments are entered once and represented on the plan review set and in the permitting system of record for each review discipline.	Ability to accommodate all application types used by the County, including: Land Development Regulations	Y - Yes	Civic Platform/Back Office		
565	Development Services	Permitting	CD.135	Review comments are entered once and represented on the plan review set and in the permitting system of record for each review discipline.	Ability to accommodate all application types used by the County, including: Land Use Plan Amendment	Y - Yes	Civic Platform/Back Office		
566	Development Services	Permitting	CD.135	Review comments are entered once and represented on the plan review set and in the permitting system of record for each review discipline.	Ability to accommodate all application types used by the County, including: Lot Modification	Y - Yes	Civic Platform/Back Office		
567	Development Services	Permitting	CD.135	Review comments are entered once and represented on the plan review set and in the permitting system of record for each review discipline.	Ability to accommodate all application types used by the County, including: Major/Minor Plat	Y - Yes	Civic Platform/Back Office		
568	Development Services	Permitting	CD.135	Review comments are entered once and represented on the plan review set and in the permitting system of record for each review discipline.	Ability to accommodate all application types used by the County, including: Parking Lot Review	Y - Yes	Civic Platform/Back Office		
569	Development Services	Permitting	CD.135	Review comments are entered once and represented on the plan review set and in the permitting system of record for each review discipline.	Ability to accommodate all application types used by the County, including: Plan Variance Written Statement	Y - Yes	Civic Platform/Back Office		
570	Development Services	Permitting	CD.135	Review comments are entered once and represented on the plan review set and in the permitting system of record for each review discipline.	Ability to accommodate all application types used by the County, including: Planned Unit Development	Y - Yes	Civic Platform/Back Office		
571	Development Services	Permitting	CD.135	Review comments are entered once and represented on the plan review set and in the permitting system of record for each review discipline.	Ability to accommodate all application types used by the County, including: Plat Vacation	Y - Yes	Civic Platform/Back Office		
572	Development Services	Permitting	CD.135	Review comments are entered once and represented on the plan review set and in the permitting system of record for each review discipline.	Ability to accommodate all application types used by the County, including: PUD Amendment	Y - Yes	Civic Platform/Back Office		
573	Development Services	Permitting	CD.135	Review comments are entered once and represented on the plan review set and in the permitting system of record for each review discipline.	Ability to accommodate all application types used by the County, including: Right of way creation	Y - Yes	Civic Platform/Back Office		
574	Development Services	Permitting	CD.135	Review comments are entered once and represented on the plan review set and in the permitting system of record for each review discipline.	Ability to accommodate all application types used by the County, including: Right of Way Encroachment Application	Y - Yes	Civic Platform/Back Office		
575	Development Services	Permitting	CD.135	Review comments are entered once and represented on the plan review set and in the permitting system of record for each review discipline.	Ability to accommodate all application types used by the County, including: Right of Way Vacation	Y - Yes	Civic Platform/Back Office		
576	Development Services	Permitting	CD.135	Review comments are entered once and represented on the plan review set and in the permitting system of record for each review discipline.	Ability to accommodate all application types used by the County, including: Site Plan	Y - Yes	Civic Platform/Back Office		
577	Development Services	Permitting	CD.135	Review comments are entered once and represented on the plan review set and in the permitting system of record for each review discipline.	Ability to accommodate all application types used by the County, including: Street Name Change	Y - Yes	Civic Platform/Back Office		
578	Development Services	Permitting	CD.135	Review comments are entered once and represented on the plan review set and in the permitting system of record for each review discipline.	Ability to accommodate all application types used by the County, including: User Defined Special Use	Y - Yes	Civic Platform/Back Office		

Seminole County FL - RFP
Attachment #2: Software Specifications

579	Development Services	Permitting	CD.135	Review comments are entered once and represented on the plan review set and in the permitting system of record for each review discipline.	Ability to accommodate all application types used by the County, including: Zoning changes	Y - Yes	Civic Platform/Back Office		
580	Development Services	Permitting	CD.135	Review comments are entered once and represented on the plan review set and in the permitting system of record for each review discipline.	Ability to accommodate County-defined review checklists for each application type.	Y - Yes	Civic Platform/Back Office		
581	Development Services	Permitting	CD.135	Review comments are entered once and represented on the plan review set and in the permitting system of record for each review discipline.	Ability to accommodate free form text boxes in the review checklists.	Y - Yes	Civic Platform/Back Office		
582	Development Services	Permitting	CD.135	Review comments are entered once and represented on the plan review set and in the permitting system of record for each review discipline.	Ability to accommodate role based approval capabilities for each review step for each agency.	Y - Yes	Civic Platform/Back Office		
583	Development Services	Permitting	CD.135	Review comments are entered once and represented on the plan review set and in the permitting system of record for each review discipline.	Ability to accommodate user-defined tables for standard comments that can be accessed during application review.	Y - Yes	Civic Platform/Back Office		
584	Development Services	Permitting	CD.135	Review comments are entered once and represented on the plan review set and in the permitting system of record for each review discipline.	Ability to accumulate application review and permit charges automatically.	Y - Yes	Civic Platform/Back Office		
585	Development Services	Permitting	CD.135	Review comments are entered once and represented on the plan review set and in the permitting system of record for each review discipline.	Ability to allow an unlimited number of buildings, parcels, and properties to be associated with a project.	Y - Yes	Civic Platform/Back Office		
586	Development Services	Permitting	CD.135	Review comments are entered once and represented on the plan review set and in the permitting system of record for each review discipline.	Ability to allow for an unlimited number of parcels to be associated with an application.	Y - Yes	Civic Platform/Back Office		
587	Development Services	Permitting	CD.135	Review comments are entered once and represented on the plan review set and in the permitting system of record for each review discipline.	Ability to allow for entry of unlimited free-form text comments associated with application review.	Y - Yes	Civic Platform/Back Office		
588	Development Services	Electronic Plan Review	CD.135	Review comments are entered once and represented on the plan review set and in the permitting system of record for each review discipline.	Ability to allow for the electronic collection of such items as approvers comments and conditions as plan review progresses (assuming appropriate user security).	Y - Yes	Civic Platform/Back Office		
589	Development Services	Permitting	CD.135	Review comments are entered once and represented on the plan review set and in the permitting system of record for each review discipline.	Ability to allow project level organization for application records at any point in the process.	Y - Yes	Civic Platform/Back Office		
590	Development Services	Permitting	CD.135	Review comments are entered once and represented on the plan review set and in the permitting system of record for each review discipline.	Ability to allow user-defined application types (e.g., annexation, master plan, subdivision, zoning, sign, variance).	Y - Yes	Civic Platform/Back Office		
591	Development Services	Permitting	CD.135	Review comments are entered once and represented on the plan review set and in the permitting system of record for each review discipline.	Ability to allow user-defined plan review routing based on type of work performed.	Y - Yes	Civic Platform/Back Office		
592	Development Services	Permitting	CD.135	Review comments are entered once and represented on the plan review set and in the permitting system of record for each review discipline.	Ability to allow user-defined processes or workflow for each application type. User should be allowed to establish the steps or processes each application type and sub-type should follow from application submittal through approval and filing, if necessary	Y - Yes	Civic Platform/Back Office		
593	Development Services	Permitting	CD.135	Review comments are entered once and represented on the plan review set and in the permitting system of record for each review discipline.	Ability to allow user-defined sub-types (e.g., preliminary plat, final plat, re-plat, zone change).	Y - Yes	Civic Platform/Back Office		
594	Development Services	Permitting	CD.135	Review comments are entered once and represented on the plan review set and in the permitting system of record for each review discipline.	Ability to allow workflow processes to be modified (with appropriate security permissions).	Y - Yes	Civic Platform/Back Office		

Seminole County FL - RFP
Attachment #2: Software Specifications

595	Development Services	Fee Management	CD.135	Review comments are entered once and represented on the plan review set and in the permitting system of record for each review discipline.	Ability to assess application review fees.	Y - Yes	Civic Platform/Back Office		
596	Development Services	Fee Management	CD.135	Review comments are entered once and represented on the plan review set and in the permitting system of record for each review discipline.	Ability to assign fees for project applications.	Y - Yes	Civic Platform/Back Office		
597	Development Services	Permitting	CD.135	Review comments are entered once and represented on the plan review set and in the permitting system of record for each review discipline.	Ability to assign unique application numbering (alpha-numeric) and application classification to aid in determining application/submittal types (e.g., subdivision, variance, zoning).	Y - Yes	Civic Platform/Back Office		
598	Development Services	Permitting	CD.135	Review comments are entered once and represented on the plan review set and in the permitting system of record for each review discipline.	Ability to assign users to County-defined roles. A key date would be plan review date that is calculated based upon the type of plan review when the plan review is assigned to review discipline(s). For example, the County may set a maximum plan review turnaround time of 21 days for new construction. It may want to set a key date of 14 days into the plan review cycle as a control point to verify the plan review can be completed within the 21-day period. These control points for timeliness could be configured based upon initial submission or resubmission	Y - Yes	Civic Platform/Back Office		
599	Development Services	Permitting	CD.135	Review comments are entered once and represented on the plan review set and in the permitting system of record for each review discipline.	Ability to associate "key dates" with project review steps.	Y - Yes	Civic Platform/Back Office		
600	Development Services	Electronic Plan Review	CD.135	Review comments are entered once and represented on the plan review set and in the permitting system of record for each review discipline.	Ability to attach comments to plan records to describe status/reason (e.g., approval pending due to waiting on bonds and plats from developer).	Y - Yes	Civic Platform/Back Office		
601	Development Services	Permitting	CD.135	Review comments are entered once and represented on the plan review set and in the permitting system of record for each review discipline.	Ability to automatically calculate user-defined "key dates" as part of the review process for projects.	Y - Yes	Civic Platform/Back Office		
602	Development Services	Permitting	CD.135	Review comments are entered once and represented on the plan review set and in the permitting system of record for each review discipline.	Ability to automatically deduct charges from the project deposit amount.	Y - Yes	Civic Platform/Back Office		
603	Development Services	Permitting	CD.135	Review comments are entered once and represented on the plan review set and in the permitting system of record for each review discipline.	Ability to automatically generate a user-defined application acceptance/decline letter by application type.	Y - Yes	Civic Platform/Back Office		
604	Development Services	Permitting	CD.135	Review comments are entered once and represented on the plan review set and in the permitting system of record for each review discipline.	Ability to automatically generate letters to property owners and others regarding projects (e.g., upcoming meetings).	Y - Yes	Civic Platform/Back Office		
605	Development Services	Permitting	CD.135	Review comments are entered once and represented on the plan review set and in the permitting system of record for each review discipline.	Ability to automatically schedule meetings using Microsoft Outlook upon completion of appropriate project steps.	Y - Yes	Civic Platform/Back Office		Accela will generate a Microsoft Outlook Meeting invitation and send to the appropriate recipients upon completion of a project step.
606	Development Services	Permitting	CD.135	Review comments are entered once and represented on the plan review set and in the permitting system of record for each review discipline.	Ability to capture basic project applications.	Y - Yes	Civic Platform/Back Office		
607	Development Services	Permitting	CD.135	Review comments are entered once and represented on the plan review set and in the permitting system of record for each review discipline.	Ability to capture comments as part of the review process.	Y - Yes	Civic Platform/Back Office		
608	Development Services	Permitting	CD.135	Review comments are entered once and represented on the plan review set and in the permitting system of record for each review discipline.	Ability to collect payments for application review fees.	Y - Yes	Civic Platform/Back Office		

Seminole County FL - RFP
Attachment #2: Software Specifications

609	Development Services	Permitting	CD.135	Review comments are entered once and represented on the plan review set and in the permitting system of record for each review discipline.	Ability to copy similar application types and related data, and edit it for a new application as necessary.	Y - Yes	Civic Platform/Back Office		
610	Development Services	Permitting	CD.135	Review comments are entered once and represented on the plan review set and in the permitting system of record for each review discipline.	Ability to display a warning when charges reach a user-defined percentage of the deposit amount.	Y - Yes	Civic Platform/Back Office		
611	Development Services	Permitting	CD.135	Review comments are entered once and represented on the plan review set and in the permitting system of record for each review discipline.	Ability to drill down to companion applications associated with master record.	Y - Yes	Civic Platform/Back Office		
612	Development Services	Permitting	CD.135	Review comments are entered once and represented on the plan review set and in the permitting system of record for each review discipline.	Ability to easily add or change application types.	Y - Yes	Civic Platform/Back Office		
613	Development Services	Permitting	CD.135	Review comments are entered once and represented on the plan review set and in the permitting system of record for each review discipline.	Ability to flag entire projects to alert specified groups of special conditions.	Y - Yes	Civic Platform/Back Office		
614	Development Services	Permitting	CD.135	Review comments are entered once and represented on the plan review set and in the permitting system of record for each review discipline.	Ability to flag individual projects to alert the counter-personnel of special conditions.	Y - Yes	Civic Platform/Back Office		
615	Development Services	Permitting	CD.135	Review comments are entered once and represented on the plan review set and in the permitting system of record for each review discipline.	Ability to generate a report of project history showing all events and meeting dates.	R - Reporting	Civic Platform/Back Office		Accela will provide our standard Accela Civic Application reports, as well as an allocation for new custom reports and training for business users to build their own reports using the Accela Ad hoc Report Writer. This will cover all reporting needs.
616	Development Services	Permitting	CD.135	Review comments are entered once and represented on the plan review set and in the permitting system of record for each review discipline.	Ability to generate statistical reports summarizing the number of calendar days spent in application review for regular projects for each type of job by each reviewing department.	R - Reporting	Civic Platform/Back Office		Accela will provide our standard Accela Civic Application reports, as well as an allocation for new custom reports and training for business users to build their own reports using the Accela Ad hoc Report Writer. This will cover all reporting needs.
617	Development Services	Permitting	CD.135	Review comments are entered once and represented on the plan review set and in the permitting system of record for each review discipline.	Ability to generate statistical reports summarizing the number of work days spent in application review for expedited projects for each type of job by each reviewing department.	R - Reporting	Civic Platform/Back Office		Accela will provide our standard Accela Civic Application reports, as well as an allocation for new custom reports and training for business users to build their own reports using the Accela Ad hoc Report Writer. This will cover all reporting needs.
618	Development Services	Permitting	CD.135	Review comments are entered once and represented on the plan review set and in the permitting system of record for each review discipline.	Ability to locate case or permit applications geographically and generate a list of open or closed activities by case / permit number, address, owner name and/ or parcel number.	R - Reporting	Civic Platform/Back Office		Accela will provide our standard Accela Civic Application reports, as well as an allocation for new custom reports and training for business users to build their own reports using the Accela Ad hoc Report Writer. This will cover all reporting needs.
619	Development Services	Electronic Plan Review	CD.135	Review comments are entered once and represented on the plan review set and in the permitting system of record for each review discipline.	Ability to lock and hold the review process due to the following conditions: Unacceptable/incomplete submissions; Unmet departmental review requirements; Unpaid fees; Unlicensed contractor; Located in sensitive lands; Field inspections.	Y - Yes	Civic Platform/Back Office		

Seminole County FL - RFP
Attachment #2: Software Specifications

620	Development Services	Meeting and Hearings	CD.135	Review comments are entered once and represented on the plan review set and in the permitting system of record for each review discipline.	Ability to maintain a calendar listing of available meeting dates by meeting type such as board/commission meetings, and the required application submittal dates to be placed on the meeting agenda.	Y - Yes	Civic Platform/Back Office		
621	Development Services	Permitting	CD.135	Review comments are entered once and represented on the plan review set and in the permitting system of record for each review discipline.	Ability to maintain historical data by physical address, parcel or tract location or development name. Data should include project specific details regardless of development aspect.	Y - Yes	Civic Platform/Back Office		
622	Development Services	Permitting	CD.135	Review comments are entered once and represented on the plan review set and in the permitting system of record for each review discipline.	Ability to notify users of key deadlines approaching on a project (as defined by the County).	Y - Yes	Civic Platform/Back Office		
623	Development Services	Fee Management	CD.135	Review comments are entered once and represented on the plan review set and in the permitting system of record for each review discipline.	Ability to produce cash receipts to validate payments and update projects.	Y - Yes	Civic Platform/Back Office		
624	Development Services	Permitting	CD.135	Review comments are entered once and represented on the plan review set and in the permitting system of record for each review discipline.	Ability to record and track plat signature status.	Y - Yes	Civic Platform/Back Office		
625	Development Services	Permitting	CD.135	Review comments are entered once and represented on the plan review set and in the permitting system of record for each review discipline.	Ability to record review actions made by various departments.	Y - Yes	Civic Platform/Back Office		
626	Development Services	Permitting	CD.135	Review comments are entered once and represented on the plan review set and in the permitting system of record for each review discipline.	Ability to record the following date fields: Multiple Received dates; Date Application deemed complete; Multiple Meeting and Hearing dates; Multiple Mail dates; Effective dates.	Y - Yes	Civic Platform/Back Office		
627	Development Services	Permitting	CD.135	Review comments are entered once and represented on the plan review set and in the permitting system of record for each review discipline.	Ability to record the time spent at each step of the review process, via workflow.	Y - Yes	Civic Platform/Back Office		
628	Development Services	Permitting	CD.135	Review comments are entered once and represented on the plan review set and in the permitting system of record for each review discipline.	Ability to require that all mandated review steps are completed prior to approval of application.	Y - Yes	Civic Platform/Back Office		
629	Development Services	Electronic Plan Review	CD.135	Review comments are entered once and represented on the plan review set and in the permitting system of record for each review discipline.	Ability to track and maintain external reviewer agency information/comments.	Y - Yes	Civic Platform/Back Office		
630	Development Services	Permitting	CD.135	Review comments are entered once and represented on the plan review set and in the permitting system of record for each review discipline.	Ability to track and maintain external reviewer contact information.	Y - Yes	Civic Platform/Back Office		
631	Development Services	Permitting	CD.135	Review comments are entered once and represented on the plan review set and in the permitting system of record for each review discipline.	Ability to track Bonds for Engineering and Environment over lengthy periods of time, including payment type (Cash, CD, Electronic Payment, etc.).	Y - Yes	Civic Platform/Back Office		
632	Development Services	Permitting	CD.135	Review comments are entered once and represented on the plan review set and in the permitting system of record for each review discipline.	Ability to track the amount of time (in calendar days) for regular projects that plans were under review for each plan tracking step.	Y - Yes	Civic Platform/Back Office		
633	Development Services	Permitting	CD.135	Review comments are entered once and represented on the plan review set and in the permitting system of record for each review discipline.	Ability to track the amount of time (in work days) for expedited projects under review for each plan tracking step.	Y - Yes	Civic Platform/Back Office		
634	Development Services	Permitting	CD.135	Review comments are entered once and represented on the plan review set and in the permitting system of record for each review discipline.	Ability to track the status of project applications.	Y - Yes	Civic Platform/Back Office		
635	Development Services	Permitting	CD.135	Review comments are entered once and represented on the plan review set and in the permitting system of record for each review discipline.	Ability to track/search project by other user-defined fields.	Y - Yes	Civic Platform/Back Office		
636	Development Services	Permitting	CD.135	Review comments are entered once and represented on the plan review set and in the permitting system of record for each review discipline.	Ability to track/search project by project name.	Y - Yes	Civic Platform/Back Office		

Seminole County FL - RFP
Attachment #2: Software Specifications

637	Development Services	Permitting	CD.135	Review comments are entered once and represented on the plan review set and in the permitting system of record for each review discipline.	Ability to use business rules to assign checklists for review by role within the County.	Y - Yes	Civic Platform/Back Office		
638	Development Services	Permitting	CD.135	Review comments are entered once and represented on the plan review set and in the permitting system of record for each review discipline.	Ability, through workflow, to selectively notify appropriate departments and referral agencies (County-defined), when a plan has been submitted to the County.	Y - Yes	Civic Platform/Back Office		
639	Development Services	Permitting	CD.135	Review comments are entered once and represented on the plan review set and in the permitting system of record for each review discipline.	Ability, with appropriate security permissions, to modify workflow elements, including fees, application types, review days) as needed based upon Code changes or other reasons.	Y - Yes	Civic Platform/Back Office		
640	Development Services	Permitting	CD.135	Review comments are entered once and represented on the plan review set and in the permitting system of record for each review discipline.	Ability to carry comments through the system for each reviewer.	Y - Yes	Civic Platform/Back Office		
641	Development Services	Permitting	CD.135	Review comments are entered once and represented on the plan review set and in the permitting system of record for each review discipline.	Provide a calendar listing of meeting dates by project.	Y - Yes	Civic Platform/Back Office		
642	Development Services	Permitting Workflow Management	CD.135	Review comments are entered once and represented on the plan review set and in the permitting system of record for each review discipline.	Provide automated work assignment to assign an application/project to: Planning supervisor for assignment to a specific planner; Direct planner assignment.	Y - Yes	Civic Platform/Back Office		
643	Development Services	Permitting Workflow Management	CD.135	Review comments are entered once and represented on the plan review set and in the permitting system of record for each review discipline.	Provide automatic standard routing based on user-designated application field/s.	Y - Yes	Civic Platform/Back Office		
644	Development Services	Permitting	CD.135	Review comments are entered once and represented on the plan review set and in the permitting system of record for each review discipline.	Provide checklists for application review.	Y - Yes	Civic Platform/Back Office		
645	Development Services	Permitting	CD.135	Review comments are entered once and represented on the plan review set and in the permitting system of record for each review discipline.	Provide override capabilities with appropriate security to approve application if steps have not been completed.	Y - Yes	Civic Platform/Back Office		
646	Development Services	Permitting	CD.135	Review comments are entered once and represented on the plan review set and in the permitting system of record for each review discipline.	Provide user alerts/pop-up reminders to notify users of pending workflow and necessary actions.	Y - Yes	Civic Platform/Back Office		
647	Development Services	Permitting	CD.135	Review comments are entered once and represented on the plan review set and in the permitting system of record for each review discipline.	Provide workflow capability to automatically track and route projects through various used-defined processes.	Y - Yes	Civic Platform/Back Office		
648	Development Services	Permitting	CD.136	Review comments are entered once and represented on the plan review set and in the permitting system of record for each review discipline.	Enable reviewers to see the status of comments in real-time that can be consolidated in the system of record to provide status information online back to the applicant.	Y - Yes	Civic Platform/Back Office		
649	Development Services	Planning & Zoning	CD.137	Cases represented to appellate or review boards (ZBA, Planning Commission, Historic Commissions, Downtown Development Authority, Housing Commission, etc.) are documented in the permitting system of record including agendas, minutes, and decisions are documented.	Cases represented to appellate or review boards (ZBA, Planning Commission, Historic Commissions, Downtown Development Authority, Housing Commission, etc.) are documented in the permitting system of record including agendas, minutes, and decisions are documented.	Y - Yes	Civic Platform/Back Office		
650	Development Services	Fee Management	CD.138	All fees for hearings are calculated, receipted, and recorded at the individual activity transactions in the permitting system record by case number.	Ability to accept fees for hearings as individual transactions that can be fully referenced within the system of record by case number.	Y - Yes	Civic Platform/Back Office		
651	Development Services	Online Applicant Portal	CD.139	Receive applications through online forms auto populating permitting system records (eliminate all double-entry) and accept payment for permits where fees are applicable for transactions.	Ability to accept a permit application with no address, by application type.	Y - Yes	Civic Platform/Back Office		

Seminole County FL - RFP
Attachment #2: Software Specifications

652	Development Services	Online Applicant Portal	CD.139	Receive applications through online forms auto populating permitting system records (eliminate all double-entry) and accept payment for permits where fees are applicable for transactions.	Ability to accept applicant comments associated with a permit application including date and name.	Y - Yes	Civic Platform/Back Office		
653	Development Services	Online Applicant Portal	CD.139	Receive applications through online forms auto populating permitting system records (eliminate all double-entry) and accept payment for permits where fees are applicable for transactions.	Ability to accept application payments from the following sources: In person; Web payment; Credit card; Interactive Voice Response (IVR).	Y - Yes	Civic Platform/Accela Citizen Access (ACA) & Back Office		Payment via IVR would require an integration with a third party. Not included in scope as an IVR was not listed on the Detailed Interfaces worksheet.
654	Development Services	Online Applicant Portal	CD.139	Receive applications through online forms auto populating permitting system records (eliminate all double-entry) and accept payment for permits where fees are applicable for transactions.	Ability to accept electronic payments.	Y - Yes	Civic Platform/Accela Citizen Access (ACA)		
655	Development Services	Online Applicant Portal	CD.139	Receive applications through online forms auto populating permitting system records (eliminate all double-entry) and accept payment for permits where fees are applicable for transactions.	Ability to accommodate the following types of fee adjustments at any time throughout the permitting process..	Y - Yes	Civic Platform/Back Office		
656	Development Services	Online Applicant Portal	CD.139	Receive applications through online forms auto populating permitting system records (eliminate all double-entry) and accept payment for permits where fees are applicable for transactions.	Ability to allow applications to be submitted online.	Y - Yes	Civic Platform/Accela Citizen Access (ACA)		
657	Development Services	Online Applicant Portal	CD.139	Receive applications through online forms auto populating permitting system records (eliminate all double-entry) and accept payment for permits where fees are applicable for transactions.	Ability to allow for the establishment of base information on a frequent application type, and allow for an unlimited number of baseline applications to be established.	Y - Yes	Civic Platform/Accela Citizen Access (ACA) & Back Office		
658	Development Services	Online Applicant Portal	CD.139	Receive applications through online forms auto populating permitting system records (eliminate all double-entry) and accept payment for permits where fees are applicable for transactions.	Ability to allow multiple addresses to be entered for a permit application (i.e., environmental health needs to have separate address for restaurant locations and business locations).	Y - Yes	Civic Platform/Accela Citizen Access (ACA) & Back Office		
659	Development Services	Online Applicant Portal	CD.139	Receive applications through online forms auto populating permitting system records (eliminate all double-entry) and accept payment for permits where fees are applicable for transactions.	Ability to allow multiple phone numbers to be entered for a permit application.	Y - Yes	Civic Platform/Accela Citizen Access (ACA) & Back Office		
660	Development Services	Online Applicant Portal	CD.139	Receive applications through online forms auto populating permitting system records (eliminate all double-entry) and accept payment for permits where fees are applicable for transactions.	Ability to allow user-defined tables for the definition of permit data.	Y - Yes	Civic Platform/Back Office		
661	Development Services	Online Applicant Portal	CD.139	Receive applications through online forms auto populating permitting system records (eliminate all double-entry) and accept payment for permits where fees are applicable for transactions.	Ability to calculate fees with a base fee plus additional charge based on various user-defined statistics (e.g., square footage).	Y - Yes	Civic Platform/Accela Citizen Access (ACA) & Back Office		
662	Development Services	Online Applicant Portal	CD.139	Receive applications through online forms auto populating permitting system records (eliminate all double-entry) and accept payment for permits where fees are applicable for transactions.	Ability to collect re-inspection fees as part of the re-inspection process.	Y - Yes	Civic Platform/Back Office		
663	Development Services	Online Applicant Portal	CD.139	Receive applications through online forms auto populating permitting system records (eliminate all double-entry) and accept payment for permits where fees are applicable for transactions.	Ability to communicate to outside sources (list serve e-mail distribution list) - **make independent spec - General/Technical**	Y - Yes	Civic Platform/Back Office		This is available through the use of a sent email format.
664	Development Services	Online Applicant Portal	CD.139	Receive applications through online forms auto populating permitting system records (eliminate all double-entry) and accept payment for permits where fees are applicable for transactions.	Ability to create "what if" scenarios for process and/or fee estimation.	Y - Yes	Civic Platform/Accela Citizen Access (ACA)		This is available using Accela's cost calculators prior to application submittal.
665	Development Services	Online Applicant Portal	CD.139	Receive applications through online forms auto populating permitting system records (eliminate all double-entry) and accept payment for permits where fees are applicable for transactions.	Ability to define permit numbering structure to match County's numbering schema.	Y - Yes	Civic Platform/Back Office		

Seminole County FL - RFP
Attachment #2: Software Specifications

666	Development Services	Online Applicant Portal	CD.139	Receive applications through online forms auto populating permitting system records (eliminate all double-entry) and accept payment for permits where fees are applicable for transactions.	Ability to determine permit fees on the basis of a standard fee schedule.	Y - Yes	Civic Platform/Back Office		
667	Development Services	Online Applicant Portal	CD.139	Receive applications through online forms auto populating permitting system records (eliminate all double-entry) and accept payment for permits where fees are applicable for transactions.	Ability to display the following information for each permit form, such as: Actual Expiration Date	Y - Yes	Civic Platform/Accela Citizen Access (ACA) & Back Office		
668	Development Services	Online Applicant Portal	CD.139	Receive applications through online forms auto populating permitting system records (eliminate all double-entry) and accept payment for permits where fees are applicable for transactions.	Ability to display the following information for each permit form, such as: Class of Work	Y - Yes	Civic Platform/Accela Citizen Access (ACA) & Back Office		
669	Development Services	Online Applicant Portal	CD.139	Receive applications through online forms auto populating permitting system records (eliminate all double-entry) and accept payment for permits where fees are applicable for transactions.	Ability to display the following information for each permit form, such as: Inspection Date(s) frequency	Y - Yes	Civic Platform/Accela Citizen Access (ACA) & Back Office		
670	Development Services	Online Applicant Portal	CD.139	Receive applications through online forms auto populating permitting system records (eliminate all double-entry) and accept payment for permits where fees are applicable for transactions.	Ability to display the following information for each permit form, such as: Inspector Name	Y - Yes	Civic Platform/Accela Citizen Access (ACA) & Back Office		
671	Development Services	Online Applicant Portal	CD.139	Receive applications through online forms auto populating permitting system records (eliminate all double-entry) and accept payment for permits where fees are applicable for transactions.	Ability to display the following information for each permit form, such as: inspector Zone	Y - Yes	Civic Platform/Accela Citizen Access (ACA) & Back Office		
672	Development Services	Online Applicant Portal	CD.139	Receive applications through online forms auto populating permitting system records (eliminate all double-entry) and accept payment for permits where fees are applicable for transactions.	Ability to display the following information for each permit form, such as: Issue Date	Y - Yes	Civic Platform/Accela Citizen Access (ACA) & Back Office		
673	Development Services	Online Applicant Portal	CD.139	Receive applications through online forms auto populating permitting system records (eliminate all double-entry) and accept payment for permits where fees are applicable for transactions.	Ability to display the following information for each permit form, such as: Multiple Occupancy Type and Date	Y - Yes	Civic Platform/Accela Citizen Access (ACA) & Back Office		
674	Development Services	Online Applicant Portal	CD.139	Receive applications through online forms auto populating permitting system records (eliminate all double-entry) and accept payment for permits where fees are applicable for transactions.	Ability to display the following information for each permit form, such as: Occupancy Type/Date	Y - Yes	Civic Platform/Accela Citizen Access (ACA) & Back Office		
675	Development Services	Online Applicant Portal	CD.139	Receive applications through online forms auto populating permitting system records (eliminate all double-entry) and accept payment for permits where fees are applicable for transactions.	Ability to display the following information for each permit form, such as: Permit Type	Y - Yes	Civic Platform/Accela Citizen Access (ACA) & Back Office		
676	Development Services	Online Applicant Portal	CD.139	Receive applications through online forms auto populating permitting system records (eliminate all double-entry) and accept payment for permits where fees are applicable for transactions.	Ability to display the following information for each permit form, such as: Pickup Date	Y - Yes	Civic Platform/Accela Citizen Access (ACA) & Back Office		
677	Development Services	Online Applicant Portal	CD.139	Receive applications through online forms auto populating permitting system records (eliminate all double-entry) and accept payment for permits where fees are applicable for transactions.	Ability to display the following information for each permit form, such as: Property information	Y - Yes	Civic Platform/Accela Citizen Access (ACA) & Back Office		
678	Development Services	Online Applicant Portal	CD.139	Receive applications through online forms auto populating permitting system records (eliminate all double-entry) and accept payment for permits where fees are applicable for transactions.	Ability to display the following information for each permit form, such as: Start Date	Y - Yes	Civic Platform/Accela Citizen Access (ACA) & Back Office		
679	Development Services	Online Applicant Portal	CD.139	Receive applications through online forms auto populating permitting system records (eliminate all double-entry) and accept payment for permits where fees are applicable for transactions.	Ability to display the following information for each permit form, such as: Text Remarks (unlimited characters)	Y - Yes	Civic Platform/Accela Citizen Access (ACA) & Back Office		

Seminole County FL - RFP
Attachment #2: Software Specifications

680	Development Services	Online Applicant Portal	CD.139	Receive applications through online forms auto populating permitting system records (eliminate all double-entry) and accept payment for permits where fees are applicable for transactions.	Ability to display the following information for each permit form, such as: Unlimited user defined fields	Y - Yes	Civic Platform/Accela Citizen Access (ACA) & Back Office		
681	Development Services	Online Applicant Portal	CD.139	Receive applications through online forms auto populating permitting system records (eliminate all double-entry) and accept payment for permits where fees are applicable for transactions.	Ability to display the following information for each permit form, such as: Violations	Y - Yes	Civic Platform/Accela Citizen Access (ACA) & Back Office		
682	Development Services	Online Applicant Portal	CD.139	Receive applications through online forms auto populating permitting system records (eliminate all double-entry) and accept payment for permits where fees are applicable for transactions.	Ability to double fee	Y - Yes	Civic Platform/Back Office		
683	Development Services	Online Applicant Portal	CD.139	Receive applications through online forms auto populating permitting system records (eliminate all double-entry) and accept payment for permits where fees are applicable for transactions.	Ability to drill down to sub-permits associated with a master permit.	Y - Yes	Civic Platform/Accela Citizen Access (ACA) & Back Office		
684	Development Services	Online Applicant Portal	CD.139	Receive applications through online forms auto populating permitting system records (eliminate all double-entry) and accept payment for permits where fees are applicable for transactions.	Ability to duplicate an existing permit application and all associated information to a new permit application at a different location (without manual rekeying of the data).	Y - Yes	Civic Platform/Back Office		
685	Development Services	Online Applicant Portal	CD.139	Receive applications through online forms auto populating permitting system records (eliminate all double-entry) and accept payment for permits where fees are applicable for transactions.	Ability to facilitate reconciliations with collections.	T- Third Party	Civic Platform/Back Office	Please see Attachment F, Pricing	Accela will provide transactional data including associated GL codes to the County's financial Management System to allow for reconciliation between deposits and transactions.
686	Development Services	Online Applicant Portal	CD.139	Receive applications through online forms auto populating permitting system records (eliminate all double-entry) and accept payment for permits where fees are applicable for transactions.	Ability to generate multi-tiered fees.	Y - Yes	Civic Platform/Back Office		
687	Development Services	Online Applicant Portal	CD.139	Receive applications through online forms auto populating permitting system records (eliminate all double-entry) and accept payment for permits where fees are applicable for transactions.	Ability to include and distinguish County, County and state fees.	Y - Yes	Civic Platform/Back Office		
688	Development Services	Online Applicant Portal	CD.139	Receive applications through online forms auto populating permitting system records (eliminate all double-entry) and accept payment for permits where fees are applicable for transactions.	Ability to maintain a Contractor master file.	Y - Yes	Civic Platform/Back Office		
689	Development Services	Online Applicant Portal	CD.139	Receive applications through online forms auto populating permitting system records (eliminate all double-entry) and accept payment for permits where fees are applicable for transactions.	Ability to maintain a Developer master file.	Y - Yes	Civic Platform/Back Office		
690	Development Services	Online Applicant Portal	CD.139	Receive applications through online forms auto populating permitting system records (eliminate all double-entry) and accept payment for permits where fees are applicable for transactions.	Ability to maintain an Architect master file.	Y - Yes	Civic Platform/Back Office		
691	Development Services	Online Applicant Portal	CD.139	Receive applications through online forms auto populating permitting system records (eliminate all double-entry) and accept payment for permits where fees are applicable for transactions.	Ability to maintain an Engineer master file.	Y - Yes	Civic Platform/Back Office		
692	Development Services	Online Applicant Portal	CD.139	Receive applications through online forms auto populating permitting system records (eliminate all double-entry) and accept payment for permits where fees are applicable for transactions.	Ability to maintain each data element for a permit	Y - Yes	Civic Platform/Back Office		

Seminole County FL - RFP
Attachment #2: Software Specifications

693	Development Services	Online Applicant Portal	CD.139	Receive applications through online forms auto populating permitting system records (eliminate all double-entry) and accept payment for permits where fees are applicable for transactions.	Ability to maintain information on impact fees and other exactions.	Y - Yes	Civic Platform/Back Office		
694	Development Services	Online Applicant Portal	CD.139	Receive applications through online forms auto populating permitting system records (eliminate all double-entry) and accept payment for permits where fees are applicable for transactions.	Ability to maintain payment history of applications.	Y - Yes	Civic Platform/Back Office		
695	Development Services	Online Applicant Portal	CD.139	Receive applications through online forms auto populating permitting system records (eliminate all double-entry) and accept payment for permits where fees are applicable for transactions.	Ability to maintain the information for each permit application, such as: Receive applications through online forms that autopopulates permitting system records to eliminate double-entry and accept payment for transactions where fees are applicable for transactions including activities that may not involve fee but need to itemized	Y - Yes	Civic Platform/Back Office		
696	Development Services	Online Applicant Portal	CD.139	Receive applications through online forms auto populating permitting system records (eliminate all double-entry) and accept payment for permits where fees are applicable for transactions.	Ability to mark as no fee	Y - Yes	Civic Platform/Back Office		
697	Development Services	Online Applicant Portal	CD.139	Receive applications through online forms auto populating permitting system records (eliminate all double-entry) and accept payment for permits where fees are applicable for transactions.	Ability to overrides default fee with a manual amount.	Y - Yes	Civic Platform/Back Office		
698	Development Services	Online Applicant Portal	CD.139	Receive applications through online forms auto populating permitting system records (eliminate all double-entry) and accept payment for permits where fees are applicable for transactions.	Ability to require and track pre-payments with applications.	Y - Yes	Civic Platform/Back Office		
699	Development Services	Online Applicant Portal	CD.139	Receive applications through online forms auto populating permitting system records (eliminate all double-entry) and accept payment for permits where fees are applicable for transactions.	Ability to store documents related to a permit.	Y - Yes	Civic Platform/Back Office		
700	Development Services	Online Applicant Portal	CD.139	Receive applications through online forms auto populating permitting system records (eliminate all double-entry) and accept payment for permits where fees are applicable for transactions.	Ability to store scanned images related to a permit.	Y - Yes	Civic Platform/Back Office		
701	Development Services	Online Applicant Portal	CD.139	Receive applications through online forms auto populating permitting system records (eliminate all double-entry) and accept payment for permits where fees are applicable for transactions.	Ability to support all County permit types.	Y - Yes	Civic Platform/Back Office		
702	Development Services	Online Applicant Portal	CD.139	Receive applications through online forms auto populating permitting system records (eliminate all double-entry) and accept payment for permits where fees are applicable for transactions.	Ability to support online entry and maintenance of permit data.	Y - Yes	Civic Platform/Back Office		
703	Development Services	Online Applicant Portal	CD.139	Receive applications through online forms auto populating permitting system records (eliminate all double-entry) and accept payment for permits where fees are applicable for transactions.	Ability to suppress fees with appropriate security.	Y - Yes	Civic Platform/Back Office		
704	Development Services	Online Applicant Portal	CD.139	Receive applications through online forms auto populating permitting system records (eliminate all double-entry) and accept payment for permits where fees are applicable for transactions.	Ability to track fee collection information, including: Date; Amount Paid; G/L category; Partial payments; Overpayments; Refunds; Refundable bonds; Other adjustments; User defined fields.	Y - Yes	Civic Platform/Back Office		
705	Development Services	Online Applicant Portal	CD.139	Receive applications through online forms auto populating permitting system records (eliminate all double-entry) and accept payment for permits where fees are applicable for transactions.	Ability to track fee collections and receivables, provide for late penalties as appropriate, and generate payment receipts.	Y - Yes	Civic Platform/Back Office		

Seminole County FL - RFP
Attachment #2: Software Specifications

706	Development Services	Online Applicant Portal	CD.139	Receive applications through online forms auto populating permitting system records (eliminate all double-entry) and accept payment for permits where fees are applicable for transactions.	Ability to track the following fees associated with a permit: Additional inspection fee	Y - Yes	Civic Platform/Back Office		
707	Development Services	Online Applicant Portal	CD.139	Receive applications through online forms auto populating permitting system records (eliminate all double-entry) and accept payment for permits where fees are applicable for transactions.	Ability to track the following fees associated with a permit: Development impact fees	Y - Yes	Civic Platform/Back Office		
708	Development Services	Online Applicant Portal	CD.139	Receive applications through online forms auto populating permitting system records (eliminate all double-entry) and accept payment for permits where fees are applicable for transactions.	Ability to track the following fees associated with a permit: Inspection fee	Y - Yes	Civic Platform/Back Office		
709	Development Services	Online Applicant Portal	CD.139	Receive applications through online forms auto populating permitting system records (eliminate all double-entry) and accept payment for permits where fees are applicable for transactions.	Ability to track the following fees associated with a permit: Other charges	Y - Yes	Civic Platform/Back Office		
710	Development Services	Online Applicant Portal	CD.139	Receive applications through online forms auto populating permitting system records (eliminate all double-entry) and accept payment for permits where fees are applicable for transactions.	Ability to track the following fees associated with a permit: Permit charge	Y - Yes	Civic Platform/Back Office		
711	Development Services	Online Applicant Portal	CD.139	Receive applications through online forms auto populating permitting system records (eliminate all double-entry) and accept payment for permits where fees are applicable for transactions.	Ability to track the following fees associated with a permit: Planning fees	Y - Yes	Civic Platform/Back Office		
712	Development Services	Online Applicant Portal	CD.139	Receive applications through online forms auto populating permitting system records (eliminate all double-entry) and accept payment for permits where fees are applicable for transactions.	Ability to track the following fees associated with a permit: Prepaid fees	Y - Yes	Civic Platform/Back Office		
713	Development Services	Online Applicant Portal	CD.139	Receive applications through online forms auto populating permitting system records (eliminate all double-entry) and accept payment for permits where fees are applicable for transactions.	Ability to track the following fees associated with a permit: Total charge	Y - Yes	Civic Platform/Back Office		
714	Development Services	Online Applicant Portal	CD.139	Receive applications through online forms auto populating permitting system records (eliminate all double-entry) and accept payment for permits where fees are applicable for transactions.	Ability to track the following fees associated with a permit: Total collected	Y - Yes	Civic Platform/Back Office		
715	Development Services	Online Applicant Portal	CD.139	Receive applications through online forms auto populating permitting system records (eliminate all double-entry) and accept payment for permits where fees are applicable for transactions.	Adjustments with appropriate permissions and supervisor approval.	Y - Yes	Civic Platform/Back Office		
716	Development Services	Online Applicant Portal	CD.139	Receive applications through online forms auto populating permitting system records (eliminate all double-entry) and accept payment for permits where fees are applicable for transactions.	Ability to track the following fees associated with a permit: Application Date	Y - Yes	Civic Platform/Back Office		
717	Development Services	Online Applicant Portal	CD.139	Receive applications through online forms auto populating permitting system records (eliminate all double-entry) and accept payment for permits where fees are applicable for transactions.	Ability to track the following fees associated with a permit: Class of Work	Y - Yes	Civic Platform/Back Office		
718	Development Services	Online Applicant Portal	CD.139	Receive applications through online forms auto populating permitting system records (eliminate all double-entry) and accept payment for permits where fees are applicable for transactions.	Ability to track the following fees associated with a permit: Event Date	Y - Yes	Civic Platform/Back Office		
719	Development Services	Online Applicant Portal	CD.139	Receive applications through online forms auto populating permitting system records (eliminate all double-entry) and accept payment for permits where fees are applicable for transactions.	Ability to track the following fees associated with a permit: Expected Completion Date	Y - Yes	Civic Platform/Back Office		

Seminole County FL - RFP
Attachment #2: Software Specifications

720	Development Services	Online Applicant Portal	CD.139	Receive applications through online forms auto populating permitting system records (eliminate all double-entry) and accept payment for permits where fees are applicable for transactions.	Ability to track the following fees associated with a permit: Expiration Date	Y - Yes	Civic Platform/Back Office		
721	Development Services	Online Applicant Portal	CD.139	Receive applications through online forms auto populating permitting system records (eliminate all double-entry) and accept payment for permits where fees are applicable for transactions.	Ability to track the following fees associated with a permit: Inspector Zone	Y - Yes	Civic Platform/Back Office		
722	Development Services	Online Applicant Portal	CD.139	Receive applications through online forms auto populating permitting system records (eliminate all double-entry) and accept payment for permits where fees are applicable for transactions.	Ability to track the following fees associated with a permit: Permit Type	Y - Yes	Civic Platform/Back Office		
723	Development Services	Online Applicant Portal	CD.139	Receive applications through online forms auto populating permitting system records (eliminate all double-entry) and accept payment for permits where fees are applicable for transactions.	Ability to track the following fees associated with a permit: Property Information	Y - Yes	Civic Platform/Back Office		
724	Development Services	Online Applicant Portal	CD.139	Receive applications through online forms auto populating permitting system records (eliminate all double-entry) and accept payment for permits where fees are applicable for transactions.	Provide a display of fee amount on screen when application is entered.	Y - Yes	Civic Platform/Back Office		
725	Development Services	Online Applicant Portal	CD.139	Receive applications through online forms auto populating permitting system records (eliminate all double-entry) and accept payment for permits where fees are applicable for transactions.	Provide for calculation of standard fees with effective dates using user provided formulas or tables, with history of any changes made.	Y - Yes	Civic Platform/Back Office		
726	Development Services	Online Applicant Portal	CD.139	Receive applications through online forms auto populating permitting system records (eliminate all double-entry) and accept payment for permits where fees are applicable for transactions.	Provide integration to general ledger for posting cash entries to proper accounts.	Y - Yes	Civic Platform/Back Office		
727	Development Services	Online Applicant Portal	CD.139	Receive applications through online forms auto populating permitting system records (eliminate all double-entry) and accept payment for permits where fees are applicable for transactions.	Refunds with appropriate permissions and supervisor approval	Y - Yes	Civic Platform/Back Office		
728	Development Services	Online Applicant Portal	CD.139	Receive applications through online forms auto populating permitting system records (eliminate all double-entry) and accept payment for permits where fees are applicable for transactions.	Required attachments (e.g. Stormwater Pollution Prevention Plan (SWPPP) for grading permits)	Y - Yes	Civic Platform/Accela Citizen Access (ACA) & Back Office		
729	Development Services	Online Applicant Portal	CD.139	Receive applications through online forms auto populating permitting system records (eliminate all double-entry) and accept payment for permits where fees are applicable for transactions.	Reviewer Name	Y - Yes	Civic Platform/Back Office		
730	Development Services	Online Applicant Portal	CD.139	Receive applications through online forms auto populating permitting system records (eliminate all double-entry) and accept payment for permits where fees are applicable for transactions.	Revision (amendment) fees with appropriate permissions and supervisor approval	Y - Yes	Civic Platform/Accela Citizen Access (ACA) & Back Office		
731	Development Services	Online Applicant Portal	CD.139	Receive applications through online forms auto populating permitting system records (eliminate all double-entry) and accept payment for permits where fees are applicable for transactions.	Start Date	Y - Yes	Civic Platform/Accela Citizen Access (ACA) & Back Office		
732	Development Services	Online Applicant Portal	CD.139	Receive applications through online forms auto populating permitting system records (eliminate all double-entry) and accept payment for permits where fees are applicable for transactions.	Submission Date	Y - Yes	Civic Platform/Accela Citizen Access (ACA) & Back Office		
733	Development Services	Online Applicant Portal	CD.139	Receive applications through online forms auto populating permitting system records (eliminate all double-entry) and accept payment for permits where fees are applicable for transactions.	Text Remarks (unlimited characters)	Y - Yes	Civic Platform/Accela Citizen Access (ACA) & Back Office		

Seminole County FL - RFP
Attachment #2: Software Specifications

734	Development Services	Online Applicant Portal	CD.139	Receive applications through online forms auto populating permitting system records (eliminate all double-entry) and accept payment for permits where fees are applicable for transactions.	Unlimited user defined fields	Y - Yes	Civic Platform/Accela Citizen Access (ACA) & Back Office		
735	Development Services	Online Applicant Portal	CD.139	Receive applications through online forms auto populating permitting system records (eliminate all double-entry) and accept payment for permits where fees are applicable for transactions.	Variance	Y - Yes	Civic Platform/Accela Citizen Access (ACA) & Back Office		
736	Development Services	Online Applicant Portal	CD.139	Receive applications through online forms auto populating permitting system records (eliminate all double-entry) and accept payment for permits where fees are applicable for transactions.	Zoning Conditions/Stipulations	Y - Yes	Civic Platform/Accela Citizen Access (ACA) & Back Office		
737	Development Services	Planning & Zoning	CD.140	The disposition ZBA case reviews, findings, and/or judgments are documented with the case, agenda management system, and associated with the tax parcel ID, property address(es), and geographic coordinate location.	The disposition ZBA case reviews, findings, and/or judgments are documented with the case, agenda management system, and associated with the tax parcel ID, property address(es), and geographic coordinate location.	Y - Yes	Civic Platform/Back Office		
738	Development Services	Permitting	CD.141	Buffer notifications for the given ZBA case can be supported using the community's GIS geometry to select active addresses, parcels, and/or occupant structures within the permitting system of record.	Buffer notifications for the given ZBA case can be supported using the community's GIS geometry to select active addresses, parcels, and/or occupant structures within the permitting system of record.	Y - Yes	Civic Platform/Back Office		
739	Development Services	Planning & Zoning	CD.142	ZBA notifications can support automated generation of mailers (mail merge).	ZBA notifications can support automated generation of mailers (mail merge).	Y - Yes	Civic Platform/Back Office		
740	Development Services	Permitting	CD.143	All correspondence and conditions of approval are regarding the evidence of approval are associated with the case in the permitting system of record.	All correspondence and conditions of approval are regarding the evidence of approval are associated with the case in the permitting system of record.	Y - Yes	Civic Platform/Back Office		
741	Development Services	Code Enforcement	CD.144	All approved cases and conditions of approval are associated with applications tied to specific projects, properties (tax ID), addresses, and geographic coordinates.	All approved cases and conditions of approval are associated with applications tied to specific projects, properties (tax ID), addresses, and geographic coordinates.	Y - Yes	Civic Platform/Back Office		
742	Development Services	Planning & Zoning	CD.145	All approved planning cases are linked to subsequent or concurrent building, engineering, fire, and other disciplines through a master project to master permit association (or similar hierarchical association).	All approved planning cases are linked to subsequent or concurrent building, engineering, fire, and other disciplines through a master project to master permit association (or similar hierarchical association).	Y - Yes	Civic Platform/Back Office		
743	Development Services	Permitting	CD.146	The management of right-of-way permits is fully integrated with all entitlement, permitting, and acceptance processes.	Ability for ROW permits to be associated to spatial features other than a parcel/address (i.e. GIS shape, user defined shape for where the permit is valid).	Y - Yes	Civic Platform/Back Office		
744	Development Services	Permitting	CD.146	The management of right-of-way permits is fully integrated with all entitlement, permitting, and acceptance processes.	Ability for users to generate reports based on geographic location such as council member ward, inspector territory, county, census tract, neighborhood for all queries.	Y - Yes	Civic Platform/Back Office		
745	Development Services	Permitting	CD.146	The management of right-of-way permits is fully integrated with all entitlement, permitting, and acceptance processes.	Ability for users with specific security rights to make any querying and reporting function available for public use.	Y - Yes	Civic Platform/Back Office		
746	Development Services	Permitting	CD.146	The management of right-of-way permits is fully integrated with all entitlement, permitting, and acceptance processes.	Ability to automatically notify other inspection divisions of inspection activities based on user defined criteria.	Y - Yes	Civic Platform/Back Office		

Seminole County FL - RFP
Attachment #2: Software Specifications

747	Development Services	Permitting	CD.146	The management of right-of-way permits is fully integrated with all entitlement, permitting and acceptance processes.	Ability to avoid duplicate data entries due to slight spelling differences. Example- ABC Plumbing & ABC Plumbing INC being entered as two separate companies.	Y - Yes	Civic Platform/Accela Citizen Access (ACA) & Back Office		Accela suggests the best practice of searching for a contact before just adding. However, if a user registers or adds a new contact, if the new contact is a close match with an existing reference contact in the agency, the user can confirm whether to associate/use the reference account.
748	Development Services	Permitting	CD.146	The management of right-of-way permits is fully integrated with all entitlement, permitting and acceptance processes.	Ability to calculate utility license fees owed to the County based on a percentage of gross operating revenue. Percent of gross operating revenue varies by utility type.	Y - Yes	Civic Platform/Back Office		
749	Development Services	Permitting	CD.146	The management of right-of-way permits is fully integrated with all entitlement, permitting and acceptance processes.	Ability to detect conflicting projects and notify relevant stakeholders.	Y - Yes	Civic Platform/Back Office		
750	Development Services	Permitting	CD.146	The management of right-of-way permits is fully integrated with all entitlement, permitting and acceptance processes.	Ability to prevent creation of duplicate permits without first voiding the previously issued one.	Y - Yes	Civic Platform/Back Office		
751	Development Services	Permitting	CD.146	The management of right-of-way permits is fully integrated with all entitlement, permitting and acceptance processes.	Ability to double late fees every month a fee remains delinquent. In this case, a service request would be in reference to scheduling and issuing an inspection in the right-of-way. The conditions of approval for the given right-of-way permit would be defined for the inspector to review/validate at defined points of a given project.	Y - Yes	Civic Platform/Back Office		
752	Development Services	Permitting	CD.146	The management of right-of-way permits is fully integrated with all entitlement, permitting and acceptance processes.	Ability to generate service requests in the system.	Y - Yes	Civic Platform/Back Office		
753	Development Services	Permitting	CD.146	The management of right-of-way permits is fully integrated with all entitlement, permitting and acceptance processes.	Ability to have a checklist for actions needed for the permit issuance that need to be completed prior to issuance of a given permit approval.	Y - Yes	Civic Platform/Back Office		
754	Development Services	Permitting	CD.146	The management of right-of-way permits is fully integrated with all entitlement, permitting and acceptance processes.	Ability to maintain a visual representation of events.	Y - Yes	Civic Platform/Back Office		
755	Development Services	Permitting	CD.146	The management of right-of-way permits is fully integrated with all entitlement, permitting and acceptance processes.	Ability to maintain the following related to a Right-of-Way permit: Contractor Name	Y - Yes	Civic Platform/Back Office		
756	Development Services	Permitting	CD.146	The management of right-of-way permits is fully integrated with all entitlement, permitting and acceptance processes.	Ability to maintain the following related to a Right-of-Way permit: Franchise fees paid	Y - Yes	Civic Platform/Back Office		
757	Development Services	Permitting	CD.146	The management of right-of-way permits is fully integrated with all entitlement, permitting and acceptance processes.	Ability to maintain the following related to a Right-of-Way permit: Location of work	Y - Yes	Civic Platform/Back Office		
758	Development Services	Permitting	CD.146	The management of right-of-way permits is fully integrated with all entitlement, permitting and acceptance processes.	Ability to maintain the following related to a Right-of-Way permit: Monthly gross operating revenue	Y - Yes	Civic Platform/Back Office		
759	Development Services	Permitting	CD.146	The management of right-of-way permits is fully integrated with all entitlement, permitting and acceptance processes.	Ability to maintain the following related to a Right-of-Way permit: Name of Facility Owner	Y - Yes	Civic Platform/Back Office		
760	Development Services	Permitting	CD.146	The management of right-of-way permits is fully integrated with all entitlement, permitting and acceptance processes.	Ability to maintain the following related to a Right-of-Way permit: Per foot fees paid	Y - Yes	Civic Platform/Back Office		
761	Development Services	Permitting	CD.146	The management of right-of-way permits is fully integrated with all entitlement, permitting and acceptance processes.	Ability to maintain the following related to a Right-of-Way permit: Permit number	Y - Yes	Civic Platform/Back Office		
762	Development Services	Permitting	CD.146	The management of right-of-way permits is fully integrated with all entitlement, permitting and acceptance processes.	Ability to maintain the following related to a Right-of-Way permit: Permit type(s)	Y - Yes	Civic Platform/Back Office		
763	Development Services	Permitting	CD.146	The management of right-of-way permits is fully integrated with all entitlement, permitting and acceptance processes.	Ability to maintain the following related to a Right-of-Way permit: Privilege tax paid	Y - Yes	Civic Platform/Back Office		

Seminole County FL - RFP
Attachment #2: Software Specifications

764	Development Services	Permitting	CD.146	The management of right-of-way permits is fully integrated with all entitlement, permitting and acceptance processes.	Ability to maintain the following related to a Right-of-Way permit: Site plan	Y - Yes	Civic Platform/Back Office		
765	Development Services	Permitting	CD.146	The management of right-of-way permits is fully integrated with all entitlement, permitting and acceptance processes.	Ability to maintain the following related to a Right-of-Way permit: Type of Facility Owner	Y - Yes	Civic Platform/Back Office		
766	Development Services	Permitting	CD.146	The management of right-of-way permits is fully integrated with all entitlement, permitting and acceptance processes.	Ability to maintain the following related to a Right-of-Way permit: Utility fees paid	Y - Yes	Civic Platform/Back Office		
767	Development Services	Permitting	CD.146	The management of right-of-way permits is fully integrated with all entitlement, permitting and acceptance processes.	Ability to maintain the following related to a Right-of-Way permit: Work start/end date	Y - Yes	Civic Platform/Back Office		
768	Development Services	Permitting	CD.146	The management of right-of-way permits is fully integrated with all entitlement, permitting and acceptance processes.	Ability to maintain the results of an appeal.	Y - Yes	Civic Platform/Back Office		
769	Development Services	Permitting	CD.146	The management of right-of-way permits is fully integrated with all entitlement, permitting and acceptance processes.	Ability to maintain/track franchise agreements.	Y - Yes	Civic Platform/Back Office		
770	Development Services	Permitting	CD.146	The management of right-of-way permits is fully integrated with all entitlement, permitting and acceptance processes.	Ability to manage related inspections/contacts/violations relating to a right of way permit.	Y - Yes	Civic Platform/Back Office		
771	Development Services	Permitting	CD.146	The management of right-of-way permits is fully integrated with all entitlement, permitting and acceptance processes.	Ability to notify those requesting inspections that outstanding fees must be paid prior to inspection being scheduled.	Y - Yes	Civic Platform/Back Office		
772	Development Services	Permitting	CD.146	The management of right-of-way permits is fully integrated with all entitlement, permitting and acceptance processes.	Ability to permit traffic control.	Y - Yes	Civic Platform/Back Office		
773	Development Services	Permitting	CD.146	The management of right-of-way permits is fully integrated with all entitlement, permitting and acceptance processes.	Ability to print documents with QR code to provide access to permit case.	Y - Yes	Civic Platform/Back Office		
774	Development Services	Permitting	CD.146	The management of right-of-way permits is fully integrated with all entitlement, permitting and acceptance processes.	Ability to refund overpayments to Right-of-Way permit holders.	Y - Yes	Civic Platform/Back Office		
775	Development Services	Permitting	CD.146	The management of right-of-way permits is fully integrated with all entitlement, permitting and acceptance processes.	Ability to report on number of preapplication meetings. Excellent question. The intent was to show which right-of-way permits were scheduled to be valid to identify potential impacts to other private or public construction activities happening in the vicinity of the right-of-way permit issued.	R - Reporting	Civic Platform/Back Office		Available via Accela's Ad hoc Report Writer.
776	Development Services	Permitting	CD.146	The management of right-of-way permits is fully integrated with all entitlement, permitting and acceptance processes.	Ability to report on start/end date via map/spatially.	Y - Yes	Civic Platform/Back Office		
777	Development Services	Permitting	CD.146	The management of right-of-way permits is fully integrated with all entitlement, permitting and acceptance processes.	Ability to set assigned backups for review staff and reassign approval in the case of staff leave or a defined period without approval activity.	Y - Yes	Civic Platform/Back Office		
778	Development Services	Permitting	CD.146	The management of right-of-way permits is fully integrated with all entitlement, permitting and acceptance processes.	Ability to specify if a utility is County or Special District owned.	Y - Yes	Civic Platform/Back Office		
779	Development Services	Permitting	CD.146	The management of right-of-way permits is fully integrated with all entitlement, permitting and acceptance processes.	Ability to track developer contributed infrastructure.	Y - Yes	Civic Platform/Back Office		
780	Development Services	Permitting	CD.146	The management of right-of-way permits is fully integrated with all entitlement, permitting and acceptance processes.	Ability to track in lieu of payments.	Y - Yes	Civic Platform/Back Office		
781	Development Services	Permitting	CD.146	The management of right-of-way permits is fully integrated with all entitlement, permitting and acceptance processes.	Ability to track permit application evaluations with a checklist system	Y - Yes	Civic Platform/Back Office		
782	Development Services	Permitting	CD.146	The management of right-of-way permits is fully integrated with all entitlement, permitting and acceptance processes.	The management of right-of-way permits is fully integrated with all entitlement, permitting, and acceptance processes.	Y - Yes	Civic Platform/Back Office		

Seminole County FL - RFP
Attachment #2: Software Specifications

783	Development Services	Permitting	CD.146	The management of right-of-way permits is fully integrated with all entitlement, permitting and acceptance processes.	System provides highly configurable workflow functionality for project assignment, routing, and review step scheduling and tracking based on project type.	Y - Yes	Civic Platform/Back Office	
784	Development Services	Permitting	CD.146	The management of right-of-way permits is fully integrated with all entitlement, permitting and acceptance processes.	System provides or integrates electronic plan review capabilities with workflow functionality and markup capabilities.	Y - Yes	Civic Platform/Back Office	Accela also optionally proposes Velosimo as an iPaaS to manage the integrations. Cost is included on the Options worksheet in Appendix F.
785	Development Services	Permitting	CD.147	The extent of the right-of-way impact is defined by a geographic area (polygon) and saved with each ROW permit. The ability to create spatial queries to identify future ROW permitting activities can identify conflicts before they occur.	The extent of the right-of-way impact is defined by a geographic area (polygon) and saved with each ROW permit. The ability to create spatial queries to identify future ROW permitting activities can identify conflicts before they occur.	Y - Yes	Civic Platform/Back Office	
786	Development Services	Planning & Zoning	CD.148	Use geographic areas to define primary location as another index in addition to address & parcel ID.	Ability for authorized user to remove the hold based on an activity occurring and/or a specified date range.	Y - Yes	Civic Platform/Back Office	
787	Development Services	Planning & Zoning	CD.148	Use geographic areas to define primary location as another index in addition to address & parcel ID.	Ability for the System Administrator to specify which activities are to be held and/or which activities are to be allowed.	Y - Yes	Civic Platform/Back Office	
788	Development Services	Planning & Zoning	CD.148	Use geographic areas to define primary location as another index in addition to address & parcel ID.	Ability to add free-form comments to properties.	Y - Yes	Civic Platform/Back Office	
789	Development Services	Planning & Zoning	CD.148	Use geographic areas to define primary location as another index in addition to address & parcel ID.	Ability to associate business information to a parcel and structure	Y - Yes	Civic Platform/Back Office	
790	Development Services	Planning & Zoning	CD.148	Use geographic areas to define primary location as another index in addition to address & parcel ID.	Ability to associate structural information to a parcel.	Y - Yes	Civic Platform/Back Office	
791	Development Services	Planning & Zoning	CD.148	Use geographic areas to define primary location as another index in addition to address & parcel ID.	Ability to attach an unlimited number and type of documents (e.g., jpeg, bmp, doc, xls, gif, htm, pdf, txt, xml, mp4, mpeg).	Y - Yes	Civic Platform/Back Office	
792	Development Services	Planning & Zoning	CD.148	Use geographic areas to define primary location as another index in addition to address & parcel ID.	Ability to describe/identify street segments and other objects that may not be legally described as a parcel.	Y - Yes	Civic Platform/Back Office	
793	Development Services	Planning & Zoning	CD.148	Use geographic areas to define primary location as another index in addition to address & parcel ID.	Ability to enforce Seminole County addressing standards defined in the County's Addressing Code.	Y - Yes	Civic Platform/Back Office	
794	Development Services	Planning & Zoning	CD.148	Use geographic areas to define primary location as another index in addition to address & parcel ID.	Ability to flag parcels with the following criteria: Description of the flag; Type of hold (e.g., not work allowed, no permit issued, informational only).	Y - Yes	Civic Platform/Back Office	
795	Development Services	Planning & Zoning	CD.148	Use geographic areas to define primary location as another index in addition to address & parcel ID.	Ability to identify parcels of land including, but not limited to the following information: Address	Y - Yes	Civic Platform/Back Office	
796	Development Services	Planning & Zoning	CD.148	Use geographic areas to define primary location as another index in addition to address & parcel ID.	Ability to identify parcels of land including, but not limited to the following information: Building Setbacks by structure and Zoning/Subdivision	Y - Yes	Civic Platform/Back Office	
797	Development Services	Planning & Zoning	CD.148	Use geographic areas to define primary location as another index in addition to address & parcel ID.	Ability to identify parcels of land including, but not limited to the following information: Future Land Use Designation	Y - Yes	Civic Platform/Back Office	
798	Development Services	Planning & Zoning	CD.148	Use geographic areas to define primary location as another index in addition to address & parcel ID.	Ability to identify parcels of land including, but not limited to the following information: Geographic areas by user defined polygon	Y - Yes	Civic Platform/Back Office	
799	Development Services	Planning & Zoning	CD.148	Use geographic areas to define primary location as another index in addition to address & parcel ID.	Ability to identify parcels of land including, but not limited to the following information: Legal Description	Y - Yes	Civic Platform/Back Office	
800	Development Services	Planning & Zoning	CD.148	Use geographic areas to define primary location as another index in addition to address & parcel ID.	Ability to identify parcels of land including, but not limited to the following information: Owner	Y - Yes	Civic Platform/Back Office	

Seminole County FL - RFP
Attachment #2: Software Specifications

801	Development Services	Planning & Zoning	CD.148	Use geographic areas to define primary location as another index in addition to address & parcel ID.	Ability to identify parcels of land including, but not limited to the following information: Specific Land development agreements	Y - Yes	Civic Platform/Back Office		
802	Development Services	Planning & Zoning	CD.148	Use geographic areas to define primary location as another index in addition to address & parcel ID.	Ability to identify parcels of land including, but not limited to the following information: Structure Type	Y - Yes	Civic Platform/Back Office		
803	Development Services	Planning & Zoning	CD.148	Use geographic areas to define primary location as another index in addition to address & parcel ID.	Ability to identify parcels of land including, but not limited to the following information: Subdivision	Y - Yes	Civic Platform/Back Office		
804	Development Services	Planning & Zoning	CD.148	Use geographic areas to define primary location as another index in addition to address & parcel ID.	Ability to identify parcels of land including, but not limited to the following information: Use Type	Y - Yes	Civic Platform/Back Office		
805	Development Services	Planning & Zoning	CD.148	Use geographic areas to define primary location as another index in addition to address & parcel ID.	Ability to identify parcels of land including, but not limited to the following information: Zoning Designation	Y - Yes	Civic Platform/Back Office		
806	Development Services	Planning & Zoning	CD.148	Use geographic areas to define primary location as another index in addition to address & parcel ID.	Ability to interface GIS functions/applications with Land Management.	Y - Yes	Civic Platform/Back Office		
807	Development Services	Planning & Zoning	CD.148	Use geographic areas to define primary location as another index in addition to address & parcel ID.	Ability to interface to existing Esri ArcGIS Server 10.4 or later for land and parcel information.	Y - Yes	Civic Platform/Back Office		
808	Development Services	Planning & Zoning	CD.148	Use geographic areas to define primary location as another index in addition to address & parcel ID.	Ability to maintain a relationship of existing and historical parcels throughout time	Y - Yes	Civic Platform/Back Office		
809	Development Services	Planning & Zoning	CD.148	Use geographic areas to define primary location as another index in addition to address & parcel ID.	Ability to maintain and display Historical and current Improvements	Y - Yes	Civic Platform/Back Office		
810	Development Services	Planning & Zoning	CD.148	Use geographic areas to define primary location as another index in addition to address & parcel ID.	Ability to notify certain people based on the type of hold when a specified activity has occurred on the property.	Y - Yes	Civic Platform/Back Office		
811	Development Services	Planning & Zoning	CD.148	Use geographic areas to define primary location as another index in addition to address & parcel ID.	Ability to place conditions on system records that will be carried over to the permit application process.	Y - Yes	Civic Platform/Back Office		
812	Development Services	Planning & Zoning	CD.148	Use geographic areas to define primary location as another index in addition to address & parcel ID.	Ability to show structural information including: Structure Improvement Information; Structure Value; Structural Classifications (multiple); Year Built; Number of Stories; Unlimited user-defined fields.	Y - Yes	Civic Platform/Back Office		
813	Development Services	Planning & Zoning	CD.148	Use geographic areas to define primary location as another index in addition to address & parcel ID.	Ability to track both the owner and resident (could be different) for a given address or property.	Y - Yes	Civic Platform/Back Office		
814	Development Services	Planning & Zoning	CD.148	Use geographic areas to define primary location as another index in addition to address & parcel ID.	Ability to view GIS map of resulting queried data.	Y - Yes	Civic Platform/Back Office		
815	Development Services	Planning & Zoning	CD.148	Use geographic areas to define primary location as another index in addition to address & parcel ID.	Integration and access to associated Code Enforcement Cases	Y - Yes	Civic Platform/Back Office		
816	Development Services	Planning & Zoning	CD.148	Use geographic areas to define primary location as another index in addition to address & parcel ID.	Use geographic areas to define primary location as another index in addition to address & parcel ID.	Y - Yes	Civic Platform/Back Office		
817	Development Services	Planning & Zoning	CD.148	Use geographic areas to define primary location as another index in addition to address & parcel ID.	Provide a the following reports within a user-defined date range: Change Report	R - Reporting	Civic Platform/Back Office		Accela will provide our standard Accela Civic Application reports, as well as an allocation for new custom reports and training for business users to build their own reports using the Accela Ad hoc Report Writer. This will cover all reporting needs.

Seminole County FL - RFP
Attachment #2: Software Specifications

818	Development Services	Planning & Zoning	CD.148	Use geographic areas to define primary location as another index in addition to address & parcel ID.	Provide a the following reports within a user-defined date range: Parcel Improvement Report	R - Reporting	Civic Platform/Back Office		Accela will provide our standard Accela Civic Application reports, as well as an allocation for new custom reports and training for business users to build their own reports using the Accela Ad hoc Report Writer. This will cover all reporting needs.
819	Development Services	Planning & Zoning	CD.148	Use geographic areas to define primary location as another index in addition to address & parcel ID.	Provide a the following reports within a user-defined date range: Parcel Ownership	R - Reporting	Civic Platform/Back Office		Accela will provide our standard Accela Civic Application reports, as well as an allocation for new custom reports and training for business users to build their own reports using the Accela Ad hoc Report Writer. This will cover all reporting needs.
820	Development Services	Planning & Zoning	CD.148	Use geographic areas to define primary location as another index in addition to address & parcel ID.	Provide a the following reports within a user-defined date range: Parcel Split/Merge activity Report	R - Reporting	Civic Platform/Back Office		Accela will provide our standard Accela Civic Application reports, as well as an allocation for new custom reports and training for business users to build their own reports using the Accela Ad hoc Report Writer. This will cover all reporting needs.
821	Development Services	Planning & Zoning	CD.148	Use geographic areas to define primary location as another index in addition to address & parcel ID.	Provide a the following reports within a user-defined date range: Permits issued by defined geographic boundary area.	R - Reporting	Civic Platform/Back Office		Accela will provide our standard Accela Civic Application reports, as well as an allocation for new custom reports and training for business users to build their own reports using the Accela Ad hoc Report Writer. This will cover all reporting needs.
822	Development Services	Planning & Zoning	CD.148	Use geographic areas to define primary location as another index in addition to address & parcel ID.	Provide a the following reports within a user-defined date range: Zoning Change or Activity Report	R - Reporting	Civic Platform/Back Office		Accela will provide our standard Accela Civic Application reports, as well as an allocation for new custom reports and training for business users to build their own reports using the Accela Ad hoc Report Writer. This will cover all reporting needs.
823	Development Services	Planning & Zoning	CD.148	Use geographic areas to define primary location as another index in addition to address & parcel ID.	Provide ability to capture parcel information from County Property Appraiser data and associate it with parcels.	Y - Yes	Civic Platform/Back Office		Accela also optionally proposes Velosimo as an iPaaS to manage the integrations. Cost is included on the Options worksheet in Appendix F.
824	Development Services	Planning & Zoning	CD.148	Use geographic areas to define primary location as another index in addition to address & parcel ID.	Provide ability to import to update parcel information, including performing parcel splits, combines, etc.	Y - Yes	Civic Platform/Back Office		
825	Development Services	Planning & Zoning	CD.148	Use geographic areas to define primary location as another index in addition to address & parcel ID.	Provide access to associated Permits, including: Land Development Agreements; Rezoning Agreements; Conditional Use Agreements; Concept Plans; Aesthetic Review Agreements.	Y - Yes	Civic Platform/Back Office		
826	Development Services	Planning & Zoning	CD.148	Use geographic areas to define primary location as another index in addition to address & parcel ID.	Provide support for 'hiding' items assigned to secure owner records / properties, especially for access via a public or citizen interface	Y - Yes	Civic Platform/Back Office		
827	Development Services	Planning & Zoning	CD.148	Use geographic areas to define primary location as another index in addition to address & parcel ID.	Provide the function for splitting or merging parcels	Y - Yes	Civic Platform/Back Office		

Seminole County FL - RFP
Attachment #2: Software Specifications

828	Development Services	Planning & Zoning	CD.148	Use geographic areas to define primary location as another index in addition to address & parcel ID.	Provides capability to display Related Information including: Code Enforcement Information; Permitting and Inspection Information; Occupational Licensing Information.	Y - Yes	Civic Platform/Back Office		
829	Development Services	Planning & Zoning	CD.148	Use geographic areas to define primary location as another index in addition to address & parcel ID.	Provides capability to maintain and query unlimited zoning history	Y - Yes	Civic Platform/Back Office		
830	Development Services	Planning & Zoning	CD.148	Use geographic areas to define primary location as another index in addition to address & parcel ID.	Provides support to view Unlimited Ownership History	Y - Yes	Civic Platform/Back Office		
831	Development Services	Permitting	CD.149	Checklists for all types of permitting applications can be enforced consistently to enforce a standard procedures.	Checklists for all types of permitting applications can be enforced consistently to enforce a standard procedures.	Y - Yes	Civic Platform/Back Office		
832	Development Services	Code Enforcement	CD.151	Review status transparency is automatically provided to both staff and the public.	Review status transparency is automatically provided to both staff and the public.	Y - Yes	Civic Platform/Accela Citizen Access (ACA) & Back Office		
833	Development Services	Inspections	CD.152	Inspections can be scheduled online and other channels not requiring staff intervention.	Inspections can be scheduled online and other channels not requiring staff intervention.	Y - Yes	Civic Platform/Accela Citizen Access (ACA) & Back Office		
834	Development Services	Inspections	CD.153	Integrate notifications for inspection results using integrations with messaging systems including email, text, mobile applications, etc. so they can be immediately pushed out.	Integrate notifications for inspection results using integrations with messaging systems including email, text, mobile applications, etc. so they can be immediately pushed out.	Y - Yes	Civic Platform/Back Office		
835	Development Services	Permitting	CD.154	Enable mobile staff workflows to capture the necessary information in the field can be readily represented in the system of record to enforce all conditions of approval.	Enable mobile staff workflows to capture the necessary information in the field can be readily represented in the system of record to enforce all conditions of approval.	Y - Yes	Civic Platform/Accela Mobile		
836	Development Services	Permitting	CD.154	Enable mobile staff workflows to capture the necessary information in the field can be readily represented in the system of record to enforce all conditions of approval.	Enable mobile staff workflows to capture the necessary information in the field can be readily represented in the system of record to enforce all conditions of approval.	Y - Yes	Civic Platform/Accela Mobile		
837	Development Services	Permitting	CD.155	Closeout open permits as quickly as possible by implementing triggers/notifications so permits can be finalized.	Closeout open permits as quickly as possible by implementing triggers/notifications so permits can be finalized.	Y - Yes	Civic Platform/Back Office		
838	Development Services	Mobile Access	CD.156	Mobile access to the permit activities associated with one or more inspections can be provided to inspectors and the public to provide real-time information (e.g. including inspector field notes, inspector's comments, remaining conditions for approval, et	Mobile access to the permit activities associated with one or more inspections can be provided to inspectors and the public to provide real-time information (e.g. including inspector field notes, inspector's comments, remaining conditions for approval, et	Y - Yes	Civic Platform/Accela Mobile		
839	Development Services	Inspections	CD.157	Inspection results and violation notices can be saved to the system in real-time through a mobile interface and comments can be sent to permit-holders automatically by email.	Ability to accommodate data download for electronic inspection devices.	Y - Yes	Civic Platform/Accela Mobile		
840	Development Services	Inspections	CD.157	Inspection results and violation notices can be saved to the system in real-time through a mobile interface and comments can be sent to permit-holders automatically by email.	Ability to allow entry of inspections via an operator or an interactive voice response system (IVRS).	T- Third Party	Civic Platform/Accela Mobile	\$10,000	Inspection result via IVR would require an integration with a third party. Not included in scope as an IVR was not listed on the Detailed Interfaces worksheet. This cost does not include any costs for a third-party vendor to configure the IVR tool to accept the request types listed.
841	Development Services	Inspections	CD.157	Inspection results and violation notices can be saved to the system in real-time through a mobile interface and comments can be sent to permit-holders automatically by email.	Ability to allow for an unlimited number of inspections on each application.	Y - Yes	Civic Platform/Accela Mobile		

Seminole County FL - RFP
Attachment #2: Software Specifications

842	Development Services	Inspections	CD.157	Inspection results and violation notices can be saved to the system in real-time through a mobile interface and comments can be sent to permit-holders automatically by email.	Ability to allow for the entry of inspector's notes for each visit.	Y - Yes	Civic Platform/Accela Mobile		
843	Development Services	Inspections	CD.157	Inspection results and violation notices can be saved to the system in real-time through a mobile interface and comments can be sent to permit-holders automatically by email.	Ability to allow online entry and maintenance of inspection notices.	Y - Yes	Civic Platform/Accela Mobile		
844	Development Services	Inspections	CD.157	Inspection results and violation notices can be saved to the system in real-time through a mobile interface and comments can be sent to permit-holders automatically by email.	Ability to allow online entry and maintenance of license inspection renewals.	Y - Yes	Civic Platform/Accela Mobile		
845	Development Services	Inspections	CD.157	Inspection results and violation notices can be saved to the system in real-time through a mobile interface and comments can be sent to permit-holders automatically by email.	Ability to allow online entry and maintenance of multiple inspection types.	Y - Yes	Civic Platform/Accela Citizen Access (ACA), Back Office, & Accela Mobile		
846	Development Services	Inspections	CD.157	Inspection results and violation notices can be saved to the system in real-time through a mobile interface and comments can be sent to permit-holders automatically by email.	Ability to allow online entry and maintenance of second inspection notices.	Y - Yes	Civic Platform/Accela Mobile & Back Office		
847	Development Services	Inspections	CD.157	Inspection results and violation notices can be saved to the system in real-time through a mobile interface and comments can be sent to permit-holders automatically by email.	Ability to allow users to override fees (with appropriate security permissions).	Y - Yes	Civic Platform/Back Office		
848	Development Services	Inspections	CD.157	Inspection results and violation notices can be saved to the system in real-time through a mobile interface and comments can be sent to permit-holders automatically by email.	Ability to apply fees based on attributes of the permit, parcel, customer or user-defined fields.	Y - Yes	Civic Platform/Back Office		
849	Development Services	Inspections	CD.157	Inspection results and violation notices can be saved to the system in real-time through a mobile interface and comments can be sent to permit-holders automatically by email.	Ability to attach photographs with comments from the office or in the field.	Y - Yes	Civic Platform/Accela Mobile		
850	Development Services	Inspections	CD.157	Inspection results and violation notices can be saved to the system in real-time through a mobile interface and comments can be sent to permit-holders automatically by email.	Ability to automatically notify external agencies the results of an inspection via e-mail (i.e., notification to electric companies).	Y - Yes	Civic Platform/Accela Mobile & Back Office		
851	Development Services	Inspections	CD.157	Inspection results and violation notices can be saved to the system in real-time through a mobile interface and comments can be sent to permit-holders automatically by email.	Ability to establish sign off authority by user.	Y - Yes	Civic Platform/Accela Mobile		
852	Development Services	Inspections	CD.157	Inspection results and violation notices can be saved to the system in real-time through a mobile interface and comments can be sent to permit-holders automatically by email.	Ability to include user-defined re-inspection penalties.	Y - Yes	Civic Platform/Accela Mobile & Back Office		
853	Development Services	Inspections	CD.157	Inspection results and violation notices can be saved to the system in real-time through a mobile interface and comments can be sent to permit-holders automatically by email.	Ability to interface with electronic inspection devices, allowing inspector to enter findings while at the site.	Y - Yes	Civic Platform/Accela Mobile		
854	Development Services	Inspections	CD.157	Inspection results and violation notices can be saved to the system in real-time through a mobile interface and comments can be sent to permit-holders automatically by email.	Ability to issue and track certificate of occupancy.	Y - Yes	Civic Platform/Back Office		
855	Development Services	Inspections	CD.157	Inspection results and violation notices can be saved to the system in real-time through a mobile interface and comments can be sent to permit-holders automatically by email.	Ability to issue and track letters of completion.	Y - Yes	Civic Platform/Back Office		

Seminole County FL - RFP
Attachment #2: Software Specifications

856	Development Services	Inspections	CD.157	Inspection results and violation notices can be saved to the system in real-time through a mobile interface and comments can be sent to permit-holders automatically by email.	Ability to maintain history regarding review comments and inspection history.	Y - Yes	Civic Platform/Accela Mobile & Back Office		
857	Development Services	Inspections	CD.157	Inspection results and violation notices can be saved to the system in real-time through a mobile interface and comments can be sent to permit-holders automatically by email.	Ability to maintain online history of all inspection fees billed including the following information: Type; Description; Date and Time; Inspector; Results; Status; Violations; Comments; Report by Inspector of Future Inspection Dates; Inspection Frequency.	Y - Yes	Civic Platform/Back Office		
858	Development Services	Inspections	CD.157	Inspection results and violation notices can be saved to the system in real-time through a mobile interface and comments can be sent to permit-holders automatically by email.	Ability to notify inspector when letter of completion has expired, for the purpose of re-inspection and issuance of final CO.	Y - Yes	Civic Platform/Back Office		
859	Development Services	Inspections	CD.157	Inspection results and violation notices can be saved to the system in real-time through a mobile interface and comments can be sent to permit-holders automatically by email.	Ability to populate inspection information based upon entering the permit ID number.	Y - Yes	Civic Platform/Accela Mobile & Back Office		
860	Development Services	Inspections	CD.157	Inspection results and violation notices can be saved to the system in real-time through a mobile interface and comments can be sent to permit-holders automatically by email.	Ability to record inspection weather information (e.g., temperature).	Y - Yes	Civic Platform/Accela Mobile		
861	Development Services	Inspections	CD.157	Inspection results and violation notices can be saved to the system in real-time through a mobile interface and comments can be sent to permit-holders automatically by email.	Ability to track the following inspection request fields: Associated permit number	Y - Yes	Civic Platform/Accela Citizen Access (ACA), Back Office, & Accela Mobile		
862	Development Services	Inspections	CD.157	Inspection results and violation notices can be saved to the system in real-time through a mobile interface and comments can be sent to permit-holders automatically by email.	Ability to track the following inspection request fields: Builder Name	Y - Yes	Civic Platform/Accela Citizen Access (ACA), Back Office, & Accela Mobile		
863	Development Services	Inspections	CD.157	Inspection results and violation notices can be saved to the system in real-time through a mobile interface and comments can be sent to permit-holders automatically by email.	Ability to track the following inspection request fields: Contact Name	Y - Yes	Civic Platform/Accela Citizen Access (ACA), Back Office, & Accela Mobile		
864	Development Services	Inspections	CD.157	Inspection results and violation notices can be saved to the system in real-time through a mobile interface and comments can be sent to permit-holders automatically by email.	Ability to track the following inspection request fields: Contact Phone Number	Y - Yes	Civic Platform/Accela Citizen Access (ACA), Back Office, & Accela Mobile		
865	Development Services	Inspections	CD.157	Inspection results and violation notices can be saved to the system in real-time through a mobile interface and comments can be sent to permit-holders automatically by email.	Ability to track the following inspection request fields: Internal Request Checkbox	Y - Yes	Civic Platform/Accela Citizen Access (ACA), Back Office, & Accela Mobile		
866	Development Services	Inspections	CD.157	Inspection results and violation notices can be saved to the system in real-time through a mobile interface and comments can be sent to permit-holders automatically by email.	Ability to track the following inspection request fields: Owner Name	Y - Yes	Civic Platform/Accela Citizen Access (ACA), Back Office, & Accela Mobile		
867	Development Services	Inspections	CD.157	Inspection results and violation notices can be saved to the system in real-time through a mobile interface and comments can be sent to permit-holders automatically by email.	Ability to track the following inspection request fields: Parcel Number	Y - Yes	Civic Platform/Accela Citizen Access (ACA), Back Office, & Accela Mobile		
868	Development Services	Inspections	CD.157	Inspection results and violation notices can be saved to the system in real-time through a mobile interface and comments can be sent to permit-holders automatically by email.	Ability to track the following inspection request fields: Plat/Lot Number	Y - Yes	Civic Platform/Accela Citizen Access (ACA), Back Office, & Accela Mobile		

Seminole County FL - RFP
Attachment #2: Software Specifications

869	Development Services	Inspections	CD.157	Inspection results and violation notices can be saved to the system in real-time through a mobile interface and comments can be sent to permit-holders automatically by email.	Ability to track the following inspection request fields: Street Address	Y - Yes	Civic Platform/Accela Citizen Access (ACA), Back Office, & Accela Mobile		
870	Development Services	Inspections	CD.157	Inspection results and violation notices can be saved to the system in real-time through a mobile interface and comments can be sent to permit-holders automatically by email.	Ability to track the following inspection request fields: Subdivision Name and Section	Y - Yes	Civic Platform/Accela Citizen Access (ACA), Back Office, & Accela Mobile		
871	Development Services	Inspections	CD.157	Inspection results and violation notices can be saved to the system in real-time through a mobile interface and comments can be sent to permit-holders automatically by email.	Ability to track the following inspection request fields: Time of Call	Y - Yes	Civic Platform/Accela Citizen Access (ACA), Back Office, & Accela Mobile		
872	Development Services	Inspections	CD.157	Inspection results and violation notices can be saved to the system in real-time through a mobile interface and comments can be sent to permit-holders automatically by email.	Ability to track the following inspection request fields: Time of Inspection Requested	Y - Yes	Civic Platform/Accela Citizen Access (ACA), Back Office, & Accela Mobile		
873	Development Services	Inspections	CD.157	Inspection results and violation notices can be saved to the system in real-time through a mobile interface and comments can be sent to permit-holders automatically by email.	Inspection results and violation notices can be saved to the system in real-time through a mobile interface and comments can be sent to permit-holders automatically by email.	Y - Yes	Civic Platform/Accela Mobile & Back Office		
874	Development Services	Inspections	CD.157	Inspection results and violation notices can be saved to the system in real-time through a mobile interface and comments can be sent to permit-holders automatically by email.	Provide a single screen data entry point for recording inspection results.	Y - Yes	Civic Platform/Accela Mobile		
875	Development Services	Inspections	CD.158	Implementing inspection lists (i.e. checklists) as part of a new system implementation would allow for inspectors to report on results consistently and provide applicants an understanding of the outstanding reviews necessary for permit closure.	Implementing inspection lists (i.e. checklists) as part of a new system implementation would allow for inspectors to report on results consistently and provide applicants an understanding of the outstanding reviews necessary for permit closure.	Y - Yes	Civic Platform/Accela Mobile		
876	Development Services	Code Enforcement	CD.159	Provide online status transparency to all appropriate parties for building permit applications.	Provide online status transparency to all appropriate parties for building permit applications.	Y - Yes	Civic Platform/Accela Citizen Access (ACA)		
877	Development Services	Permitting	CD.160	Ensure all reasons for a "hold" on a permit are enforced and can be independently verified by staff, public, and applicants through the permitting system of record via online and other applicable channels.	Ensure all reasons for a "hold" on a permit are enforced and can be independently verified by staff, public, and applicants through the permitting system of record via online and other applicable channels.	Y - Yes	Civic Platform/Back Office		
878	Development Services	Code Enforcement	CD.161	Status transparency and permit history is available to both staff and the public via online.	Status transparency and permit history is available to both staff and the public via online.	Y - Yes	Civic Platform/Accela Citizen Access (ACA) & Back Office		
879	Development Services	Electronic Plan Review	CD.162	Conditions of approval established during the site plan review process can be automatically associated with final project approval (master permit) so they can be enforced prior to issuance of certificate of occupancy.	Conditions of approval established during the site plan review process can be automatically associated with final project approval (master permit) so they can be enforced prior to issuance of certificate of occupancy.	Y - Yes	Civic Platform/Back Office		
880	Development Services	Permitting	CD.163	CofO workflows can be configured for appropriate review disciplines at the permit issuance stage to ensure conditions of approval can be enforced at the permit closeout stage.	CofO workflows can be configured for appropriate review disciplines at the permit issuance stage to ensure conditions of approval can be enforced at the permit closeout stage.	Y - Yes	Civic Platform/Back Office		
881	Development Services	Permitting	CD.164	Performance guarantees are confirmed for release in a workflow that determines when these guarantees can be released.	Ability to track bonds of all types over multiple years (e.g., performance bonds, maintenance bonds, warranty bonds, etc.)	Y - Yes	Civic Platform/Back Office		
882	Development Services	Permitting	CD.164	Performance guarantees are confirmed for release in a workflow that determines when these guarantees can be released.	Performance guarantees are confirmed for release in a workflow that determines when these guarantees can be released.	Y - Yes	Civic Platform/Back Office		
883	Development Services	Permitting	CD.164	Performance guarantees are confirmed for release in a workflow that determines when these guarantees can be released.	System allows for establishing alerts on escrow	Y - Yes	Civic Platform/Back Office		

Seminole County FL - RFP
Attachment #2: Software Specifications

884	Development Services	Permitting	CD.164	Performance guarantees are confirmed for release in a workflow that determines when these guarantees can be released.	System allows for the notification if an escrow is overspent	Y - Yes	Civic Platform/Back Office		
885	Development Services	Permitting	CD.164	Performance guarantees are confirmed for release in a workflow that determines when these guarantees can be released.	System allows release of excess funds when projects are complete.	Y - Yes	Civic Platform/Back Office		
886	Development Services	Permitting	CD.164	Performance guarantees are confirmed for release in a workflow that determines when these guarantees can be released.	System maintains a searchable audit trail of historical changes to developer escrow accounts	Y - Yes	Civic Platform/Back Office		
887	Development Services	Permitting	CD.164	Performance guarantees are confirmed for release in a workflow that determines when these guarantees can be released.	System provides the ability to add additional funds to an existing escrow account	Y - Yes	Civic Platform/Back Office		
888	Development Services	Permitting	CD.164	Performance guarantees are confirmed for release in a workflow that determines when these guarantees can be released.	System provides the ability to send out a request to a developer requesting additional funds if the escrow amount is depleted	Y - Yes			
889	Development Services	Permitting	CD.164	Performance guarantees are confirmed for release in a workflow that determines when these guarantees can be released.	System tracks escrow information and transactions for various projects requiring permits	Y - Yes			
890	Development Services	Permitting	CD.165	Notification of a certificate of occupancy inspection can be provided in real-time to applicants, owners, and staff.	Notification of a certificate of occupancy inspection can be provided in real-time to applicants, owners, and staff.	Y - Yes	Civic Platform/Back Office		
891	Development Services	Permitting	CD.166	Store the geographic position of all addresses independent of parcel tax ID. - Confirm geographic locations (X,Y,Z) can be associated for all addresses and sub addresses.	Store the geographic position of all addresses independent of parcel tax ID. - Confirm geographic locations (X,Y,Z) can be associated for all addresses and sub addresses.	Y - Yes	Civic Platform/Back Office		
892	Development Services	Address Management	CD.167	Establish procedures for GIS to position all addresses. Establishing a link between the County's GIS master address database and its permitting solution to ensure all departments have the most accurate and timely access to current addressing records.	Establish procedures for GIS to position all addresses. Establishing a link between the County's GIS master address database and its permitting solution to ensure all departments have the most accurate and timely access to current addressing records.	Y - Yes	Civic Platform/Back Office		
893	Development Services	Planning & Zoning	CD.168	Set requirements for replacement permitting system to allow places/events to be recognized independent of parcel ID (e.g. by geographic location)	Set requirements for replacement permitting system to allow places/events to be recognized independent of parcel ID (e.g. by geographic location)	Y - Yes	Civic Platform/Back Office		
894	Development Services	Address Management	CD.169	Create one master address repository in GIS that feeds core business functions with accurate addresses	Ability to validate addresses against the master address repository at the time of entry.	Y - Yes	Civic Platform/Back Office		
895	Development Services	Address Management	CD.169	Create one master address repository in GIS that feeds core business functions with accurate addresses	Ability to accommodate foreign addresses in the mailing address field.	Y - Yes	Civic Platform/Back Office		
896	Development Services	Address Management	CD.169	Create one master address repository in GIS that feeds core business functions with accurate addresses	Ability to assign addresses within the system from the first submittal of the relevant site plan or later in the process after entry access is finalized.	Y - Yes	Civic Platform/Back Office		
897	Development Services	Address Management	CD.169	Create one master address repository in GIS that feeds core business functions with accurate addresses	Ability to associate a lien to a property.	Y - Yes	Civic Platform/Back Office		
898	Development Services	Address Management	CD.169	Create one master address repository in GIS that feeds core business functions with accurate addresses	Ability to close out fines, fees, and lien once a foreclosure come through.	Y - Yes	Civic Platform/Back Office		
899	Development Services	Address Management	CD.169	Create one master address repository in GIS that feeds core business functions with accurate addresses	Ability to designate if a property is in a specific zone (e.g. flood plain, demolition control zone, general zoning).	Y - Yes	Civic Platform/Back Office		
900	Development Services	Address Management	CD.169	Create one master address repository in GIS that feeds core business functions with accurate addresses	Ability to do lien checks against properties.	Y - Yes	Civic Platform/Back Office		
901	Development Services	Address Management	CD.169	Create one master address repository in GIS that feeds core business functions with accurate addresses	Ability to enforce address standards to ensure consistency with master address list.	Y - Yes	Civic Platform/Back Office		
902	Development Services	Address Management	CD.169	Create one master address repository in GIS that feeds core business functions with accurate addresses	Ability to flag non standard addresses (i.e. duplex)	Y - Yes	Civic Platform/Back Office		

Seminole County FL - RFP
Attachment #2: Software Specifications

903	Development Services	Address Management	CD.169	Create one master address repository in GIS that feeds core business functions with accurate addresses	Ability to import location records and related data from an external source.	Y - Yes	Civic Platform/Back Office		Accela also optionally proposes Velosimo as an iPaaS to manage the integrations. Cost is included on the Options worksheet in Appendix F.
904	Development Services	Address Management	CD.169	Create one master address repository in GIS that feeds core business functions with accurate addresses	Ability to import the property valuation from the County database.	Y - Yes	Civic Platform/Back Office		Accela also optionally proposes Velosimo as an iPaaS to manage the integrations. Cost is included on the Options worksheet in Appendix F.
905	Development Services	Address Management	CD.169	Create one master address repository in GIS that feeds core business functions with accurate addresses	Ability to integrate with industry standard third party address validation software	Y - Yes	Civic Platform/Back Office		Accela also optionally proposes Velosimo as an iPaaS to manage the integrations. Cost is included on the Options worksheet in Appendix F.
906	Development Services	Address Management	CD.169	Create one master address repository in GIS that feeds core business functions with accurate addresses	Ability to maintain an address type (e.g., residential, industrial, commercial).	Y - Yes	Civic Platform/Back Office		
907	Development Services	Address Management	CD.169	Create one master address repository in GIS that feeds core business functions with accurate addresses	Ability to maintain different types of codes for comments to standardize descriptions regarding the record.	Y - Yes	Civic Platform/Back Office		
908	Development Services	Address Management	CD.169	Create one master address repository in GIS that feeds core business functions with accurate addresses	Ability to maintain history of a piece of property that identifies how the property record originated and subsequent changes.	Y - Yes	Civic Platform/Back Office		
909	Development Services	Address Management	CD.169	Create one master address repository in GIS that feeds core business functions with accurate addresses	Ability to maintain history of past liens for a single property.	Y - Yes	Civic Platform/Back Office		
910	Development Services	Address Management	CD.169	Create one master address repository in GIS that feeds core business functions with accurate addresses	Ability to maintain separate components for an address record including: County	Y - Yes	Civic Platform/Back Office		
911	Development Services	Address Management	CD.169	Create one master address repository in GIS that feeds core business functions with accurate addresses	Ability to maintain separate components for an address record including: House number	Y - Yes	Civic Platform/Back Office		
912	Development Services	Address Management	CD.169	Create one master address repository in GIS that feeds core business functions with accurate addresses	Ability to maintain separate components for an address record including: Post Directional	Y - Yes	Civic Platform/Back Office		
913	Development Services	Address Management	CD.169	Create one master address repository in GIS that feeds core business functions with accurate addresses	Ability to maintain separate components for an address record including: Pre-Directional	Y - Yes	Civic Platform/Back Office		
914	Development Services	Address Management	CD.169	Create one master address repository in GIS that feeds core business functions with accurate addresses	Ability to maintain separate components for an address record including: State	Y - Yes	Civic Platform/Back Office		
915	Development Services	Address Management	CD.169	Create one master address repository in GIS that feeds core business functions with accurate addresses	Ability to maintain separate components for an address record including: Street name	Y - Yes	Civic Platform/Back Office		
916	Development Services	Address Management	CD.169	Create one master address repository in GIS that feeds core business functions with accurate addresses	Ability to maintain separate components for an address record including: Street suffix	Y - Yes	Civic Platform/Back Office		
917	Development Services	Address Management	CD.169	Create one master address repository in GIS that feeds core business functions with accurate addresses	Ability to maintain separate components for an address record including: Unit	Y - Yes	Civic Platform/Back Office		
918	Development Services	Address Management	CD.169	Create one master address repository in GIS that feeds core business functions with accurate addresses	Ability to maintain separate components for an address record including: Zip code + 4	Y - Yes	Civic Platform/Back Office		
919	Development Services	Address Management	CD.169	Create one master address repository in GIS that feeds core business functions with accurate addresses	Ability to meet County of Seminole addressing standards for street address and street naming convention including segments for all addresses within the system. The requirement is intended to provide flexibility to assign addresses to parcels at different phases of the land development process. It includes temporary addresses and permanent addresses. Addresses may be associated with one or more parcels. Addresses may also not be associated with a specific parcel if located in a public right-of-way.	Y - Yes	Civic Platform/Back Office		

Seminole County FL - RFP
Attachment #2: Software Specifications

920	Development Services	Address Management	CD.169	Create one master address repository in GIS that feeds core business functions with accurate addresses	Ability to not assign an address to a parcel if desired, leave blank (rather than putting unknown or the lot number).	Y - Yes	Civic Platform/Back Office		
921	Development Services	Address Management	CD.169	Create one master address repository in GIS that feeds core business functions with accurate addresses	Ability to notify addressing authority to review and/or modify the master address list.	Y - Yes	Civic Platform/Back Office		
922	Development Services	Address Management	CD.169	Create one master address repository in GIS that feeds core business functions with accurate addresses	Ability to relate historical property records to the current record so that a complete history of a property is available in one place (including a history of old addresses and tax lot numbers).	Y - Yes	Civic Platform/Back Office		
923	Development Services	Address Management	CD.169	Create one master address repository in GIS that feeds core business functions with accurate addresses	Ability to remove fines/fees once a foreclosed property has been sold, without losing historical record.	Y - Yes	Civic Platform/Back Office		
924	Development Services	Address Management	CD.169	Create one master address repository in GIS that feeds core business functions with accurate addresses	Ability to report/search by comment type, flagged items, date or user.	Y - Yes	Civic Platform/Back Office		
925	Development Services	Address Management	CD.169	Create one master address repository in GIS that feeds core business functions with accurate addresses	Ability to specify data fields associated with a lookup tables that allows comments for data validation.	Y - Yes	Civic Platform/Back Office		
926	Development Services	Address Management	CD.169	Create one master address repository in GIS that feeds core business functions with accurate addresses	Ability to specify whether fields on a location record are mandatory or optional.	Y - Yes	Civic Platform/Back Office		
927	Development Services	Address Management	CD.169	Create one master address repository in GIS that feeds core business functions with accurate addresses	Ability to store property information: Building height	Y - Yes	Civic Platform/Back Office		
928	Development Services	Address Management	CD.169	Create one master address repository in GIS that feeds core business functions with accurate addresses	Ability to store property information: Changes to use.	Y - Yes	Civic Platform/Back Office		
929	Development Services	Address Management	CD.169	Create one master address repository in GIS that feeds core business functions with accurate addresses	Ability to store property information: Density	Y - Yes	Civic Platform/Back Office		
930	Development Services	Address Management	CD.169	Create one master address repository in GIS that feeds core business functions with accurate addresses	Ability to store property information: Housing type	Y - Yes	Civic Platform/Back Office		
931	Development Services	Address Management	CD.169	Create one master address repository in GIS that feeds core business functions with accurate addresses	Ability to store property information including: Impervious surface	Y - Yes	Civic Platform/Back Office		
932	Development Services	Address Management	CD.169	Create one master address repository in GIS that feeds core business functions with accurate addresses	Ability to store property information: Number of units	Y - Yes	Civic Platform/Back Office		
933	Development Services	Address Management	CD.169	Create one master address repository in GIS that feeds core business functions with accurate addresses	Ability to store property information: Parcel size	Y - Yes	Civic Platform/Back Office		
934	Development Services	Address Management	CD.169	Create one master address repository in GIS that feeds core business functions with accurate addresses	Ability to store property information: Sq. footage	Y - Yes	Civic Platform/Back Office		
935	Development Services	Address Management	CD.169	Create one master address repository in GIS that feeds core business functions with accurate addresses	Ability to store property information: Use	Y - Yes	Civic Platform/Back Office		
936	Development Services	Address Management	CD.169	Create one master address repository in GIS that feeds core business functions with accurate addresses	Ability to store the following for subdivision plats: Acres in roads	Y - Yes	Civic Platform/Back Office		
937	Development Services	Address Management	CD.169	Create one master address repository in GIS that feeds core business functions with accurate addresses	Ability to store the following for subdivision plats: Density	Y - Yes	Civic Platform/Back Office		
938	Development Services	Address Management	CD.169	Create one master address repository in GIS that feeds core business functions with accurate addresses	Ability to store the following for subdivision plats: Number of lots	Y - Yes	Civic Platform/Back Office		
939	Development Services	Address Management	CD.169	Create one master address repository in GIS that feeds core business functions with accurate addresses	Ability to store the following for subdivision plats: Open space acres	Y - Yes	Civic Platform/Back Office		
940	Development Services	Address Management	CD.169	Create one master address repository in GIS that feeds core business functions with accurate addresses	Ability to support a standard naming convention including segments for all streets and addresses.	Y - Yes	Civic Platform/Back Office		
941	Development Services	Address Management	CD.169	Create one master address repository in GIS that feeds core business functions with accurate addresses	Ability to track and flag required documents relating to land use and maintenance agreements for annual regulatory reporting.	Y - Yes	Civic Platform/Back Office		

Seminole County FL - RFP
Attachment #2: Software Specifications

942	Development Services	Address Management	CD.169	Create one master address repository in GIS that feeds core business functions with accurate addresses	Ability to view all permits, licenses or other action items related to a piece of property.	Y - Yes	Civic Platform/Back Office		
943	Development Services	Address Management	CD.169	Create one master address repository in GIS that feeds core business functions with accurate addresses	Ability to view, add, delete, or change user comments depending on user security roles.	Y - Yes	Civic Platform/Back Office		
944	Development Services	Address Management	CD.169	Create one master address repository in GIS that feeds core business functions with accurate addresses	Need to be able to identify if the address is within County limits, out of County limits or urban growth boundary (UGB).	Y - Yes	Civic Platform/Back Office		
945	Development Services	Address Management	CD.169	Create one master address repository in GIS that feeds core business functions with accurate addresses	Create one master address repository in GIS that feeds core business functions with accurate addresses	Y - Yes	Civic Platform/Back Office		
946	Development Services	Address Management	CD.169	Create one master address repository in GIS that feeds core business functions with accurate addresses	Options to incorporate a map base display and position (geocode) address locations using a Geographic Information System (GIS) server based web mapping application or similar application capability	Y - Yes	Civic Platform/Back Office		
947	Development Services	Address Management	CD.169	Create one master address repository in GIS that feeds core business functions with accurate addresses	Possibility for other types of identifiers other than addresses and parcels, where information pertaining to that identifier can be seen by other associated identifiers. For instance, if we had a subdivision identifier, we could attach requirements, etc.	Y - Yes	Civic Platform/Back Office		
948	Development Services	Address Management	CD.169	Create one master address repository in GIS that feeds core business functions with accurate addresses	Standard system functionality provides ability to import master County/State/ZIP file from a 3rd party (US Post Office).	Y - Yes	Civic Platform/Back Office		
949	Development Services	Address Management	CD.169	Create one master address repository in GIS that feeds core business functions with accurate addresses	Street Dictionary necessary for data integrity.	Y - Yes	Civic Platform/Back Office		The solution can control street names via GIS or an APO load into the solution and not allow users to enter street names to ensure data integrity.
950	Development Services	Address Management	CD.169	Create one master address repository in GIS that feeds core business functions with accurate addresses	System allows for hierarchical structure for parcels, addresses, structure, and individual units.	Y - Yes	Civic Platform/Back Office		
951	Development Services	Address Management	CD.169	Create one master address repository in GIS that feeds core business functions with accurate addresses	System includes standard functionality to attach electronic documents to a location and/or case.	Y - Yes	Civic Platform/Back Office		
952	Development Services	Address Management	CD.169	Create one master address repository in GIS that feeds core business functions with accurate addresses	System integrates with ESRI GIS enterprise geodatabase.	Y - Yes	Civic Platform/Back Office		
953	Development Services	Address Management	CD.169	Create one master address repository in GIS that feeds core business functions with accurate addresses	System is capable of integrating to the Organization's ESRI GIS to synchronize property information (e.g. parcel, street name, etc.) and for spatial displays and queries.	Y - Yes	Civic Platform/Back Office		
954	Development Services	Address Management	CD.169	Create one master address repository in GIS that feeds core business functions with accurate addresses	System provides ability to perform bulk refreshes of parcel and parcel owner information	Y - Yes	Civic Platform/Back Office		
955	Development Services	Address Management	CD.169	Create one master address repository in GIS that feeds core business functions with accurate addresses	System provides functionality to identify potential duplicate addresses managed by the system and merge them (including history)	N - Not Available			
956	Development Services	Address Management	CD.169	Create one master address repository in GIS that feeds core business functions with accurate addresses	System provides inquiry into the detail site data by parcel, address, owner, occupancy type, structure, floor, unit, etc.	Y - Yes	Civic Platform/Back Office		
957	Development Services	Address Management	CD.169	Create one master address repository in GIS that feeds core business functions with accurate addresses	System provides referential integrity capabilities based on the hierarchical structure.	Y - Yes	Civic Platform/Back Office		
958	Development Services	Address Management	CD.169	Create one master address repository in GIS that feeds core business functions with accurate addresses	System provides the ability to associate multiple addresses with a parcel	Y - Yes	Civic Platform/Back Office		
959	Development Services	Address Management	CD.169	Create one master address repository in GIS that feeds core business functions with accurate addresses	System provides the ability to associate multiple parcels with an address	Y - Yes	Civic Platform/Back Office		

Seminole County FL - RFP
Attachment #2: Software Specifications

960	Development Services	Address Management	CD.169	Create one master address repository in GIS that feeds core business functions with accurate addresses	System provides the ability to Import and Update address database from the Master Address database on a regular basis, identify previously merged duplicates to maintain history.	Y - Yes	Civic Platform/Back Office		
961	Development Services	Address Management	CD.169	Create one master address repository in GIS that feeds core business functions with accurate addresses	System provides the ability to track transactions (e.g. permit, violation, plan, etc.) not associated with a parcel or address via location coordinates (e.g. permits in the right-of-way, site condominium common areas, etc.)	Y - Yes	Civic Platform/Back Office		
962	Development Services	Address Management	CD.169	Create one master address repository in GIS that feeds core business functions with accurate addresses	System provides the capability to create a location which links or cross references to associated building, parcel and/or address records	Y - Yes	Civic Platform/Back Office		
963	Development Services	Address Management	CD.169	Create one master address repository in GIS that feeds core business functions with accurate addresses	System's master address module is a centralized database that is integrated with other module areas proposed which contain parcel, address and / or owner information (please use comments section to identify those which are integrated and those which are n	Y - Yes	Civic Platform/Back Office		All modules leverage the one centralized address module within the Accela Civic Platform.
964	Development Services	Address Management	CD.169	Create one master address repository in GIS that feeds core business functions with accurate addresses	The street index includes address ranges for each street within the Organization	Y - Yes	Civic Platform/Back Office		
965	Development Services	Address Management	CD.169	Create one master address repository in GIS that feeds core business functions with accurate addresses	User comments, if applicable, follow the hierarchical structure for parcels, address, structure, and individual units (i.e. a comment on the parcel will cascade down to lower records)	Y - Yes	Civic Platform/Back Office		
966	Development Services	Address Management	CD.169	Create one master address repository in GIS that feeds core business functions with accurate addresses	When transactional changes are identified (new parcel, split, combine) the system has the ability to automatically notify various staff (configurable) and external agencies (configurable) of the change.	Y - Yes	Civic Platform/Back Office		
967	Development Services	Address Management	CD.170	Establish address status for development projects (proposed, approved, under construction, historic, active, retired).	Establish address status for development projects (proposed, approved, under construction, historic, active, retired).	Y - Yes	Civic Platform/Back Office		
968	Development Services	Permitting	CD.171	A structure inventory provides the means to tie specific activities to unique indexes when multiple structures exist at an address or given property. Structures are associated with polygons in GIS so their positions relative to other features like parcels	A structure inventory provides the means to tie specific activities to unique indexes when multiple structures exist at an address or given property. Structures are associated with polygons in GIS so their positions relative to other features like parcels	Y - Yes	Civic Platform/Back Office		
969	Development Services	Permitting	CD.172	Changes to project names can be supported and lineage maintained for any previous project names.	Changes to project names can be supported and lineage maintained for any previous project names.	Y - Yes	Civic Platform/Back Office		
970	Development Services	Address Management	CD.173	Temporary / final addresses for new plats are created at the time of recording allowing for permitting activity to be tracked.	Temporary / final addresses for new plats are created at the time of recording allowing for permitting activity to be tracked.	Y - Yes	Civic Platform/Back Office		
971	Development Services	Permitting	CD.174	Capture the locations of utilities in the permitting system of record based upon geographic position in the right-of-way so potential conflicts can be identified.	Capture the locations of utilities in the permitting system of record based upon geographic position in the right-of-way so potential conflicts can be identified.	Y - Yes	Civic Platform/Back Office		
972	Development Services	Code Enforcement	CD.175	Provide the capability for the County to automatically capture pending review time to represent its completion of tasks to its constituents.	Provide the capability for the County to automatically capture pending review time to represent its completion of tasks to its constituents.	Y - Yes	Civic Platform/Back Office		
973	Development Services	Inspections	CD.176	Provide the capability to schedule inspectors for inspections directly in the system and interface with Microsoft Outlook calendar for inspectors.	Ability to accommodate data download for electronic inspection devices.	Y - Yes	Civic Platform/Accela Mobile		
974	Development Services	Inspections	CD.176	Provide the capability to schedule inspectors for inspections directly in the system and interface with Microsoft Outlook calendar for inspectors.	Ability to accommodate the logging of inspection results.	Y - Yes	Civic Platform/Accela Mobile		

Seminole County FL - RFP
Attachment #2: Software Specifications

975	Development Services	Inspections	CD.176	Provide the capability to schedule inspectors for inspections directly in the system and interface with Microsoft Outlook calendar for inspectors.	Ability to allow entry of inspections via remote online access.	Y - Yes	Civic Platform/Accela Mobile		
976	Development Services	Inspections	CD.176	Provide the capability to schedule inspectors for inspections directly in the system and interface with Microsoft Outlook calendar for inspectors.	Ability to allow for an unlimited number of inspections on each application.	Y - Yes	Civic Platform/Accela Mobile		
977	Development Services	Inspections	CD.176	Provide the capability to schedule inspectors for inspections directly in the system and interface with Microsoft Outlook calendar for inspectors.	Ability to allow for customization of inspection sequence, as required on a case-by-case basis.	Y - Yes	Civic Platform/Accela Mobile		
978	Development Services	Inspections	CD.176	Provide the capability to schedule inspectors for inspections directly in the system and interface with Microsoft Outlook calendar for inspectors.	Ability to allow for the entry of inspector's notes for each visit.	Y - Yes	Civic Platform/Accela Mobile		
979	Development Services	Inspections	CD.176	Provide the capability to schedule inspectors for inspections directly in the system and interface with Microsoft Outlook calendar for inspectors.	Ability to allow for the set up of user-defined inspection sequences, based on type of work performed.	Y - Yes	Civic Platform/Accela Mobile		
980	Development Services	Inspections	CD.176	Provide the capability to schedule inspectors for inspections directly in the system and interface with Microsoft Outlook calendar for inspectors.	Ability to allow online entry and maintenance of inspection notices.	Y - Yes	Civic Platform/Accela Mobile		
981	Development Services	Contractor Licensing	CD.176	Provide the capability to schedule inspectors for inspections directly in the system and interface with Microsoft Outlook calendar for inspectors.	Ability to allow online entry and maintenance of contractor license inspection renewals.	Y - Yes	Civic Platform/Accela Mobile		
982	Development Services	Inspections	CD.176	Provide the capability to schedule inspectors for inspections directly in the system and interface with Microsoft Outlook calendar for inspectors.	Ability to allow online entry and maintenance of multiple inspection types.	Y - Yes	Civic Platform/Accela Mobile		
983	Development Services	Inspections	CD.176	Provide the capability to schedule inspectors for inspections directly in the system and interface with Microsoft Outlook calendar for inspectors.	Ability to allow online entry and maintenance of second inspection notices.	Y - Yes	Civic Platform/Accela Mobile		
984	Development Services	Fee Management	CD.176	Provide the capability to schedule inspectors for inspections directly in the system and interface with Microsoft Outlook calendar for inspectors.	Ability to allow users to override fees (with appropriate security permissions).	Y - Yes	Civic Platform/Back Office		
985	Development Services	Fee Management	CD.176	Provide the capability to schedule inspectors for inspections directly in the system and interface with Microsoft Outlook calendar for inspectors.	Ability to apply fees based on attributes of the permit, parcel, customer or user-defined fields.	Y - Yes	Civic Platform/Back Office		
986	Development Services	Permitting	CD.176	Provide the capability to schedule inspectors for inspections directly in the system and interface with Microsoft Outlook calendar for inspectors.	Ability to attach photographs with comments from the office or in the field.	Y - Yes	Civic Platform/Accela Mobile		
987	Development Services	Inspections	CD.176	Provide the capability to schedule inspectors for inspections directly in the system and interface with Microsoft Outlook calendar for inspectors.	Ability to automate inspection assignments by geographical area.	Y - Yes	Civic Platform/Back Office		
988	Development Services	Inspections	CD.176	Provide the capability to schedule inspectors for inspections directly in the system and interface with Microsoft Outlook calendar for inspectors.	Ability to automate inspection assignments by inspection type.	Y - Yes	Civic Platform/Back Office		
989	Development Services	Inspections	CD.176	Provide the capability to schedule inspectors for inspections directly in the system and interface with Microsoft Outlook calendar for inspectors.	Ability to automate inspection assignments by inspector.	Y - Yes	Civic Platform/Back Office		
990	Development Services	Inspections	CD.176	Provide the capability to schedule inspectors for inspections directly in the system and interface with Microsoft Outlook calendar for inspectors.	Ability to automate inspector supervisor assignments.	Y - Yes	Civic Platform/Back Office		
991	Development Services	Inspections	CD.176	Provide the capability to schedule inspectors for inspections directly in the system and interface with Microsoft Outlook calendar for inspectors.	Ability to automatically notify external agencies the results of an inspection via e-mail (i.e., notification to electric companies).	Y - Yes	Civic Platform/Accela Mobile & Back Office		

Seminole County FL - RFP
Attachment #2: Software Specifications

992	Development Services	Fee Management	CD.176	Provide the capability to schedule inspectors for inspections directly in the system and interface with Microsoft Outlook calendar for inspectors.	Ability to calculate associated additional fees based on assigned inspector's hourly rate or overtime rate.	Y - Yes	Civic Platform/Back Office		
993	Development Services	Fee Management	CD.176	Provide the capability to schedule inspectors for inspections directly in the system and interface with Microsoft Outlook calendar for inspectors.	Ability to calculate fees based upon mileage and other expenses.	Y - Yes	Civic Platform/Accela Mobile & Back Office		
994	Development Services	Inspections	CD.176	Provide the capability to schedule inspectors for inspections directly in the system and interface with Microsoft Outlook calendar for inspectors.	Ability to enable inspectors to link permitting inspections in the system of record into their Microsoft Outlook calendar.	Y - Yes	Civic Platform/Back Office		
995	Development Services	Permitting	CD.176	Provide the capability to schedule inspectors for inspections directly in the system and interface with Microsoft Outlook calendar for inspectors.	Ability to establish sign off authority by user.	Y - Yes	Civic Platform/Accela Mobile		
996	Development Services	Inspections	CD.176	Provide the capability to schedule inspectors for inspections directly in the system and interface with Microsoft Outlook calendar for inspectors.	Ability to generate inspection checklists based upon the type of inspection.	Y - Yes	Civic Platform/Back Office		
997	Development Services	Inspections	CD.176	Provide the capability to schedule inspectors for inspections directly in the system and interface with Microsoft Outlook calendar for inspectors.	Ability to generate inspection schedules that accommodates entering the following scheduling constraints: Normal operating hours; Observed holidays; Single occurrence vacations by inspector; Single occurrence shut-down days; Outside normal business hours	Y - Yes	Civic Platform/Back Office		
998	Development Services	Inspections	CD.176	Provide the capability to schedule inspectors for inspections directly in the system and interface with Microsoft Outlook calendar for inspectors.	Ability to include user-defined re-inspection penalties.	Y - Yes	Civic Platform/Accela Mobile & Back Office		
999	Development Services	Inspections	CD.176	Provide the capability to schedule inspectors for inspections directly in the system and interface with Microsoft Outlook calendar for inspectors.	Ability to interface with electronic inspection devices, allowing inspector to enter findings while at the site.	Y - Yes	Civic Platform/Accela Mobile		Accela Mobile is compatible with iOS, Android, and Windows (Windows 11) devices.
1000	Development Services	Permitting	CD.176	Provide the capability to schedule inspectors for inspections directly in the system and interface with Microsoft Outlook calendar for inspectors.	Ability to issue and track certificate of occupancy.	Y - Yes	Civic Platform/Back Office		
1001	Development Services	Permitting	CD.176	Provide the capability to schedule inspectors for inspections directly in the system and interface with Microsoft Outlook calendar for inspectors.	Ability to issue and track letters of completion.	Y - Yes	Civic Platform/Back Office		
1002	Development Services	Permitting	CD.176	Provide the capability to schedule inspectors for inspections directly in the system and interface with Microsoft Outlook calendar for inspectors.	Ability to maintain history regarding review comments and inspection history.	Y - Yes	Civic Platform/Back Office		
1003	Development Services	Online Applicant Portal	CD.176	Provide the capability to schedule inspectors for inspections directly in the system and interface with Microsoft Outlook calendar for inspectors.	Ability to maintain online history of all inspection fees billed including the following information: Type; Description; Date and Time; Inspector; Results; Status; Violations; Comments; Report by Inspector of Future Inspection Dates; Inspection Frequency.	Y - Yes	Civic Platform/Back Office		
1004	Development Services	Inspections	CD.176	Provide the capability to schedule inspectors for inspections directly in the system and interface with Microsoft Outlook calendar for inspectors.	Ability to notify inspector when letter of completion has expired, for the purpose of re-inspection and issuance of final CO.	Y - Yes	Civic Platform/Back Office		
1005	Development Services	Inspections	CD.176	Provide the capability to schedule inspectors for inspections directly in the system and interface with Microsoft Outlook calendar for inspectors.	Ability to perform error checking during inspection scheduling to ensure the following: All other County receivables have been paid	Y - Yes	Civic Platform/Back Office		
1006	Development Services	Fee Management	CD.176	Provide the capability to schedule inspectors for inspections directly in the system and interface with Microsoft Outlook calendar for inspectors.	Ability to perform error checking during inspection scheduling to ensure the following: All required fees have been paid	Y - Yes	Civic Platform/Back Office		
1007	Development Services	Contractor Licensing	CD.176	Provide the capability to schedule inspectors for inspections directly in the system and interface with Microsoft Outlook calendar for inspectors.	Ability to perform error checking during inspection scheduling to ensure the following: County's contractor licenses are valid	Y - Yes	Civic Platform/Back Office		

Seminole County FL - RFP
Attachment #2: Software Specifications

1008	Development Services	Inspections	CD.176	Provide the capability to schedule inspectors for inspections directly in the system and interface with Microsoft Outlook calendar for inspectors.	Ability to perform error checking during inspection scheduling to ensure the following: Inspections are performed in the proper sequence	Y - Yes	Civic Platform/Back Office		
1009	Development Services	Permitting	CD.176	Provide the capability to schedule inspectors for inspections directly in the system and interface with Microsoft Outlook calendar for inspectors.	Ability to perform error checking during inspection scheduling to ensure the following: Permit has not been placed on hold.	Y - Yes	Civic Platform/Back Office		
1010	Development Services	Permitting	CD.176	Provide the capability to schedule inspectors for inspections directly in the system and interface with Microsoft Outlook calendar for inspectors.	Ability to perform error checking during inspection scheduling to ensure the following: Permit has not expired	Y - Yes	Civic Platform/Back Office		
1011	Development Services	Inspections	CD.176	Provide the capability to schedule inspectors for inspections directly in the system and interface with Microsoft Outlook calendar for inspectors.	Ability to perform error checking during inspection scheduling to ensure the following: Pre-requisite Inspections are being performed	Y - Yes	Civic Platform/Back Office		
1012	Development Services	Contractor Licensing	CD.176	Provide the capability to schedule inspectors for inspections directly in the system and interface with Microsoft Outlook calendar for inspectors.	Ability to perform error checking during inspection scheduling to ensure the following: State Contractors' licenses are valid	Y - Yes	Civic Platform/Back Office		
1013	Development Services	Inspections	CD.176	Provide the capability to schedule inspectors for inspections directly in the system and interface with Microsoft Outlook calendar for inspectors.	Ability to perform error checking during inspection scheduling to ensure the following: Type of inspection requested is valid for the permit	Y - Yes	Civic Platform/Back Office		
1014	Development Services	Inspections	CD.176	Provide the capability to schedule inspectors for inspections directly in the system and interface with Microsoft Outlook calendar for inspectors.	Ability to populate inspection information based upon entering the permit ID number.	Y - Yes	Civic Platform/Back Office		
1015	Development Services	Inspections	CD.176	Provide the capability to schedule inspectors for inspections directly in the system and interface with Microsoft Outlook calendar for inspectors.	Ability to reassign inspections to another inspector (i.e. due to absence).	Y - Yes	Civic Platform/Accela Mobile & Back Office		
1016	Development Services	Inspections	CD.176	Provide the capability to schedule inspectors for inspections directly in the system and interface with Microsoft Outlook calendar for inspectors.	Ability to track and maintain inspection results.	Y - Yes	Civic Platform/Accela Mobile		
1017	Development Services	Inspections	CD.176	Provide the capability to schedule inspectors for inspections directly in the system and interface with Microsoft Outlook calendar for inspectors.	Ability to track the following inspection request fields: Builder Name	Y - Yes	Civic Platform/Accela Citizen Access (ACA), Back Office, & Accela Mobile		
1018	Development Services	Inspections	CD.176	Provide the capability to schedule inspectors for inspections directly in the system and interface with Microsoft Outlook calendar for inspectors.	Ability to track the following inspection request fields: Contact Name	Y - Yes	Civic Platform/Accela Citizen Access (ACA), Back Office, & Accela Mobile		
1019	Development Services	Inspections	CD.176	Provide the capability to schedule inspectors for inspections directly in the system and interface with Microsoft Outlook calendar for inspectors.	Ability to track the following inspection request fields: Contact Phone Number	Y - Yes	Civic Platform/Accela Citizen Access (ACA), Back Office, & Accela Mobile		
1020	Development Services	Inspections	CD.176	Provide the capability to schedule inspectors for inspections directly in the system and interface with Microsoft Outlook calendar for inspectors.	Ability to track the following inspection request fields: Internal Request Checkbox	Y - Yes	Civic Platform/Accela Citizen Access (ACA), Back Office, & Accela Mobile		
1021	Development Services	Inspections	CD.176	Provide the capability to schedule inspectors for inspections directly in the system and interface with Microsoft Outlook calendar for inspectors.	Ability to track the following inspection request fields: Owner Name	Y - Yes	Civic Platform/Accela Citizen Access (ACA), Back Office, & Accela Mobile		
1022	Development Services	Permitting	CD.176	Provide the capability to schedule inspectors for inspections directly in the system and interface with Microsoft Outlook calendar for inspectors.	Ability to track the following inspection request fields: Parcel Number	Y - Yes	Civic Platform/Accela Citizen Access (ACA), Back Office, & Accela Mobile		
1023	Development Services	Permitting	CD.176	Provide the capability to schedule inspectors for inspections directly in the system and interface with Microsoft Outlook calendar for inspectors.	Ability to track the following inspection request fields: Plat/Lot Number	Y - Yes	Civic Platform/Accela Citizen Access (ACA), Back Office, & Accela Mobile		
1024	Development Services	Permitting	CD.176	Provide the capability to schedule inspectors for inspections directly in the system and interface with Microsoft Outlook calendar for inspectors.	Ability to track the following inspection request fields: Street Address	Y - Yes	Civic Platform/Accela Citizen Access (ACA), Back Office, & Accela Mobile		

Seminole County FL - RFP
Attachment #2: Software Specifications

1025	Development Services	Permitting	CD.176	Provide the capability to schedule inspectors for inspections directly in the system and interface with Microsoft Outlook calendar for inspectors.	Ability to track the following inspection request fields: Subdivision Name and Section	Y - Yes	Civic Platform/Accela Citizen Access (ACA), Back Office, & Accela Mobile		
1026	Development Services	Inspections	CD.176	Provide the capability to schedule inspectors for inspections directly in the system and interface with Microsoft Outlook calendar for inspectors.	Ability to track the following inspection request fields: Time of Call	Y - Yes	Civic Platform/Accela Citizen Access (ACA), Back Office, & Accela Mobile		
1027	Development Services	Inspections	CD.176	Provide the capability to schedule inspectors for inspections directly in the system and interface with Microsoft Outlook calendar for inspectors.	Ability to automate scheduled inspection notification via email to customer with inspection type, inspector's name, inspector's phone number at 7:30 am.	Y - Yes	Civic Platform/Accela Citizen Access (ACA), Back Office, & Accela Mobile		
1028	Development Services	Inspections	CD.176	Provide the capability to schedule inspectors for inspections directly in the system and interface with Microsoft Outlook calendar for inspectors.	Ability to export daily inspection assignment list to excel	Y - Yes	Civic Platform/Back Office		
1029	Development Services	Inspections	CD.176	Provide the capability to schedule inspectors for inspections directly in the system and interface with Microsoft Outlook calendar for inspectors.	Ability to export waypoints to mapping software based on address	Y - Yes	Civic Platform/Back Office		
1030	Development Services	Inspections	CD.176	Provide the capability to schedule inspectors for inspections directly in the system and interface with Microsoft Outlook calendar for inspectors.	Ability to export waypoints to mapping software based on parcel id	Y - Yes	Civic Platform/Back Office		
1031	Development Services	Inspections	CD.176	Provide the capability to schedule inspectors for inspections directly in the system and interface with Microsoft Outlook calendar for inspectors.	Ability to export waypoints to mapping software based on inspector id	Y - Yes	Civic Platform/Back Office		
1032	Development Services	Inspections	CD.176	Provide the capability to schedule inspectors for inspections directly in the system and interface with Microsoft Outlook calendar for inspectors.	Ability to export summary of inspections based on permit number.	Y - Yes	Civic Platform/Back Office		
1033	Development Services	Inspections	CD.176	Provide the capability to schedule inspectors for inspections directly in the system and interface with Microsoft Outlook calendar for inspectors.	Ability to export summary of inspections based on inspector ID.	Y - Yes	Civic Platform/Back Office		
1034	Development Services	Inspections	CD.176	Provide the capability to schedule inspectors for inspections directly in the system and interface with Microsoft Outlook calendar for inspectors.	Ability to export summary of inspections based on date.	Y - Yes	Civic Platform/Back Office		
1035	Development Services	Inspections	CD.???	Provide the capability to view approved plans and documents by inspectors.	Ability to navigate to approved plans and documents folders from Electronic Plan Review process by inspectors in the field.	Y - Yes	Civic Platform/Accela Mobile		Inspectors have complete access to the record, including documents (plans), from their mobile device.
1036	Development Services	Inspections	CD.176	Provide the capability to schedule inspectors for inspections directly in the system and interface with Microsoft Outlook calendar for inspectors.	Ability to track the following inspection request fields: Time of Inspection Requested	Y - Yes	Civic Platform/Accela Citizen Access (ACA), Back Office, & Accela Mobile		
1037	Development Services	Inspections	CD.176	Provide the capability to schedule inspectors for inspections directly in the system and interface with Microsoft Outlook calendar for inspectors.	Provide a single screen data entry point for recording inspection results.	Y - Yes	Civic Platform/Accela Mobile		
1038	Technical Administration	Error Processing	Tech.1	Ability to log error messages and store for future review and reporting. Error messages must be meaningful to the user versus being of a technical nature.	Ability to log error messages and store for future review and reporting. Error messages must be meaningful to the user versus being of a technical nature.	Y - Yes	Civic Platform/Back Office		
1039	Technical Administration	Error Processing	Tech.2	Ability to allow user defined reporting from the error log.	Ability to allow user defined reporting from the error log.	Y - Yes	Civic Platform/Back Office		
1040	Technical Administration	Error Processing	Tech.3	Ability to allow the system administrator or designated end-users to view the error log online to provide support for the users.	Ability to allow the system administrator or designated end-users to view the error log online to provide support for the users.	Y - Yes	Civic Platform/Back Office		
1041	Technical Administration	Forms Processing	Tech.4	Ability for administrators to configure the user interface controls in order to relocate, hide, expose, or highlight certain information on forms.	Ability for administrators to configure the user interface controls in order to relocate, hide, expose, or highlight certain information on forms.	Y - Yes	Civic Platform/Back Office		
1042	Technical Administration	Forms Processing	Tech.5	Ability for trained users to customize forms without Vendor assistance. Customized forms will be supported in future releases (updates will not break custom forms).	Ability for trained users to customize forms without Vendor assistance. Customized forms will be supported in future releases (updates will not break custom forms).	Y - Yes	Civic Platform/Back Office		

Seminole County FL - RFP
Attachment #2: Software Specifications

1043	Technical Administration	Forms Processing	Tech.6	Ability for all forms printed within the vendor's solution to be archived in a way that will allow for future display of that form within the vendor's solution or other native applications. Please list your acceptable formats in the comments section (PDF format is desired at a minimum).	Ability for all forms printed within the vendor's solution to be archived in a way that will allow for future display of that form within the vendor's solution or other native applications. Please list your acceptable formats in the comments section (PDF format is desired at a minimum).	Y - Yes	Civic Platform/Back Office	PDF and Word
1044	Technical Administration	Technical Environment	Tech.7	Provide an MS SQL-based system if hosted by vendor (ASP or SaaS)	Provide an MS SQL-based system if hosted by vendor (ASP or SaaS)	Y - Yes	Civic Platform/Back Office	SaaS
1045	Technical Administration	Technical Environment	Tech.8	Ability to recover individual records and/or restore to a specified point in time.	Ability to recover individual records and/or restore to a specified point in time.	Y - Yes	Civic Platform/Back Office	Acela replicates and backs-up data constantly in support of service recovery.
1046	Technical Administration	Technical Environment	Tech.9	Ability to provide an ad hoc reporting environment using SQL Server Reporting Services (SSRS) or industry standard reporting environment that should be specified.	Ability to provide an ad hoc reporting environment using SQL Server Reporting Services (SSRS) or industry standard reporting environment that should be specified.	Y - Yes	Civic Platform/Back Office	
1047	Technical Administration	Technical Environment	Tech.10	Ability to provide a list and location of canned reports so users with appropriate security permissions can use them as a basis for needed modification within SSRS.	Ability to provide a list and location of canned reports so users with appropriate security permissions can use them as a basis for needed modification within SSRS.	Y - Yes	Civic Platform/Back Office	
1048	Technical Administration	Technical Environment	Tech.11	Ability to support foreign zip codes.	Ability to support foreign zip codes.	Y - Yes	Civic Platform/Back Office	
1049	Technical Administration	Technical Environment	Tech.12	Ability to provide a centralized data dictionary, that fully describes table structure and appropriate levels of metadata.	Ability to provide a centralized data dictionary, that fully describes table structure and appropriate levels of metadata.	Y - Yes	Civic Platform/Back Office	
1050	Technical Administration	Integration and Interfacing	Tech.13	Ability to import/export configuration data to/from a common data interchange format (e.g. ASCII, XML, etc.)	Ability to import/export configuration data to/from a common data interchange format (e.g. ASCII, XML, etc.)	Y - Yes	Civic Platform/Back Office	
1051	Technical Administration	Integration and Interfacing	Tech.14	Ability for all data import functions in the system to observe pre-set data validation rules to enforce data/database integrity	Ability for all data import functions in the system to observe pre-set data validation rules to enforce data/database integrity	Y - Yes	Civic Platform/Back Office	
1052	Technical Administration	Integration and Interfacing	Tech.15	System supports web services as a means of real-time data exchange with other applications.	System supports web services as a means of real-time data exchange with other applications.	Y - Yes	Civic Platform/Back Office	
1053	Technical Administration	Integration and Interfacing	Tech.16	Ability to apply security restrictions to all imports performed by a user.	Ability to apply security restrictions to all imports performed by a user. Ability to attach multiple documents/images to a single LMS transaction and allow that attachment to be accessible throughout the lifecycle of the workflow	Y - Yes	Civic Platform/Back Office	
1054	Technical Administration	Integration and Interfacing	Tech.17	Ability to attach multiple documents/images to a single Land Management System (LMS) transaction and have that attachment accessible throughout the lifecycle of the workflow.	Ability to attach multiple documents/images to a single LMS transaction and have that attachment accessible throughout the lifecycle of the workflow.	Y - Yes	Civic Platform/Back Office	
1055	Technical Administration	System Installation Considerations	Tech.18	Ability to provide capabilities for system to be deployed within a web-browser client where no software is on the desktop. Comment as to what types of web browser(s) are supported and the types of plug-ins necessary to support them. (Web browser types currently in use at the District includes Safari, Chrome, Firefox, and IE.)	Ability to provide capabilities for system to be deployed within a web-browser client where no software is on the desktop. Comment as to what types of web browser(s) are supported and the types of plug-ins necessary to support them. (Web browser types currently in use at the District includes Safari, Chrome, Firefox, and IE.)	Y - Yes	Civic Platform/Back Office	The back office Acela solution is supported on Chrome and MS Edge browsers. The public facing Citizen Access portal is supported on Chrome, Firefox, MS Edge, Safari, and Opera browsers.
1056	Technical Administration	System Installation Considerations	Tech.19	Ability to retain user preferences when installing new releases of the vendor's software.	Ability to retain user preferences when installing new releases of the vendor's software.	Y - Yes	Civic Platform/Back Office	
1057	Technical Administration	System Installation Considerations	Tech.20	Ability to optionally push out, and rollback, system updates to all clients, from a centralized location.	Ability to optionally push out, and rollback, system updates to all clients, from a centralized location.	Y - Yes	Civic Platform/Back Office	As a SaaS-based solution, there are no local components. All users are accessing a central instance so changes are available once they are migrated to production.
1058	Technical Administration	Data Management	Tech.21	System provides detailed metadata for all database tables and fields.	System provides detailed metadata for all database tables and fields.	Y - Yes	Civic Platform/Back Office	

Seminole County FL - RFP
Attachment #2: Software Specifications

1059	Technical Administration	Data Management	Tech.22	Ability for system to interact with the relational database and offer robust querying and online analysis tools that do not require programming knowledge. Users must be able to perform actions such picking and choosing fields, ability to link tables, and establish specific criteria.	Ability for system to interact with the relational database and offer robust querying and online analysis tools that do not require programming knowledge. Users must be able to perform actions such picking and choosing fields, ability to link tables, and establish specific criteria.	Y - Yes	Civic Platform/Back Office	
1060	Technical Administration	Data Management	Tech.23	Ability to log all input and recover data files to the point of the last transaction in the event of a programming or system failure. This process should minimize user involvement.	Ability to log all input and recover data files to the point of the last transaction in the event of a programming or system failure. This process should minimize user involvement.	Y - Yes	Civic Platform/Back Office	In a disaster recovery event, Accela currently commits to a 1-hour RPO (recovery point objective), meaning no data loss > 1 hour.
1061	Technical Administration	Data Management	Tech.24	Ability to support referential integrity through the use of data definitions.	Ability to support referential integrity through the use of data definitions.	Y - Yes	Civic Platform/Back Office	
1062	Technical Administration	Data Management	Tech.25	Ability for the database to allow for data access in a seamless manner even though the data may physically reside on another server.	Ability for the database to allow for data access in a seamless manner even though the data may physically reside on another server.	Y - Yes	Civic Platform/Back Office	
1063	Technical Administration	Data Management	Tech.26	Ability to support point-in-time backup and restores of complete system as well as individual modules.	Ability to support point-in-time backup and restores of complete system as well as individual modules.	Y - Yes	Civic Platform/Back Office	Accela replicates and backs-up data constantly in support of service recovery.
1064	Technical Administration	Operating System, Database and Network	Tech.27	Supports 64 bit platform and is certified to run on latest versions of Windows Server OS, Windows OS, IIS, and MS SQL Server Specify any parts of the application platform that runs only on 32 bit.	Supports 64 bit platform and is certified to run on latest versions of Windows Server OS, Windows OS, IIS, and MS SQL Server Specify any parts of the application platform that runs only on 32 bit.	Y - Yes	Civic Platform/Back Office	
1065	Technical Administration	Operating System, Database and Network	Tech.28	Provides a browser-based user interface running on IIS that can integrate with MS Office products.	Provides a browser-based user interface running on IIS that can integrate with MS Office products.	Y - Yes	Civic Platform/Back Office	
1066	Technical Administration	Operating System, Database and Network	Tech.29	Ability to store role-based user permissions, data access, dashboard menu access, and personal dashboard preferences.	Ability to store role-based user permissions, data access, dashboard menu access, and personal dashboard preferences.	Y - Yes	Civic Platform/Back Office	
1067	Technical Administration	Operating System, Database and Network	Tech.30	Ability to associate user roles with existing accounts registered with the latest Windows OS Active Directory Domain for single sign-on purposes.	Ability to associate user roles with existing accounts registered with the latest Windows OS Active Directory Domain for single sign-on purposes.	Y - Yes	Civic Platform/Back Office	
1068	Technical Administration	Operating System, Database and Network	Tech.31	Ability to work with Outlook, for both internal and external City email traffic (Outlook 365 compatible)	Ability to work with Outlook, for both internal and external City email traffic (Outlook 365 compatible)	Y - Yes	Civic Platform/Back Office	
1069	Technical Administration	Application Security	Tech.32	Ability to utilize Azure Active Directory for user validation.	Ability to utilize Azure Active Directory for user validation.	Y - Yes	Civic Platform/Back Office	
1070	Technical Administration	Application Security	Tech.33	Ability to deliver security in a layered format (i.e. data, database, application, network physical).	Ability to deliver security in a layered format (i.e. data, database, application, network physical).	Y - Yes	Civic Platform/Back Office	
1071	Technical Administration	Application Security	Tech.34	Role-based data access that extends security permissions to export capabilities, report access, ad-hoc queries. Example : Role-based data access that restrict which roles can view PII and PCI information.	Role-based data access that extends security permissions to export capabilities, report access, ad-hoc queries. Example : Role-based data access that restrict which roles can view PII and PCI information.	Y - Yes	Civic Platform/Back Office	
1072	Technical Administration	Application Security	Tech.35	Ability to allow the City to determine which fields are visible to users.	Ability to allow the City to determine which fields are visible to users.	Y - Yes	Civic Platform/Back Office	
1073	Technical Administration	Application Security	Tech.36	Provide role-based security for client administration.	Provide role-based security for client administration.	Y - Yes	Civic Platform/Back Office	
1074	Technical Administration	Application Security	Tech.37	Ability to track audit track changes throughout the system including: date and time of change; user making the change, information prior to change and what it was changed to; IP Address of machine that made the change.	Ability to track audit track changes throughout the system including: date and time of change; user making the change, information prior to change and what it was changed to; IP Address of machine that made the change.	Y - Yes	Civic Platform/Back Office	
1075	Technical Administration	Application Security	Tech.38	Ability to update all security roles automatically when a change in the "master" role is made.	Ability to update all security roles automatically when a change in the "master" role is made.	Y - Yes	Civic Platform/Back Office	
1076	Technical Administration	Application Security	Tech.39	Provide role-based access to audit trails.	Provide role-based access to audit trails.	Y - Yes	Civic Platform/Back Office	
1077	Technical Administration	Application Security	Tech.40	Ability to print audit trail information with appropriate role-based permissions.	Ability to print audit trail information with appropriate role-based permissions.	Y - Yes	Civic Platform/Back Office	

Seminole County FL - RFP
Attachment #2: Software Specifications

1078	Technical Administration	Application Security	Tech.41	Ability to allow the System Administrator to add and change permissions for system access.	Ability to allow the System Administrator to add and change permissions for system access.	Y - Yes	Civic Platform/Back Office		
1079	Technical Administration	Application Security	Tech.42	Ability to provide an option to log users off the system after an administrator-defined period of inactivity, based on browser-based administrative configuration settings.	Ability to provide an option to log users off the system after an administrator-defined period of inactivity, based on browser-based administrative configuration settings.	Y - Yes	Civic Platform/Back Office		
1080	Technical Administration	Application Security	Tech.43	Ability to allow a System Administrator to log out users or lock-out users during upgrades, maintenance, or other activities and provide ability to display maintenance notifications.	Ability to allow a System Administrator to log out users or lock-out users during upgrades, maintenance, or other activities and provide ability to display maintenance notifications.	Y - Yes	Civic Platform/Back Office		
1081	Technical Administration	Application Security	Tech.44	Ability to allow a System Administrator to log out users by module (i.e. inquiry only access).	Ability to allow a System Administrator to log out users by module (i.e. inquiry only access).	Y - Yes	Civic Platform/Back Office		
1082	Technical Administration	Application Security	Tech.45	Provide parameter-driven audit reports.	Provide parameter-driven audit reports.	Y - Yes	Civic Platform/Back Office		
1083	Technical Administration	Application Security	Tech.46	Provide parameter-driven exception reports.	Provide parameter-driven exception reports.	Y - Yes	Civic Platform/Back Office		
1084	Technical Administration	Application Security	Tech.47	Ability to allow authorized users to have access to a log of security activity to determine users that have signed on and off the system, as well as unsuccessful attempts to sign on to the system.	Ability to allow authorized users to have access to a log of security activity to determine users that have signed on and off the system, as well as unsuccessful attempts to sign on to the system.	Y - Yes	Civic Platform/Back Office		
1085	Technical Administration	Application Security	Tech.48	Ability to mask fields by user role including but not limited to: Tax ID Number; Date of Birth; Passwords; Drivers License Numbers; Email Addresses; Rates.	Ability to mask fields by user role including but not limited to: Tax ID Number; Date of Birth; Passwords; Drivers License Numbers; Email Addresses; Rates.	Y - Yes	Civic Platform/Back Office		
1086	Technical Administration	Application Security	Tech.49	System provides a single user administration interface which allows for system, user, and group security and configuration settings to be performed and managed.	System provides a single user administration interface which allows for system, user, and group security and configuration settings to be performed and managed.	Y - Yes	Civic Platform/Back Office		
1087	Technical Administration	Application Security	Tech.50	Ability to provide security at the record level.	Ability to provide security at the record level.	Y - Yes	Civic Platform/Back Office		
1088	Technical Administration	Application Security	Tech.51	Ability to configure security access to restrict a user's access to individual fields.	Ability to configure security access to restrict a user's access to individual fields.	Y - Yes	Civic Platform/Back Office		
1089	Technical Administration	Application Security	Tech.52	Ability to log all file changes in a detailed permanent audit trail, by user ID.	Ability to log all file changes in a detailed permanent audit trail, by user ID.	Y - Yes	Civic Platform/Back Office		
1090	Technical Administration	Application Security	Tech.53	Ability to support electronic / digital signatures.	Ability to support electronic / digital signatures.	Y - Yes	Civic Platform/Back Office		Accela Mobile, provides the ability to capture electronic signatures of inspectors and responsible parties (owner, contractors, applicants, etc.). Accela Citizen Access, provides the ability for users to acknowledge attestations by checking a box. This serves as an electronic signature of the applicant/public users. Back office staff can add digital signatures to documents/forms generated with the use of merge codes. Electronic signature functionality such as DocuSign would require a integration to a third party.
1091	Technical Administration	Application Security	Tech.54	Ability to trace the source of all transactions by workstation, user ID or IP address	Ability to trace the source of all transactions by workstation, user ID or IP address	Y - Yes	Civic Platform/Back Office		
1092	Technical Administration	Application Security	Tech.55	Ability to identify users making inquiries or extracting reports	Ability to identify users making inquiries or extracting reports	Y - Yes	Civic Platform/Back Office		
1093	Technical Administration	Application Security	Tech.56	Ability to support the encryption of data communications between the client and the server.	Ability to support the encryption of data communications between the client and the server.	Y - Yes	Civic Platform/Back Office		
1094	Technical Administration	Application Security	Tech.57	Ability to support database encryption.	Ability to support database encryption.	Y - Yes	Civic Platform/Back Office		

Seminole County FL - RFP
Attachment #2: Software Specifications

1095	Technical Administration	Application Security	Tech.58	Ability to define specific user access based on individual and group profiles to processes, icons, screens, menus, fields, reports, records and code tables.	Ability to define specific user access based on individual and group profiles to processes, icons, screens, menus, fields, reports, records and code tables.	Y - Yes	Civic Platform/Back Office		
1096	Technical Administration	Application Security	Tech.59	Ability to apply security restrictions to report writer utilities.	Ability to apply security restrictions to report writer utilities.	Y - Yes	Civic Platform/Back Office		
1097	Technical Administration	Application Security	Tech.60	Ability to apply security restrictions to global update functions.	Ability to apply security restrictions to global update functions.	Y - Yes	Civic Platform/Back Office		
1098	Technical Administration	Application Security	Tech.61	Ability to differentiate access between view only and ability to make changes for data fields.	Ability to differentiate access between view only and ability to make changes for data fields.	Y - Yes	Civic Platform/Back Office		
1099	Technical Administration	Application Security	Tech.62	Standard system functionality restricts the System Administrator account from performing transactions on the system.	Standard system functionality restricts the System Administrator account from performing transactions on the system.	Y - Yes	Civic Platform/Back Office		Access can be setup to restrict this type of access.
1100	Technical Administration	Application Security	Tech.63	Ability to provide password security which will automatically restrict access after a specified number of erroneous access attempts. This only applies if LDAP authentication is not possible and other forms of authentication need to be used.	Ability to provide password security which will automatically restrict access after a specified number of erroneous access attempts. This only applies if LDAP authentication is not possible and other forms of authentication need to be used.	Y - Yes	Civic Platform/Back Office		LDAP authentication is in scope.
1101	Technical Administration	Application Security	Tech.64	Ability to ensure that system password settings are "customizable" (based upon the nature of threats to the data residing in the system. Management should be able to set the complexity levels for passwords as appropriate.) This only applies if LDAP authentication is not possible and other forms of authentication need to be used.	Ability to ensure that system password settings are "customizable" (based upon the nature of threats to the data residing in the system. Management should be able to set the complexity levels for passwords as appropriate.) This only applies if LDAP authentication is not possible and other forms of authentication need to be used.	Y - Yes	Civic Platform/Back Office		LDAP authentication is in scope.
1102	Technical Administration	Application Security	Tech.65	Ability to ensure that system password expiration settings are "flexible" (higher privileged accounts should have passwords which expire every 30-60 days while lesser privileged accounts expire every 60-90 days). This only applies if LDAP authentication is not possible and other forms of authentication need to be used.	Ability to ensure that system password expiration settings are "flexible" (higher privileged accounts should have passwords which expire every 30-60 days while lesser privileged accounts expire every 60-90 days). This only applies if LDAP authentication is not possible and other forms of authentication need to be used.	Y - Yes	Civic Platform/Back Office		
1103	Technical Administration	Application Security	Tech.66	Ability to restrict reuse of system passwords for a specific period of time. This only applies if LDAP authentication is not possible and other forms of authentication need to be used.	Ability to restrict reuse of system passwords for a specific period of time. This only applies if LDAP authentication is not possible and other forms of authentication need to be used.	Y - Yes	Civic Platform/Back Office		
1104	Technical Administration	Application Security	Tech.67	Ability to enforce password complexity policies allowing the client to determine the standards and rotations for user updates.	Ability to enforce password complexity policies allowing the client to determine the standards and rotations for user updates.	Y - Yes	Civic Platform/Back Office		
1105	Technical Administration	Technical System Administration	Tech.68	Ability to lock-down record deletion capability to only the application administrator with activity audit reporting.	Ability to lock-down record deletion capability to only the application administrator with activity audit reporting.	Y - Yes	Civic Platform/Back Office		
1106	Technical Administration	Technical System Administration	Tech.69	Ability for application administrator or end-user to activate/deactivate/forward/cancel forwarding of automatic workflow notifications for any event (e.g., alerts, changes).	Ability for application administrator or end-user to activate/deactivate/forward/cancel forwarding of automatic workflow notifications for any event (e.g., alerts, changes).	Y - Yes	Civic Platform/Back Office		
1107	Technical Administration	Technical System Administration	Tech.70	Ability for the application administrator to create user-defined fields that can be placed on various screen within the application.	Ability for the application administrator to create user-defined fields that can be placed on various screen within the application.	Y - Yes	Civic Platform/Back Office		
1108	Technical Administration	Technical System Administration	Tech.71	Provide form creation tools or integration to Office that allow the City application administrator to create or copy existing user defined forms for modification.	Provide form creation tools or integration to Office that allow the City application administrator to create or copy existing user defined forms for modification.	Y - Yes	Civic Platform/Back Office		
1109	Technical Administration	Technical System Administration	Tech.72	Ability to restrict remote access to the system to specific ports (i.e. 443-SSL, etc.)	Ability to restrict remote access to the system to specific ports (i.e. 443-SSL, etc.)	Y - Yes	Civic Platform/Back Office		Access to SaaS CIVP is over HTTPS/TLS 1.2 on standard ports, e.g. 433.

Seminole County FL - RFP
Attachment #2: Software Specifications

1110	System Administration	User Interface	Sys.1	Ability for system to ensure that all features and functions within the application will be available and operate identically regardless of the user interface that is used (i.e., web-based or client-based).	Ability for system to ensure that all features and functions within the application will be available and operate identically regardless of the user interface that is used (i.e., web-based or client-based).	Y - Yes	Civic Platform/Back Office		The Accela solution is web-based.
1111	System Administration	User Interface	Sys.2	Ability to ensure that the software applications provide functionality for or are compatible with third party industry standard screen magnification products to enlarge the print on the computer screen and configure print size, contrast and color selection for blind users. Please note third party product compatibility in Comment field.	Ability to ensure that the software applications provide functionality for or are compatible with third party industry standard screen magnification products to enlarge the print on the computer screen and configure print size, contrast and color selection for blind users. Please note third party product compatibility in Comment field.	Y - Yes	Civic Platform/Back Office		User interfaces are built with HTML 5.
1112	System Administration	User Interface	Sys.3	System has a consistent set of command keys and screen layouts across the application.	System has a consistent set of command keys and screen layouts across the application.	Y - Yes	Civic Platform/Back Office		
1113	System Administration	User Interface	Sys.4	Ability to allow any screen to be modified to use customized terminology.	Ability to allow any screen to be modified to use customized terminology.	Y - Yes	Civic Platform/Back Office		
1114	System Administration	User Interface	Sys.5	Ability to modify pull down menus and pick lists.	Ability to modify pull down menus and pick lists.	Y - Yes	Civic Platform/Back Office		
1115	System Administration	User Interface	Sys.6	Provide Administrative capabilities to change labels or add user defined fields to a screen from within the application.	Provide Administrative capabilities to change labels or add user defined fields to a screen from within the application.	Y - Yes	Civic Platform/Back Office		
1116	System Administration	Data Entry & Transaction Processing	Sys.9	Ability to have data entry fields automatically default to a specific value (e.g., many date fields should default to current date).	Ability to have data entry fields automatically default to a specific value (e.g., many date fields should default to current date).	Y - Yes	Civic Platform/Back Office		
1117	System Administration	Data Entry & Transaction Processing	Sys.10	Ability to perform batch data entry of transactions with batch totals.	Ability to perform batch data entry of transactions with batch totals.	Y - Yes	Civic Platform/Back Office		
1118	System Administration	Data Entry & Transaction Processing	Sys.11	Ability for system to provide data entry transaction templates (i.e. journal entries, requisitions, etc.), with custom defined fields as a default.	Ability for system to provide data entry transaction templates (i.e. journal entries, requisitions, etc.), with custom defined fields as a default.	Y - Yes	Civic Platform/Back Office		
1119	System Administration	Data Entry & Transaction Processing	Sys.12	Ability to configure tabbing order on all data entry screens.	Ability to configure tabbing order on all data entry screens.	N- Not Available			During implementation/ configuration, we can work with the County to define the order of the data fields (tab order). Once the fields are set, the tab order cannot be changed.
1120	System Administration	Data Entry & Transaction Processing	Sys.13	Ability to "auto fill" field level information (i.e. vendor name, account name).	Ability to "auto fill" field level information (i.e. vendor name, account name).	Y - Yes	Civic Platform/Back Office		
1121	System Administration	Data Entry & Transaction Processing	Sys.14	Ability for authorized users or system administrators to lock and remove locks on records if necessary.	Ability for authorized users or system administrators to lock and remove locks on records if necessary.	Y - Yes	Civic Platform/Back Office		
1122	System Administration	Data Entry & Transaction Processing	Sys.15	System is consistent in transaction processing during crashes or network interruptions (i.e. Does the transaction get committed, does the system provide a warning when the user logs back in, etc.?)	System is consistent in transaction processing during crashes or network interruptions (i.e. Does the transaction get committed, does the system provide a warning when the user logs back in, etc.?)	Y - Yes	Civic Platform/Back Office		
1123	System Administration	Data Entry & Transaction Processing	Sys.16	Ability for system to provide free form comments fields for all transactions – prior to posting, after the fact (multiple un-editable comments with user stamping and date stamping)	Ability for system to provide free form comments fields for all transactions – prior to posting, after the fact (multiple un-editable comments with user stamping and date stamping)	Y - Yes	Civic Platform/Back Office		
1124	System Administration	Data Entry & Transaction Processing	Sys.17	Ability for back-ups or other transactions in one module to not block, delay, or otherwise interfere with transactions in other modules.	Ability for back-ups or other transactions in one module to not block, delay, or otherwise interfere with transactions in other modules.	Y - Yes	Civic Platform/Back Office		

Seminole County FL - RFP
Attachment #2: Software Specifications

1125	System Administration	Querying and Reporting	Sys.18	Ad hoc query capabilities that allow users to search and report on matching values for any field or combinations of fields utilizing characters to separate values within a field or search for range of fields, or return all values for a given field. (i.e. wildcard - *, for distinct values, or : to separate ranges of data or any other equivalent).	Ad hoc query capabilities that allow users to search and report on matching values for any field or combinations of fields utilizing characters to separate values within a field or search for range of fields, or return all values for a given field. (i.e. wildcard - *, for distinct values, or : to separate ranges of data or any other equivalent).	Y - Yes	Civic Platform/Back Office		
1126	System Administration	Querying and Reporting	Sys.19	Provide the report date on all created reports including any date range used in parameter-driven report criteria.	Provide the report date on all created reports including any date range used in parameter-driven report criteria.	Y - Yes	Civic Platform/Back Office		
1127	System Administration	Querying and Reporting	Sys.20	Provide a performance dashboard consisting of Key Performance Indicators or web parts, with ability to setup data desired for KPIs or web parts based on business area. Users should have the ability to save links to favorite reports and queries.	Provide a performance dashboard consisting of Key Performance Indicators or web parts, with ability to setup data desired for KPIs or web parts based on business area. Users should have the ability to save links to favorite reports and queries. Please describe any executive dashboard functionality provided by your application.	Y - Yes	Civic Platform/Back Office		Accela Insights allows the County to consume the information that matters the most. It provides operational dashboards to track daily operations and provide a comprehensive snapshot of performance, analytical and strategic dashboards; provide analytical dashboards to use data from the past to identify trends that can influence future decision-making; provide strategic dashboards to track performance concerning your key performance indicators to better align actions with strategy; provide a single source of truth for tracking department and organization-wide metrics; empower inspection managers to understand team performance and key metrics more easily; and enable inspectors to see and track their inspection activities and optimize routes for upcoming tasks.
1128	System Administration	Querying and Reporting	Sys.21	Ability to establish role-based customized dashboards and assign to specific users. Also, ability for individual users to customize their dashboards (user dashboard preferences should be stored in the database).	Ability to establish role-based customized dashboards and assign to specific users. Also, ability for individual users to customize their dashboards (user dashboard preferences should be stored in the database).	Y - Yes	Civic Platform/Back Office		
1129	System Administration	Querying and Reporting	Sys.22	Ability to customize the information presented on the performance dashboard by group of users.	Ability to customize the information presented on the performance dashboard by group of users.	Y - Yes	Civic Platform/Back Office		
1130	System Administration	Querying and Reporting	Sys.23	Ability to allow reports to be generated that are searchable.	Ability to allow reports to be generated that are searchable.	Y - Yes	Civic Platform/Back Office		
1131	System Administration	Querying and Reporting	Sys.24	Ability to schedule reports to run in the future.	Ability to schedule reports to run in the future.	Y - Yes	Civic Platform/Back Office		
1132	System Administration	Querying and Reporting	Sys.25	Ability to schedule reports to be run on a recurring basis.	Ability to schedule reports to be run on a recurring basis.	Y - Yes	Civic Platform/Back Office		
1133	System Administration	Querying and Reporting	Sys.26	Ability to support the creation of reports using SQL Server (SSRS) Reporting Services.	Ability to support the creation of reports using SQL Server (SSRS) Reporting Services.	Y - Yes	Civic Platform/Back Office		
1134	System Administration	Querying and Reporting	Sys.27	Provide a standard search with configurable default fields (e.g., address, case number).	Provide a standard search with configurable default fields (e.g., address, case number).	Y - Yes	Civic Platform/Back Office		
1135	System Administration	Querying and Reporting	Sys.28	Provide enhanced search capabilities utilizing multiple fields in the query.	Provide enhanced search capabilities utilizing multiple fields in the query.	Y - Yes	Civic Platform/Back Office		
1136	System Administration	Querying and Reporting	Sys.29	Ability to specify desired subtotal breaks and totaling fields	Ability to specify desired subtotal breaks and totaling fields	Y - Yes	Civic Platform/Back Office		
1137	System Administration	Querying and Reporting	Sys.30	Ability to modify a report template to create a new report.	Ability to modify a report template to create a new report.	Y - Yes	Civic Platform/Back Office		
1138	System Administration	Querying and Reporting	Sys.31	Ability to execute reports with an "as of" date.	Ability to execute reports with an "as of" date.	Y - Yes	Civic Platform/Back Office		

Seminole County FL - RFP
Attachment #2: Software Specifications

1139	System Administration	Querying and Reporting	Sys.32	Ability to automatically route reports via a workflow.	Ability to automatically route reports via a workflow.	Y - Yes	Civic Platform/Back Office	Reports can be scheduled and sent to internal and external users based on a configured scheduled.
1140	System Administration	Querying and Reporting	Sys.33	Ability for system to allow users to perform inquiries and searches by any field available for data entry.	Ability for system to allow users to perform inquiries and searches by any field available for data entry.	Y - Yes	Civic Platform/Back Office	
1141	System Administration	Applications Configuration and Management	Sys.34	Provide configurable quick keys (i.e., function keys).	Provide configurable quick keys (i.e., function keys).	Y - Yes	Civic Platform/Back Office	The solution inherits function keys such as Ctrl+C for copy, Ctrl+X for cut, etc. In addition, the solution is developed for quick access to various point of the solution. Clicking on hyperlinks will take the user to that portion of the system (record ID to the record, contact name to the contact, parcel number to the parcel, etc.).
1142	System Administration	Applications Configuration and Management	Sys.35	Ability to comply with accessibility standards pronounced in the Americans with Disabilities Act (ADA).	Ability to comply with accessibility standards pronounced in the Americans with Disabilities Act (ADA) including Section 508 compliance with the Rehabilitation Act of 1973.	Y - Yes	Civic Platform/Accela Citizen Access (ACA)	
1143	System Administration	Applications Configuration and Management	Sys.36	Provide functional online help documentation for system end users.	Provide functional online help documentation for system end users.	Y - Yes	Civic Platform/Back Office	
1144	System Administration	Applications Configuration and Management	Sys.37	Provide technical online help documentation for system administrators.	Provide technical online help documentation for system administrators.	Y - Yes	Civic Platform/Back Office	
1145	System Administration	Applications Configuration and Management	Sys.38	Provide error messages that are integrated with online help functionality.	Provide error messages that are integrated with online help functionality.	Y - Yes	Civic Platform/Back Office	
1146	System Administration	Applications Configuration and Management	Sys.39	Ability to allow users to send error reports to System Administrator.	Ability to allow users to send error reports to System Administrator.	Y - Yes	Civic Platform/Back Office	
1147	System Administration	Applications Configuration and Management	Sys.40	Provide administrator configurable error messages.	Provide administrator configurable error messages.	Y - Yes	Civic Platform/Back Office	
1148	System Administration	Applications Configuration and Management	Sys.41	Ability to allow the County to determine which fields are required.	Ability to allow the County to determine which fields are required.	Y - Yes	Civic Platform/Back Office	
1149	System Administration	Applications Configuration and Management	Sys.42	Provide an administrative messaging system (e.g., a message to alert users of system maintenance activity).	Provide an administrative messaging system (e.g., a message to alert users of system maintenance activity).	Y - Yes	Civic Platform/Back Office	
1150	System Administration	Applications Configuration and Management	Sys.43	Provide customizable screens based on roles and permissions.	Provide customizable screens based on roles and permissions.	Y - Yes	Civic Platform/Back Office	
1151	System Administration	Applications Configuration and Management	Sys.44	Provide customizable screens including moving rows and columns, locking fields, and freeze columns based on roles and security permissions.	Provide customizable screens including moving rows and columns, locking fields, and freeze columns based on roles and security permissions.	Y - Yes	Civic Platform/Back Office	My Filters, Task Dashboard, etc.
1152	System Administration	Applications Configuration and Management	Sys.45	Provide contextual help with the ability to turn this feature off at the user level (i.e., field descriptions that are displayed based on the location of the mouse or cursor).	Provide contextual help with the ability to turn this feature off at the user level (i.e., field descriptions that are displayed based on the location of the mouse or cursor).	Y - Yes	Civic Platform/Back Office	
1153	System Administration	Applications Configuration and Management	Sys.46	Provide data validation on entry.	Provide data validation on entry.	Y - Yes	Civic Platform/Back Office	
1154	System Administration	Applications Configuration and Management	Sys.47	Ability to attach files to records in the system.	Ability to attach files to records in the system.	Y - Yes	Civic Platform/Back Office	
1155	System Administration	Applications Configuration and Management	Sys.48	Ability to add a new value to a drop down table without having to navigate from the screen, with appropriate security permissions.	Ability to add a new value to a drop down table without having to navigate from the screen, with appropriate security permissions.	N - Not Available		The solution does not offer dynamic drop-down functionality. However, the County can decide to have a drop-down choice of "other" that will allow the user to describe/enter the "new" value, but the new value will not be added to the drop-down list without adding it to the table.
1156	System Administration	Applications Configuration and Management	Sys.49	Ability to accommodate County-defined limitations on the size of file attachments.	Ability to accommodate County-defined limitations on the size of file attachments.	Y - Yes	Civic Platform/Back Office	

Seminole County FL - RFP
Attachment #2: Software Specifications

1157	System Administration	Applications Configuration and Management	Sys.50	Provide ability to view attachments associated with records on the screen with appropriate security permissions.	Provide ability to view attachments associated with records on the screen with appropriate security permissions.	Y - Yes	Civic Platform/Back Office		
1158	System Administration	Applications Configuration and Management	Sys.51	Ability to restrict drill down capability based on security permissions.	Ability to restrict drill down capability based on security permissions.	Y - Yes	Civic Platform/Back Office		
1159	System Administration	Applications Configuration and Management	Sys.52	System has a consistent set of command keys and screen layouts across the application.	System has a consistent set of command keys and screen layouts across the application.	Y - Yes	Civic Platform/Back Office		
1160	System Administration	Applications Configuration and Management	Sys.53	Provide predictive or autocomplete search capability for lookups.	Provide predictive or autocomplete search capability for lookups.	Y - Yes	Civic Platform/Back Office		
1161	System Administration	Applications Configuration and Management	Sys.54	Ability to search by wild cards, based on security permission, along with the ability to select multiple distinct values or range of values for any field desired	Ability to search by wild cards, based on security permission, along with the ability to select multiple distinct values or range of values for any field desired	Y - Yes	Civic Platform/Back Office		
1162	System Administration	Applications Configuration and Management	Sys.55	Provide links to associated modules from any display screen to minimize backing out of one screen to access another, with appropriate security.	Provide links to associated modules from any display screen to minimize backing out of one screen to access another, with appropriate security.	Y - Yes	Civic Platform/Back Office		
1163	System Administration	Applications Configuration and Management	Sys.56	Ability for multiple windows to be open at the same time.	Ability for multiple windows to be open at the same time.	N- Not Available			To have multiple windows open at the same time, users can have the solution opened simultaneously on different browsers.
1164	System Administration	Workflow	Sys.57	Role-based ability to authorize users to create, modify, delete and audit workflows.	Role-based ability to authorize users to create, modify, delete and audit workflows.	Y - Yes	Civic Platform/Back Office		
1165	System Administration	Workflow	Sys.58	Ability to initiate and track the approval process.	Ability to initiate and track the approval process.	Y - Yes	Civic Platform/Back Office		
1166	System Administration	Workflow	Sys.59	Ability to assign different levels of approval for the same user.	Ability to assign different levels of approval for the same user.	Y - Yes	Civic Platform/Back Office		
1167	System Administration	Workflow	Sys.60	Provide workflow functionality in all system modules.	Provide workflow functionality in all system modules.	Y - Yes	Civic Platform/Back Office		
1168	System Administration	Workflow	Sys.61	Ability to set workflow rules by any of the following User; Role; Department; Division; Thresholds; Percentage Argument; Numerical Argument, permit, license or inspection type, route/territory and process type.	Ability to set workflow rules by any of the following User; Role; Department; Division; Thresholds; Percentage Argument; Numerical Argument, permit, license or inspection type, route/territory and process type.	Y - Yes	Civic Platform/Back Office		
1169	System Administration	Workflow	Sys.62	Based on role-based security, the ability to delete a step in workflow process or all steps for given workflow and to re-release the item to workflow.	Based on role-based security, the ability to delete a step in workflow process or all steps for given workflow and to re-release the item to workflow.	Y - Yes	Civic Platform/Back Office		
1170	System Administration	Workflow	Sys.63	Ability to escalate workflow assignments based on a predefined period of no response or action.	Ability to escalate workflow assignments based on a predefined period of no response or action.	Y - Yes	Civic Platform/Back Office		
1171	System Administration	Workflow	Sys.64	Provide workflow notifications via dashboard web-part, KPI, or email.	Provide workflow notifications via dashboard web-part, KPI, or email.	Y - Yes	Civic Platform/Back Office		
1172	System Administration	Workflow	Sys.65	Ability to analyze and report on workflow performance to identify constraints and bottlenecks for management review and intervention (e.g., graphical workflow printout with flags).	Ability to analyze and report on workflow performance to identify constraints and bottlenecks for management review and intervention (e.g., graphical workflow printout with flags).	R - Reporting	Civic Platform/Back Office		Available Via Accela Insights.
1173	System Administration	Workflow	Sys.66	Ability to access system and process workflow approvals via mobile devices.	Ability to access system and process workflow approvals via mobile devices.	Y - Yes	Civic Platform/Back Office		
1174	System Administration	Workflow	Sys.67	Ability to provide workflow functionality that allows users to lookup a transaction and see status for approval.	Ability to provide workflow functionality that allows users to lookup a transaction and see status for approval.	Y - Yes	Civic Platform/Back Office		
1175	System Administration	Workflow	Sys.68	Ability to provide workflow functionality that is role-based such that departments can perform approvals in a "person independent" manner.	Ability to provide workflow functionality that is role-based such that departments can perform approvals in a "person independent" manner.	Y - Yes	Civic Platform/Back Office		
1176	System Administration	Workflow	Sys.69	Ability to trigger a standard email to be sent for notifications through the workflow features.	Ability to trigger a standard email to be sent for notifications through the workflow features.	Y - Yes	Civic Platform/Back Office		
1177	System Administration	Workflow	Sys.70	Ability to provide workflow functionality such that in an approval the following options are possible: All users must approve an item before moving to the next step.	Ability to provide workflow functionality such that in an approval the following options are possible: All users must approve an item before moving to the next step.	Y - Yes	Civic Platform/Back Office		

Seminole County FL - RFP
Attachment #2: Software Specifications

1178	System Administration	Workflow	Sys.71	Ability to provide workflow functionality such that in an approval the following options are possible: One user must approve an item before moving to the next step.	Ability to provide workflow functionality such that in an approval the following options are possible: One user must approve an item before moving to the next step.	Y - Yes	Civic Platform/Back Office		
1179	System Administration	Workflow	Sys.72	Ability to provide workflow functionality such that in an approval the following options are possible: Rejection by only one of the users will push the workflow back to the previous step.	Ability to provide workflow functionality such that in an approval the following options are possible: Rejection by only one of the users will push the workflow back to the previous step.	Y - Yes	Civic Platform/Back Office		
1180	System Administration	Workflow	Sys.73	Ability to provide workflow functionality that allows for notification of the results of a workflow step to be sent to a user via email or to be viewable internally within the application. The type of notification (email or internal to application) can be customizable for each individual user.	Ability to provide workflow functionality that allows for notification of the results of a workflow step to be sent to a user via email or to be viewable internally within the application. The type of notification (email or internal to application) can be customizable for each individual user.	Y - Yes	Civic Platform/Back Office		
1181	System Administration	Workflow	Sys.74	Ability to provide workflow functionality that allows for users receiving workflow updates via email to click on a link provided within the email that takes the user to the appropriate area within the application to perform the next steps on that workflow.	Ability to provide workflow functionality that allows for users receiving workflow updates via email to click on a link provided within the email that takes the user to the appropriate area within the application to perform the next steps on that workflow.	Y - Yes	Civic Platform/Back Office		
1182	System Administration	Workflow	Sys.75	System provides audit trail history of approvals and system changes.	System provides audit trail history of approvals and system changes.	Y - Yes	Civic Platform/Back Office		
1183	System Administration	Workflow	Sys.76	Ability to provide workflow functionality that allows a user to forward workflow items for a user-designated period of time to another user who will act as a surrogate in being able to review, approve and reject all workflow items in the first user's absence.	Ability to provide workflow functionality that allows a user to forward workflow items for a user-designated period of time to another user who will act as a surrogate in being able to review, approve and reject all workflow items in the first user's absence.	Y - Yes	Civic Platform/Back Office		
1184	System Administration	Workflow	Sys.77	Ability to provide the client with the means of configuring its own notifications.	Ability to provide the client with the means of configuring its own notifications.	Y - Yes	Civic Platform/Back Office		
1185	System Administration	Querying and Reporting	Sys.78	Ability to integrate the GIS map location of development projects and permit activity to access real-time project status details from the planning/permitting solution.	Ability to integrate the GIS map location of development projects and permit activity to access real-time project status details from the planning/permitting solution.	Y - Yes	Civic Platform/Back Office		

Definitions

Description A short description detailing the reason that this interface exists

Source The system of record that contains the data you want to extract from

Target The system of record that you are delivering the data to

Frequency How often the interface should run

Trigger The action that starts the interface, this can be manual (On-Demand), automatic (Scheduled), or event driven

Source Tech The form that the data is exists in (ex. SQL, Oracle, etc....)

Target Tech The form that the data is expected to arrive in (ex. XML, JSON, CSV, etc....)

Trigger Monitoring Method Determines is the trigger even has occurred (Scheduled, Direct Access, API, Custom)

Confirmation Is a simple confirmation of success failure needed, can be accomplished by marking a SQL record, sending an email, reviewing logs, etc....

Platform Where does this service exist (ex. Client On-prem, Client cloud, vendor (source or target), 3rd party vendor)

Support Model Who is responsible for support of the interface

Security What model is used to secure access to the interface (ex. Client SSO, Embedded Auth, oAuth) - Recommendation is to always run under a service account

Encryption What level, if any, of encryption may be needed for the data at rest and in transit

Data Fields Usually a separate file that includes any data mapping requirements.

Native Technology (out-of-the-box) If an integration is not necessary because this capability is handled natively, please explain in this field including whether the capability is - Full, partial, or roadmap item for future releases.

ID	Description	Source System	Target	Frequency	Trigger	Native Capability OOB - No Integration Necessary	Source Tech	Target Tech	Trigger Monitoring Method	Confirmation	Platform	Support Model	Security/ Authentication	Encryption	Comments	Data Elements
1	Two-way synchronization and reconciliation of addresses, parcel numbers, and boundaries with the County's GIS parcel database to support mapping of all Development Services System transaction data such as permits, violations, licenses, inspections, etc	Esri ArcGIS Enterprise	New LMS	Real Time Transactional	On Demand	Y	Other	Other	Scheduled	Via Messaging (E-mail)	Vendor hosted	Vendor	Embedded	AES		
2	Enterprise content management data retention and storage	New LMS	Hyland OnBase Microsoft SharePoint	Real Time Transactional	On Demand	N	Other	Other	Scheduled	Via Messaging (E-mail)	Vendor hosted	Client	Embedded	AES		
3	Utility billing	New LMS	Navline	Batch (Daily)	Scheduled	N	API	API	Scheduled	Via Messaging (E-mail)	Vendor hosted	Client	Embedded	AES		
4	Financial and GL data	New LMS	JD Edwards	Batch (Daily)	Scheduled	N	API	API	Scheduled	Via Messaging (E-mail)	Vendor hosted	Client	Embedded	AES		
5	Contractor licensing verification for intake and open permits	Florida DBPR (Department of Business and Professional Regulation)	New LMS	Real Time Transactional	On Demand	N	API	API	API	Via Messaging (E-mail)	Vendor hosted	Client	Embedded	AES		
6	Online payment data	New LMS	Converge Payment Gateway (Elevon)	Real Time Transactional	On Demand	N	API	API	Scheduled	Via Messaging (E-mail)	Client hosted	Client	Embedded	AES		
7	Legal documents and code references	MuniCode	New LMS	Batch	Scheduled	N	API	API	API	Via Messaging (E-mail)	Vendor hosted	Client	Embedded	AES		
8	Multi-factor authentication	Duo MFA	New LMS	Real Time Transactional	Monitored Event	Y	Other	Other	API	None	Vendor hosted	Vendor	Embedded	AES		
9	Cloud endpoint security	Carbon Black	New LMS	Real Time Transactional	Monitored Event	Y	Other	Other	API	None	Vendor hosted	Vendor	Embedded	AES		
10	Email and calendaring integration and data import/export capabilities	Microsoft Office Suite	New LMS	Real Time	On Demand	N	API	API	API	Via Messaging (E-mail)	Vendor hosted	Client	Embedded	AES		
11	*Optional* Fire occupancy inspection data	ImageTrend Elite	New LMS	Batch	Scheduled	N	API	API	API	Via Messaging (E-mail)	Vendor hosted	Client	Embedded	AES		
12	*Optional* Fire inspection data retention and storage	ImageTrend Elite	New LMS	Batch	Scheduled	N	API	API	API	Via Messaging (E-mail)	Vendor hosted	Client	Embedded	AES		
13	*Optional* Board agenda information	Legistar (Granicus)	New LMS	Batch	Scheduled	N	API	API	API	Via Messaging (E-mail)	Vendor hosted	Client	Embedded	AES		
14	*Optional* Electronic plan review	ProjectDox (Avolve)	New LMS	Real Time Transactional	On Demand	N	API	API	API	Via Messaging (E-mail)	Vendor hosted	Client	Embedded	AES		

Exhibit K-2: Accela Attachment D – Vendor Forms

1 RFP FORMS
1.1 Company Background Form

Vendor name:	Accela, Inc.	
Software brand name:	Accela Civic Platform	
Software version proposed (years in production):	We propose Spring 2023 (version 23.1). Fall 2023 (version 23.2) will be released this fall. The Civic Platform has been in production for 24 years.	
Is Vendor prime contractor:	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>

1. What are the top three differentiators of your company and its proposed solution?

As shown in Exhibit 1, there are three advantages to partnering with Accela on this project.

THE ACCELA ADVANTAGE
 We meet you where you are. And take you where you need to go.

- FAST START** Application-specific software designed with best practices built-in means rapid implementation, reduced risk, and shortened time to value.
- GO FURTHER** Robust, secure platform adapts to your evolving needs over time, and can connect you to other departments and agencies for sharing data and better citizen experiences.
- LONG-TERM SUCCESS** Broad experience delivering state and local government solutions, training, services, and support ensures a partnership that will always ensure you are prepared for whatever comes next.

Exhibit 1: The Accela Advantage

1. Government is all we do. Our Civic Applications are pre-built solutions that include out-of-the-box configurations for many licensing, permitting, and code enforcement functions to help the County get a fast start.
2. As your needs grow, a single platform connects you. We help agencies go as far on their journey as they want. We're not some simplistic point solution, that will leave you needing to stitch together a bunch of different solutions. With Accela, you get one platform with many easy applications that your citizens, office staff, and field workers alike can access to get their jobs done.

County of Seminole, FL – Attachment D: Vendor Forms

	<p>3. Lastly, the deep expertise that we have internally and in our partner ecosystem ensures our customers are successful from the planning of the project to going live to lifetime value. We have decades of institutional knowledge and experience.</p> <p>While there are similarities across vendor solutions, there are deeper, significant differences. Accela is truly unique in the market, as some other vendors:</p> <ul style="list-style-type: none"> ▪ Build on disjointed acquisitions/mergers, lacking focus and domain expertise ▪ Have narrow product offerings that aren't broad enough for agency needs ▪ Lack robust, pre-configured solutions and reuse elements of previous service engagements, or they are not fully supported ▪ Sell a generic platform and fit multiple components to create a solution, which does not address specific agency needs ▪ Offer niche, first-generation solutions that cannot be used across departments ▪ Lack of a partner ecosystem, burdening in-house project delivery resources, which cannot sustain long-term growth 	
<p>2.</p>	<p>What strategic alliances have you made to further strengthen your product and services?</p>	
	<p>Accela recognizes the value of strategic partnerships, and partners with key industry leaders to provide customers with fully integrated solutions that leverage partner technologies as a part of the Civic Platform. Our partnerships also allow us to align with these partners and extend their market reach and proven solutions to each Accela customer. These include strategic partners such as Microsoft and Esri. For a list of all our partners, please visit https://www.accela.com/about/accela-partner-program/.</p>	
<p>3.</p>	<p>How do you guarantee the services provided by your company?</p>	
	<p>Accela warrants that Subscription Services shall perform materially following the applicable Documentation during the Subscription Period. Please see our sample Accela Subscription Services Agreement at https://www.accela.com/terms/ for more information.</p> <p>We have partnered with Microsoft to utilize the Azure infrastructure for our SaaS deployment. We have optimized our software, both the platform and Civic Applications for this environment. Accela's clusters in Azure ensure our customers get the performance, reliability, and scalability they need, for large and small implementations and highest peak loads.</p>	
<p>4.</p>	<p>What is your marketplace focus?</p>	
	<p><input checked="" type="checkbox"/> Permitting and Land Management</p>	<p><input checked="" type="checkbox"/> Large Government (e.g., counties /states)</p>
	<p><input checked="" type="checkbox"/> Small/Local Governments</p>	<p><input checked="" type="checkbox"/> Other (specify): Business licensing</p>
<p>5.</p>	<p>What is your preferred customer size (quantify in terms of budget, customers, population, etc.)?</p>	
	<p>Accela is quite comfortable working with the largest of customers such as New York City, NY, and Los Angeles, CA, or with small agencies such as Key Biscayne and Bradenton, FL. Our sweet spot is working with medium to large-sized government agencies in the 150,000 - 1,500,000 population range.</p>	

County of Seminole, FL – Attachment D: Vendor Forms

	<p>No matter the size of the agency, a large percentage of the types of records tracked along with their respective workflows are quite similar. Another way to say it is that the challenges are the same, just scaled differently, which Accela is excellent at handling. Accela has even been used for a brand-new all-solar city in southwest Florida that only had ~1,000 Residents when they contracted with Accela. As such, we can demonstrate that we are comfortable working with any sized agency and can solve most budget scenarios. In your case, the number of users presented in the RFP along with the stated budget and complexity of the project, Seminole County is an ideal candidate for Accela Products and Services.</p>	
6.	<p>Please describe the level of research and development investment you make in your products (i.e. – annual budget, head count, etc.).</p>	
	<p>Accela has over 50 employees dedicated to research and development with an annual investment of millions of dollars is proof of our commitment to staying current with market-leading technologies. Our future roadmap continues to focus on innovations and capabilities to increase data utilization and visualization, go further with citizen engagement, and ensure field workers have all the tools needed to efficiently do their work. We also are planning on more functionality within our Civic Applications, with more pre-built, and domain-specific permit and license types, reports, workflows, forms, checklists, notifications, and other elements to shorten implementation time and effort.</p>	
7.	<p>How many years have you been selling your solution to the public sector?</p>	
	<p>We have been selling the Civic Platform to the public sector for the past 24 years.</p>	
8.	<p>How many fully operational customer installations of the version proposed in this RFP, currently in production, has the Vendor completed?</p>	
	Florida	Nationally
Local government	25	400
Other public sector	0	17
Other non-public sector	0	1
Overall:	25	418
9.	<p>How many fully operational customer installations, in total, has the Vendor completed?</p>	
	Florida	Nationally
Local government	35	540
Other public sector	0	20

County of Seminole, FL – Attachment D: Vendor Forms

Other non-public sector	0	1
Overall:	35	560
10.	How many current system implementations of your solution are in-process within both the State of Florida and the region of the Country that includes the State of Florida?	
	Current in-process Implementations	
State of Florida	6	
Region	11	
Total:	17	
11.	Please state the year the Vendor started in the business of selling the proposed solution to local governments:	
	The Civic Platform was introduced in 1999.	
12.	Where is the Vendor’s closest support facility/sales office to <location>?	
	The Draper, Utah office is the closest location to the County.	
13.	Where is the Vendor’s company headquarters?	
	We are headquartered in San Ramon, California.	
14.	Please list the Vendor’s sales in the previous three years:	
	Year	Sales
	2022	Confidential. As a non-public corporation and per our longstanding corporate policies, Accela does not make public disclosures of our financial records or general fiscal condition. Due to the sensitivity of this information, and the fact that Accela is not publicly traded, releasing such information to the public would open the company to undue scrutiny by its competitors.
	2021	
	2020	
15.	How many total employees does the Vendor have in each of the following categories?	
	Area	Number
	Sales/Marketing	60
	Management/Administration	43

County of Seminole, FL – Attachment D: Vendor Forms

Help Desk Staff	56
Development Staff	53
Other (includes Professional Services, Security and Cloud Operations)	84
Total:	296

16. What organization would the Vendor recommend for a site visit?

While any of the below Florida agencies would be great for the County to visit, these three counties are most similar to your project: Charlotte County, Pinellas County, and Polk County.

- DeLand
- Fort Lauderdale
- Leon
- Manatee
- Martin
- Pasco
- Tampa
- Weston
- Sarasota County
- Lee County

17. Please disclose any outstanding litigation against your company.

Not applicable. Accela has no outstanding litigation.

18. Please list any third-party vendors you're partnering with and proposing as part of your response, as well as the products and versions proposed, and the scope areas/functionality they will be providing.

Velosimo and Open Counter have been proposed for the County's project as optional along with ePermitHub.

Velosimo Connect is developed and maintained by Accela's strategic partner Velosimo, Inc. Velosimo Connect is a cloud-based integration platform as a service (iPaaS) solution specific to government connecting systems quickly and seamlessly. Velosimo, Inc. is revolutionizing the approach to government software integration with the Velosimo Connect integration platform. Velosimo Connect is a complete integration Platform as a Service (iPaaS) solution designed specifically for the software endpoints in government software. With the Velosimo integration platform, typical integration challenges are solvable and sustainable. Velosimo specializes in providing integration between Accela and many other government software systems by maintaining the ongoing application programming interface (API) connectivity between them.

Open Counter’s permit discovery platform makes permitting and licensing projects easier, from start to finish. Applicants learn where their project is allowed, which permits they need, and how much they cost, without even having to ask city staff. It is a business wizard tool that drives your citizens to the correct set of permits without unnecessary calls into the agency.

ePermitHub is an optional plan review tool that allows Seminole County to comply with Statutes surrounding digital signature verification. The tool is used by multiple agencies throughout the state of Florida along with Accela. That said, we can certainly integrate with Avolve’s ProjectDox, if this is the direction the County would like to go.

1.2 Product Information Form

19.	Please specify the product(s) and solution(s) by your company’s product name for each of the required functional scope elements.		
	Product Name	Scope Area	Scope Functions
	<i>Civic Platform</i>	Planning Development Review:	<ul style="list-style-type: none"> • Preliminary review/zoning entitlement • Electronic plan review (all disciplines) • Land division/plat/condo plan review • Design review/special use approval administrative reviews • Planning commission review • Other commissions (Historic District, DDA, Business District) • Tree/landscaping reviews
	<i>Civic Platform</i>	Planning Development Appeals:	Zoning Board of Appeals

19.	Please specify the product(s) and solution(s) by your company’s product name for each of the required functional scope elements.		
	Product Name	Scope Area	Scope Functions
	<i>Civic Platform</i>	Building Construction Permitting:	<ul style="list-style-type: none"> • Contractor Licensing/Verification • Application intake • Electronic plan review (all disciplines) • Inspections (all disciplines) • Project cost invoicing & performance guarantees (escrows, bonds) • Final approval (Certificates of Completion/ Certificate of Occupancy/Temporary Certificate of Occupancy) • Unpermitted construction enforcement

County of Seminole, FL – Attachment D: Vendor Forms

19.	Please specify the product(s) and solution(s) by your company’s product name for each of the required functional scope elements.		
	Product Name	Scope Area	Scope Functions
	<i>Civic Platform</i>	Environmental Review:	Wetlands/natural features/forestry
	<i>Civic Platform</i>	Engineering Site Permitting:	<ul style="list-style-type: none"> • Impact fees/fee estimation • Stormwater/site erosion control • Right-of-way impact review • Traffic impact/parking review • Private utility design review (connections) • Utility connections review • Public acceptance of privately funded utilities • Electronic plan review (all disciplines) • Inspections

19.	Please specify the product(s) and solution(s) by your company’s product name for each of the required functional scope elements.		
	Product Name	Scope Area	Scope Functions
	<i>Civic Platform</i>	Right-of-Way Management:	Permit fees and permit issuance for Right- of Way access
	<i>Civic Platform</i>	Public Safety/Health Safety:	<ul style="list-style-type: none"> • Special event permitting (noise ordinance permits, outdoor merchandise sales, temporary package stores, daily gatherings/events) • New business occupancy inspections (fire, health code) (note: permit inspections are separate from occupancy/cyclical inspections) • Cyclical occupancy inspections (fire, health code)

County of Seminole, FL – Attachment D: Vendor Forms

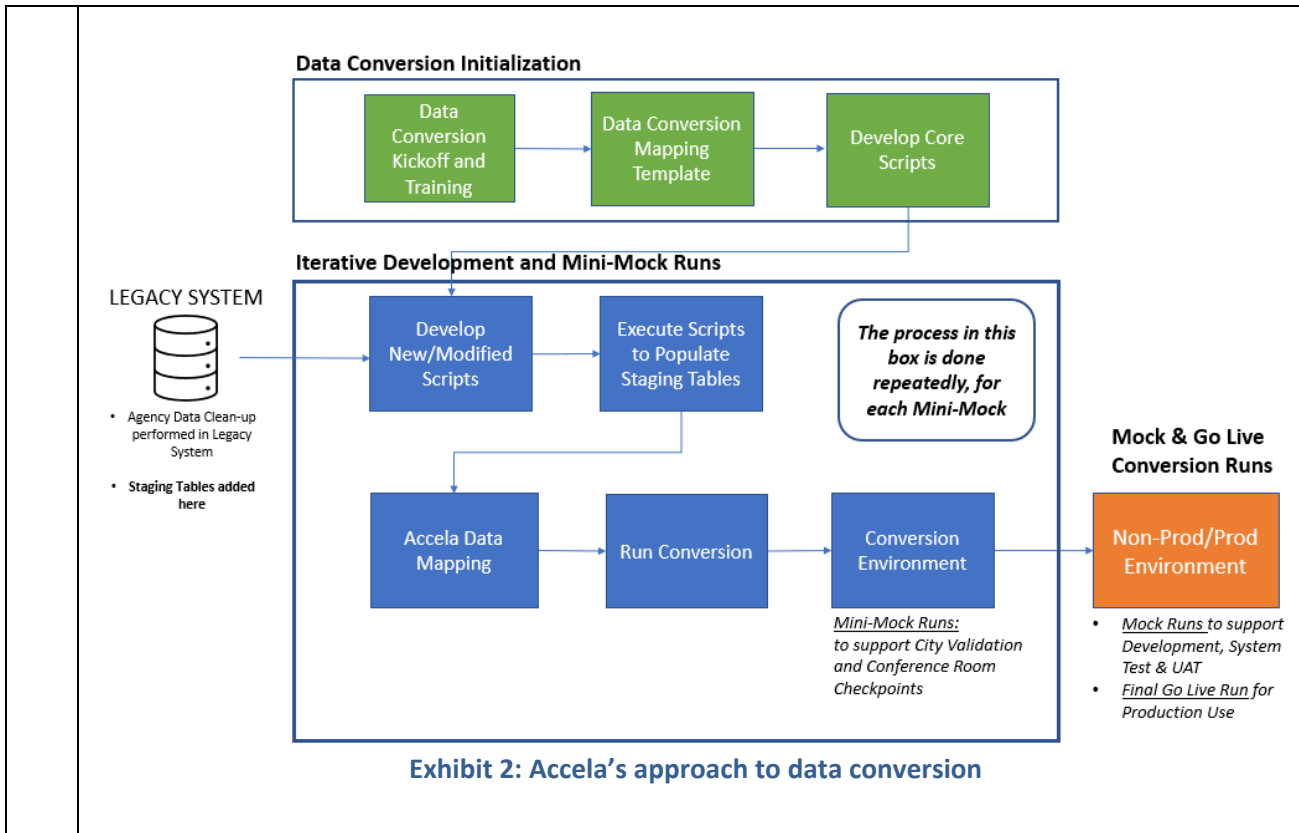
19.	Please specify the product(s) and solution(s) by your company’s product name for each of the required functional scope elements.		
	Product Name	Scope Area	Scope Functions
	<i>Civic Platform</i>	Property Code (Planning) Enforcement:	<ul style="list-style-type: none"> • Nuisance abatement (initiation, violation, and compliance achieved) • Court/administrative enforcement hearing process • Enforcement for orders of enforcement Abatement performed, liens/assessments for cost/fine recovery
	<i>Civic Platform</i>	FEMA Community Rating System:	<ul style="list-style-type: none"> • Structure flood zone determination (SFHA) • Structure flood exception (LOMA, LOMR) <p>Community Rating System (CRS) documentation/reporting for required reporting cycles</p>
	<i>Civic Platform</i>	Data Analytics & Reporting	Self-service reporting

1.3 Technical and Vendor Hosting Requirements Form

20.	Will third-party hosting be used or does the vendor provide its own hosting services? Please specify any third-party hosts if applicable.
	Accela manages our apps and infrastructures within the industry-leading Microsoft Azure hosting environment.
21.	Indicate Tier certification for design and operation of the hosting locations listed. Indicate if a private link (MPLS or EVPL) can be set up to these hosting locations.
	Leveraging Microsoft Azure infrastructure, a PAAS, does not equate to Tier certification. No private link is available with this SaaS service.
22.	How do you track monthly usage for subscription-based services?
	Accela does not track monthly usage for subscription-based services; however, the County will receive a report regarding your data usage annually at the time of renewal. Please see Accela’s data storage policy at https://www.accela.com/terms/ for more information.
23.	What is the location of the primary data center?
	The Accela solution is hosted on the Microsoft Azure cloud. The hosting facilities are in the United States for U.S. customers, with the primary in Azure Central.
24.	What is the location of the backup data center?
	Disaster recovery is in Azure East.
25.	Does the system interface support a browser interface with or without the help of additional components?
	Accela’s solutions are web-based and web-accessed. County users will only need a supported browser to access the solution.
26.	Please describe the minimum commitment term (in years) for a vendor-hosted option and note the term assumed for determining the proposed costs.
	Accela SaaS is renewed on an annual basis.
27.	Please list the connectivity options and carriers available at your hosting facility.
	Connection to the Civic Platform service is via desktop browser (end-user) as well as via a secure RESTful API gateway.

County of Seminole, FL – Attachment D: Vendor Forms

28.	Estimate the bandwidth that your solution will require based upon users, application environment, and any other factors.
	Accela is designed to use as little bandwidth as possible, which means that the site performs fine over high-speed, dial-up, and wireless Internet connections. There are no specific minimum requirements.
29.	Estimate the desktop footprint required on end-users' computers.
	The Accela solutions are web-accessed, so County users will only need a supported browser.
30.	On what database does your software run?
	MSSQL
31.	How many environments will be provided to the County? (e.g. Production, Test, etc.)
	With a SaaS subscription, the County will receive four environments: PROD (Production), two non-production, and Staging.
32.	Describe the process of migrating the County data into the new system.
	<p>Converting historic/legacy data from the County's systems is a critical activity for the success of this project. Accela's data conversion methodology is an iterative process, starting early in the project and ensuring the County sees data frequently during the development activities. Accela provides a separate Conversion environment (CIVCON), in addition to the County's non-production environments. The Conversion environment will be fully functional and will mirror the County's configuration, without impacting the non-production environments.</p> <p>Exhibit 2 demonstrates Accela's iterative approach to data conversion. Throughout the development cycle, the team will conduct mini-mock runs based on conversion work completed up to that point. For each mini-mock run, the project team will execute the steps outlined within the box. This is an iterative and cumulative process, where each mini-mock builds upon the next. Each mini-mock run will be executed in a Conversion Environment (CIVCON) where the County will verify the data and ensure the processing of the converted records. The County must be involved in this verification testing to resolve issues early in the process. The data migrated during mini-mock runs will also be used to support Conference Room Checkpoints.</p> <p>In addition to the mini-mock runs, Accela will conduct mock runs as well as the final go-live run. The mock runs will be loaded into a targeted non-production environment and the go-live run will be loaded into the production environment.</p> <p>During project startup activities, Accela will train the County on our Data Conversion mapping tool. The County will be responsible for data extraction, data mapping, data cleansing, and data integrity. It is critical that the County, specifically the business users, provide ample time to test the data conversion and ensure the processing of converted records.</p>



33. Describe your experience converting data from Naviline system and how you approach collaborating with County staff to coordinate data mapping and migration.

Accela has had experience with converting data from Naviline. We require that the data is extracted and placed into either Oracle or MS SQL repository to begin the data mapping activities.

Data Conversion Initialization

1. Data Conversion Kickoff and Training
 - a. Accela will conduct meetings to provide the County conversion resources with a copy of the Accela Conversion Tools and install Accela's staging tables on the legacy system. The staging tables are a flattened and abbreviated version of the Accela schema.
 - b. It is highly encouraged that the County begin data cleanup of the legacy database as early as possible. This will help streamline efforts later by increasing data integrity and reducing the need for additional scripts pre/post-conversion.
2. Data Conversion Mapping Template
 - a. Accela will work with the County to complete the Data Conversion Mapping Template (DCMT) which is a spreadsheet containing a tab for each of the staging tables. This spreadsheet documents which tables and columns in the legacy system will be inserted into the staging tables and columns. This activity will be done over a series of meetings between the Accela Data Conversion resource and an Agency Database SME. This is a one-time activity that can be done early in the project, even before configuration is

County of Seminole, FL – Attachment D: Vendor Forms

	<p>completed.</p> <p>3. Develop Core Scripts</p> <p>a. Scripts are required to populate the legacy data into the staging tables. Core scripts are developed to satisfy each tab of the DCMT completed above. Accela will lead the County in completing a couple of examples and then support the County in completing the remaining scripts.</p> <p>At this point, Accela will begin developing a Conversion Run Book which will be used as the set of instructions to run conversion later in the process. The instructions may include when to run each script and any parameters required to run a given script. As the County completes scripts, they will also update the Run Book regarding these instructions.</p>
34.	Provide a sample service license agreement (SLA) for the proposed software solution.
	We have provided our SaaS agreement as a separate attachment in the County’s procurement portal.
System Performance	
35.	How much notification will you give the County in advance of any scheduled downtime?
	Standard notification is sent via email and posted to Success Community two weeks before any scheduled downtime of the hosted production environment. Accela provides a Trust page that provides real-time updates on environment maintenance activities so that customers are always aware of the status of their environments.
36.	What is your process for notifying the customer and fixing bugs once they have been identified?
	<p>Resolution times vary. Resolutions can take many forms: a workaround, code update, user training, or other solutions. If a workaround is provided, Customer Support documents the workaround in the support case and works to provide assistance or clarification as needed. Once resolved, the incident is closed; otherwise, the incident is escalated to Accela’s Product and Engineering teams.</p> <p>Customer Support strives to confirm that a solution meets a customer’s needs before closing a case. Once a case is closed, customers can complete a survey to rate their satisfaction with the service they received. All surveys are reviewed by Customer Support management. Once a solution is confirmed to fix the problem, it is closed and no longer tracked by Customer Support. Customer Support can reopen a closed incident if the issue needs further attention.</p>
37.	Please provide the total number of clients and corresponding number of end-users of hosted solutions currently supported by your proposed solution.
	Approximately 560
38.	What system/application availability and response time will your proposed system meet? What are County responsibilities to ensure this level of performance?

County of Seminole, FL – Attachment D: Vendor Forms

	Our cloud model offers an uptime commitment of 99.9 percent each calendar month (subject to scheduled and emergency maintenance and certain other SLA limitations).
Security	
39.	Describe the identification and authorization capabilities of your proposed solution for users.
	All identity and access management are controlled by the County’s designated administrators who can define everything from user identities, password policies, and access rights (in a very granular way). For SaaS customers in the Azure environment, Accela offers a single sign-on service that makes it easy to integrate our back-office solutions with third-party identity providers, including Okta and Azure Active Directory.
40.	Provide list of compatible directory services and identity access management solutions. Describe how your system interoperates with Active Directory.
	For SaaS customers in the Azure environment, Accela offers a single sign-on service that makes it easy to integrate our back-office solutions with third-party identity providers, including Okta and Azure Active Directory. County users would follow the Accela login web link, and the system redirects them to the Okta or Active Directory login to authenticate the user, which then redirects the authenticated user to the Accela dashboard fully logged in without any additional authentication steps. The Accela single sign-on adapter for Microsoft Azure Active Directory is built into our solutions and leverages Active Directory Services / or SAML V2 as the authentication API.
41.	Describe your approach to data backups, restoration, and retention for SaaS hosted environments.
	Our backup strategies and fully redundant disaster recovery sites ensure that a complete system rebuild of data will not be necessary. At a minimum, Accela keeps 15 days’ worth of backups available, with database backups occurring nightly and data replication occurring near-real-time across geographically distinct locations. Our SaaS solution provides data replication intra- and inter-regionally, with daily backups retained for six weeks with an RPO (Recovery Point Objective) of 1 hour, a weekly full backup is stored for three months, a monthly full backup for 12 months, and a yearly full backup exists for 10 years.
42.	Confirm ability to back up the data to an external third party on-premise or cloud-based storage environments, and costs associated to exporting the data.
	Accela leverages Microsoft Azure backup capabilities and conventions for long-term storage. Accela maintains data with local AND separate-geographic replication (the latter for disaster recovery), all within Azure US.

43.	Provide list of compatible third-party backup/recovery solutions.		
	Not applicable. Accela has a robust and tested/audited backup and retention system.		
44.	Indicate cybersecurity solutions that are in place to prevent, detect, contain and recover from security threats such as malware injection, side channel attacks, exploitation of API vulnerabilities, or distributed denial of service (DDoS) attacks.		
	<p>Our use of Azure cloud infrastructure also provides the highest degree of SaaS security and compliance that our customers would find a significant challenge to replicate in their on-premises data centers. At Accela, our security part is with the cluster designs and architectures, and this is an area where we maintain significant investment levels. We have adopted a SaaS First, Default Deny, Zero-Trust security posture to ensure the highest degrees of security and data integrity.</p> <p>These investments include leading-edge monitoring, alerting, metrics, and automation from the vendors shown below.</p> 		
45.	Confirm (Yes/No) that detailed logs will be provided for forensic investigation of security incidents, that can aid in identifying the nature and extent of the affectation, including the data that was exfiltrated or compromised.		
	<table border="0" style="width: 100%;"> <tr> <td style="text-align: center; width: 50%;">YES <input checked="" type="checkbox"/></td> <td style="text-align: center; width: 50%;">NO <input type="checkbox"/></td> </tr> </table>	YES <input checked="" type="checkbox"/>	NO <input type="checkbox"/>
YES <input checked="" type="checkbox"/>	NO <input type="checkbox"/>		
46.	Indicate what support will be provided to carry out forensic investigation of security incidents.		
	<p>Accela’s incident response process is reviewed annually as part of our SSAE 18 SOC 2 Type II compliance. Customers will be notified of a breach impacting customer data promptly via customer support channels including email and phone calls as appropriate within 24 hours of the discovery of impact. Accela will follow a series of standard procedures to detect and solve the problem: Information Gathering Phase, Severity Assessment, Isolation of Affected Component(s), and Customer/Law Enforcement Notification.</p> <p>For forensic analysis, Accela utilizes different third-party vendors based on the type and severity of</p>		

County of Seminole, FL – Attachment D: Vendor Forms

	the incident. The primary vendor is Madiant/FireEye.		
47.	Does the system interface support a browser interface with or without the help of additional components?		
	Yes. Accela’s solutions are web-based and web-accessed. County users will only need a supported browser to access the solution.		
48.	How are hosted software applications deployed for use by numerous customers (dedicated servers for each hosted customer, or is a single set of applications utilized for all customers)?		
	Every tenant receives a dedicated database to house its data independently of other tenants. This configuration results in the complete isolation of the tenant's data.		
49.	Indicate if you comply or do not comply with the following:		
	Requirement	Comply?	
		YES	NO
	The system shall be available 24 x 7 x 365 with a minimum of 99.95% uptime, measured on a monthly basis (excluding maintenance windows).	X	<input type="checkbox"/>
	Data shall reside in the United States at all times.	X	<input type="checkbox"/>
	All system data and files shall be regularly backed up to a secondary data center/disaster recovery site outside of the main data center’s same weather pattern and power grid. Backups shall occur such that the County loses no more than 2 hours of transactions due to an unexpected outage.	X	<input type="checkbox"/>
	Hosting Providers/Respondents shall have a documented Security Incident Response Plan (SIRP) that addresses the Respondent’s plan for preventing, detecting, and responding to security breaches or cyberattacks in which the County’s data or operations may be compromised.	X	<input type="checkbox"/>
	Hosting Providers/Respondents shall have a documented Disaster Recovery Plan (DRP) that addresses recovery and maintenance of system data and operations in response to hazard or emergency scenarios. This plan shall be tested regularly to ensure that it is both tangible and actionable.	X	<input type="checkbox"/>

County of Seminole, FL – Attachment D: Vendor Forms

<p>Hosting Providers /Respondents shall have a documented Business Continuity Plan (BCP) that addresses localized or system outages that create an impact to one or more business functions. The BCP should account for the rapid restoration of services and redundancies in technology or process.</p>	<p>X</p>	<p><input type="checkbox"/></p>
<p>Hosting Providers /Respondents shall undergo a SSAE 18 SOC2 Type 2 audit covering at a minimum the Security and Availability Principles on an annual basis and must have no unaddressed material concerns. Respondent shall provide a copy of their most recent audit report prior to contract award.</p>	<p>X</p>	<p><input type="checkbox"/></p>
<p>Hosting Providers/Respondents shall support and be compliant with all relevant regulations and requirements including, but not limited to:</p> <ul style="list-style-type: none"> • PCI-DSS <input type="checkbox"/> FERPA, <input type="checkbox"/> IPAA/HITECH <input type="checkbox"/> GDPR. 	<p>X</p>	<p><input type="checkbox"/></p>

1.4 Interface Form

<p>50.</p>	<p>Describe your general experience in developing interfaces from your solution to external systems. What types of system interfaces are most common or frequently established? Is your experience more of a one-time data conversion interface (bridge interface), or for ongoing transactional interfaces persisting after implementation?</p>
	<p>A typical Accela implementation has both a data conversion interface described in the section above and many transactional-based integrations as well. The typical integrations for an Accela project are the following:</p> <ul style="list-style-type: none"> ▪ GIS (Esri given their market share of the market) ▪ Payment Processing (Online and Back-Office) ▪ Financial Management ▪ Document Management if not using Accela’s internal document repository ▪ Verification <p>Accela Civic Platform can integrate data on a transactional level using the Accela Construct API (RESTful), SOAP API, batch processing, and/or through the Accela Adapter SDK toolkit. We have not run into an instance where we were unable to integrate with a system as long as the other system has an API or a way of accepting data.</p>

County of Seminole, FL – Attachment D: Vendor Forms

51.	Do you have internal developers, or do you use sub-contractors to build your system integration capabilities?
	Accela Professional Services retains internal developers to build out these interfaces as well as has access to Accela’s partner community to meet the requirements to deliver the integrations.
51a.	If Internal, what interface techniques are supported? (CSV, SQL, REST, Etc.)
	CSV, REST, SOAP, XML
51b.	How many years of experience does your implementation team have developing interfaces?
	Our team has 40+ years of experience developing integrations with other solutions.
52.	Do you have a strategic partnership with an iPaaS or MiPaaS (managed integration services) vendor who could extend the capabilities of your product?
	<p>Yes. We are partners with Velosimo, which provides cloud-native, off-the-shelf technology connectors explicitly built for government and the distinct scenarios of inner-system use by staff and citizens, with connector management and deep insight into all connected systems transactions on the Velosimo Connect integration platform as a service (iPaaS).</p> <p>As agencies escalate the move towards online, touchless service, ready-made Velosimo Connectors ensure predictable systems interoperability and modern, uninterrupted user experiences. Velosimo also provides a revolutionary, low-code environment for rapid custom connector development by Government Technology Companies, System Integrators, and government agencies.</p>
52a.	If no, would you be willing to create a partnership with a third-party integration as a service provider who would own the integration responsibilities after the implementation?
	Not applicable
53.	Do you support all developed interfaces, or do you hand off support to the client after development?
	If not using a third-party vendor, Accela supports the integrations through our Managed Application Service but does require a certain level of client support from a hosting standpoint.
53a.	If you support, where do you expect the interface code to reside? Vendor hosted? Client hosted?
	Velosimo would host our integrations. If not using Velosimo or another iPaaS), then client-hosted.

53b.	Have you worked with any integration as a service (managed service third-party partners) to support client integrations during/after the implementation?
	Yes.
54	Explain how your system is designed to allow for graceful recovery and resumption of application interfaces.
	<p>Disaster recovery is an integral part of maintaining business continuity should a catastrophic outage occur. Accela is committed to giving our cloud customers access to their respective data and sites in a timely fashion should such an unlikely outage occur. Accela maintains a third-party audited Business Continuity (BR) and Disaster Recovery (DR) policy which is certified as documented and tested at least annually as part of SOC 2 certification.</p> <p>The SaaS production database is replicated locally and mirrored to a geographically distinct failover site. Great care, planning, and expense have been taken to ensure that no single points of failure occur within the cloud environment itself. All network and I/O paths are redundant, and all services are available via load-balanced environments. Accela employs virtualization that allows for the dynamic migration of any failed virtual guests to another live host the moment an outage is detected. This ensures the continuity of business services should a single server go offline.</p> <p>A two-node database cluster provides high availability for the key production databases. This cluster allows for both dynamic and manual relocation of key services inasmuch that the associated web and business services can always connect to a live node.</p> <p>Database backups follow a standard weekly full/nightly incremental schedule. Accela SaaS offers a committed 1-hour Recovery Point Objective (RPO) and a 4-hour Recovery Time Objective (RTO).</p> <p>In any scenario involving data loss, multiple opportunities are available to recover the data. If a site-wide outage occurs that is projected to be sustained and lasting but the data itself within the data center is retrievable, Accela employees will transfer any outstanding archive logs to the standby site and activate the standby site as the primary cloud facility. External DNS entries will then be updated to reflect the failover site.</p>

1.5 Project Management Approach Form

55.	How does the Vendor plan to manage the material that is produced during the project through potential solutions such as a collaboration environment?
	Accela provides a Jira project instance to manage the project and is used for collaboration.
56.	Provide specific information on project close-out activities to transition support to The County.
	<p>Accela details the responsibilities of the Client and Accela in the formal Statement of Work. Here is a summary of the activities that take place.</p> <p>One week before the end of Accela’s post-go-live support period, the issue tracker will be closed for new issues. Accela will use the final week to complete the resolution of the critical and high-priority issues in the issue tracker. Any new issues identified during that final week will be the responsibility of the agency. Accela will be available for consultation during the final week.</p> <p>A formal meeting will be scheduled with the County, Accela Services Team, and Accela Customer Support to transition support of future issues and questions from the County to the Accela Customer Support program.</p> <p>Summary of activities:</p> <ul style="list-style-type: none"> ▪ Accela will provide support immediately following deployment (go-live). ▪ Accela will work with the County to identify and address issues identified during this period using a Post-Production Issues List. This list will be comprised of issues related to the defined deliverables listed in this SOW, which will be addressed by Accela. ▪ Finalized post-production copy of issues list. ▪ Transition of Agency from Services team to Customer Support for ongoing support.
57.	What percentage of the Project Manager's time will be devoted to the project?
	The Project Manager will be devoted 100 percent to the project during the implementation.
58.	What percentage of the Project Manager's time will be spent on site?
	Accela works with the customer to work out an onsite schedule that meets the needs of the project. Typically, as a whole, the team will have a heavy onsite presence during the Refine Stage when there are workshops and conference room reviews. Again we usually provide a heavier onsite presence near the end of the project to support the UAAT and Go-Live activities. During the middle of the project, we schedule monthly executive status meetings as well as project team meetings with the project manager attending around 50% of those onsite.

59.	What is the total proposed duration of the implementation?
	We are estimating an 18-month project duration, but we understand that we would need to work with the County based on their staff availability before finalizing the project timeline and schedule.
60.	How does the Vendor plan to manage the material that is produced during the project through potential solutions such as a collaboration environment?
	Accela provides a Jira project instance to manage the project and used for collaboration.
61.	Provide specific information on project close-out activities to transition support to the County.
	<p>Accela details the responsibilities of the Client and Accela in the formal Statement of Work. Here is a summary of the activities that take place.</p> <p>One week prior to the end Accela’s post go-live support period, the issue tracker will be closed for new issues. Accela will use the final week to complete resolution of the critical and high priority issues in the issue tracker. Any new issues identified during that final week will be the responsibility of the agency. Accela will be available for consultation during the final week.</p> <p>A formal meeting will be scheduled with the County, Accela Services Team, and Accela Customer Support for the purpose of transitioning support of future issues and questions from the County to the Accela Customer Support program.</p> <p>Summary of activities:</p> <ul style="list-style-type: none"> ▪ Accela will provide support immediately following deployment (go-live). ▪ Accela will work with the County to identify and address issues identified during this period using a Post-Production Issues List. This list will be comprised of issues related to the defined deliverables listed in this SOW, which will be addressed by Accela. ▪ Finalized post-production copy of issues list. ▪ Transition of Agency from Services team to Customer Support for ongoing support.

1.6 Report Development and Business Analytics Reporting

<p>62.</p>	<p>What is the query tool and report writer that Vendor is proposing?</p>
	<p>We are proposing Accela’s Ad hoc Report Writer, which provides an easy point-and-click user interface and user-friendly views of our solutions data and offers the County the ability to design, deploy, and manage its reports and documents without requiring any third-party reporting tools.</p> <p>In addition to Accela’s built-in Ad Hoc Report Writer tool, our solutions also support reports developed in the major report authoring tools on the market including MS SQL Server Reporting Services and Power BI.</p>
<p>63.</p>	<p>What reports are available out of the box? Provide a list here and samples at the end of this section.</p>
	<p>Building Active Construction Permits Address Activity Report Building Inspector Workload Building Permit Certificate of Occupancy Completed Inspection Construction Permit Applications By Month Construction Permits Due to Expire Days to Issuance for Construction Permits Expired Construction Permits with Contact Information Inspection Result Ticket Inspection Result Ticket Scheduled Building Inspections</p> <p>Public Works Active Public Works Permits Address Activity Report Days to Issuance for Public Works Permits Inspection Result Ticket Public Works Inspector Workload Public Works Permit Public Works Permit Applications By Month Public Works Permits Due to Expire Scheduled Public Works Inspections</p> <p>Trade Licenses Active Licenses by Type Business License Certificate Construction License Application by Month Occupational License Certificate</p>

County of Seminole, FL – Attachment D: Vendor Forms

	<p>Enforcement Address Activity Report</p> <p>Planning Active Planning and Zoning Applications Address Activity Report Planning and Zoning Applications By Month Days to Decision Notification</p>
<p>64.</p>	<p>Describe your process for determining the scope of what reports will have to be developed (not out-of-the-box) and what effort it will take to develop and test them?</p>
	<p>Accela Professional Service Team brings a list of reports that are typical for this Permitting and Enforcement engagement based on previous implementations. Throughout our Tailoring Sessions focusing on workflow and processing, we will have conversations about reporting as they relate to the business process. Once identified we will compile an inventory and then re-visit these reporting needs through a focused reporting design workshop(s) displaying reports that we have and design reports that are needed.</p> <p>Once the designs have been reviewed and approved, we turn the report designs over to the report development team which will run the reports against test data for additional feedback from the customer. As historical data is migrated into the Test environment, we will again run the reports and ask for a review from the County to gain additional feedback or approval.</p> <p>Reports are finalized in the UAT effort validating the reports against a dataset that is near final to support Go-Live.</p>
<p>65.</p>	<p>It is expected that the system will provide the ability for end-user querying and reporting to be performed without impacting the performance of the transactional system. Does your proposal meet this expectation?</p>
	<p>Yes</p>

66.	<p>65 A: Please describe your approach to executive dashboard or BI solutions to present performance metrics. Represent additional costs is required for interfacing with third-party solution(s) or if additional consulting services are required to connect your solution to the third-party dashboard? The County seeks an open, public dashboard to capable of representing statistics reflecting the review times for open permits/cases – individually and collectively. Discuss supported options available similar to those below and If applicable, cite the specific software product(s) in Exhibit [F] – Pricing submissions, “Software” worksheet.</p> <p>Below are provided examples of similar dashboard or BI Solutions:</p> <p>Key Permitting Performance Indicators (Plan Review, Inspections, Permit Issuance) at the City of Tampa: https://stories.opengov.com/tampa/published/6j4Oprkld.</p> <p>Permit/Planning Case Status: City and County of Denver: https://www.denvergov.org/buildingpermitstatus</p> <p>Average Plan Review Times: City and County of Denver: https://www.denvergov.org/Government/Agencies-Departments-Offices/Agencies-Departments-Offices-Directory/Community-Planning-and-Development/Plan-Review- Times</p> <p>Where is My Permit in Line – Kitsap County, Washington: Allow applicants to search by permit number and locate where their application currently sits in line for evaluation: https://app.powerbigov.us/view?r=evJrljoiOWU3MjIhYzUtMzhhOC00YWlxLTIINGMtY2M4ODBhY2RjNDA1IiwidCI6ImFmNzUzYjk0LTQxNTktNDRIMS04OWU4LTNjYWU1N2I5NGU1YyJ9&pageName=ReportSection</p> <p>65 B: Please describe your approach to integrating the GIS map location of development projects and permit activity to access real-time project status details from the planning/permitting solution (e.g. Permit type, permit status, application issue date, permit expiration date, permit contacts, etc.). The County seeks options for it to link its ArcGIS Server and ArcGIS Online resources to its replacement permitting solution for users to receive self-service access to locate and retrieve current project status information. Below are examples of similar project/permitting activity maps:</p> <p>City of Orlando: Development Activity Map https://www.orlando.gov/Building-Development/Planning-Zoning-Approvals/View- Open-Development-Applications</p> <p>Lee County Economic Development Activity Map https://experience.arcgis.com/experience/7caaab36ece947948240c9dd657a2dd5/</p>
-----	--

65A. Leveraging Power BI technology, included in your seat license cost, Accela provides an embedded data visualization tool known as Accela Insights. Accela Insights allows end-users to create modern and interactive dashboards. This tool provides multiple views into your Accela data through visualizations representing different information and insights. It does this with an interface simple enough for end-users to create their dashboards while accessing their data through business terms they are familiar with and understand.

Accela Insights allows stakeholders to consume the information that matters the most, while also having the chance to interact and drill into more information in a self-sufficient experience. It empowers agencies to:

- Provide operational dashboards to track daily operations and provide a comprehensive snapshot of performance, analytical, and strategic dashboards.
- Provide analytical dashboards to use data from the past to identify trends that can influence future decision-making.
- Provide strategic dashboards to track performance concerning your key performance indicators to better align actions with strategy.
- Provide a single source of truth for tracking department and organization-wide metrics.
- Empower inspection managers to understand team performance and key metrics more easily.
- Enable inspectors to see and track their inspection activities and optimize routes for upcoming tasks.

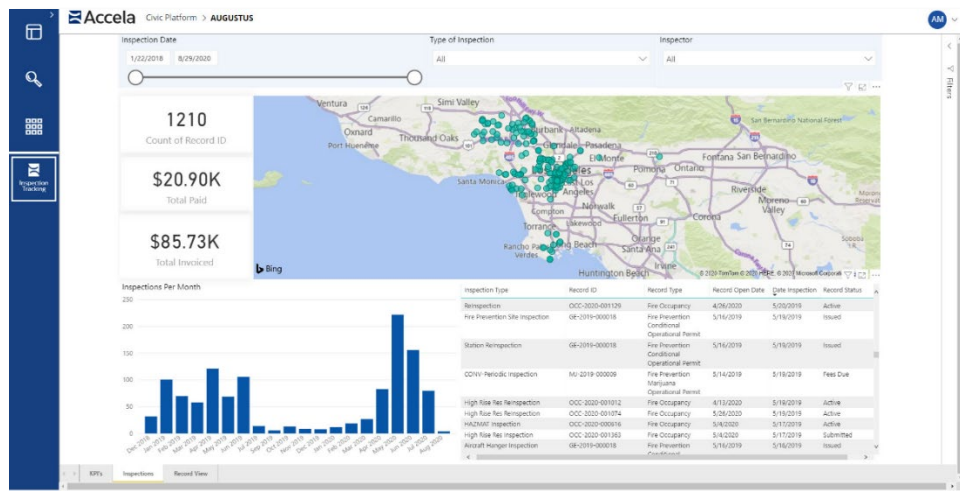


Exhibit 3: Example dashboard leveraging Accela Insights

65B. Accela has a productized GIS connector to Esri ArcGIS which is a federated data model. This active connection provides real-time GIS data via layers that are viewable within Accela’s user interfaces and overlays Accela stored data over the map utilizing Address, parcel ID, and owner information to associate Accela stored data to the GIS map layer. Both sets of data are real-time.

1.7 Training Form

<p>67.</p>	<p>What is your recommended approach to training (End-user, train the trainer, hybrid approach), for the County, and why?</p>
	<p>We provide a variety of user and administrator training courses that are designed to orient, educate, and reinforce the core concepts behind operating and managing the Accela solutions.</p> <p>The “Train-the-trainer” class is our primary approach to enabling agency staff to learn how to use and support other users in the application. This approach allows agencies to use existing team members to conduct end-user training classes during and after the project implementation.</p> <p>Accela and the County team will work together to develop the Train-the-Trainer event to ensure participants receive agency-specific application training. This will be done by identifying the daily processes and functional groups. During the Train-the-Trainer event, Accela’s trainer will guide the internal training group through the screens, functions, and features that pertain to the overall process and their specific job roles. The methods used for a train-the-trainer delivery include first teaching the customized course to the designated instructors. Upon completion of that step, the students are given assignments of sections of that course to study and teach to other students within a specified timeframe. The potential instructors teach the others and the Accela instructor in the classroom. Peer and Accela instructor feedback and critique are given and that process is repeated for all students.</p> <p>This approach is the most successful training strategy for creating power users and confident end-users and is the strategy most used by other agencies.</p> <p>Also, before scheduling the train-the-trainer sessions, the configuration of the processes should be in a near-final state to avoid any re-training needs.</p>
<p>68.</p>	<p>What types of training documentation will be developed by the Vendor?</p>
	<p>Accela will provide the County with user training manual document templates in Microsoft Word format, which can be customized with screenshots specific to the County’s system. System Administrators and other IT professionals are provided comprehensive standard administrator manuals for the platform purchased. Additionally, support documentation, notes, and other reference materials are provided.</p>
<p>69.</p>	<p>Describe the opportunities for ongoing training.</p>
	<p>Accela U provides a variety of learning resources that allow your entire team to keep consistently up-to-date, ensuring you are getting the most benefit from your software or SaaS investment. Once you've identified your knowledge needs, work with your Account Executive to identify Accela U learning opportunities. Then using the published calendar of training events or working directly with the training team, build a schedule of events that works for your team.</p> <p>Available training resources include:</p> <ul style="list-style-type: none"> ▪ Instructor-led training, join live online training from any location.

	<ul style="list-style-type: none"> ▪ On-demand training from your home or business: Our Learning Management System for SaaS customers contains hundreds of hours of learning content, arranged in course catalogs and learning paths. You can access the Learning Management System in the Accela Success Community. (Access to the LMS is already included for SaaS customers).
70.	Describe online training options.
	Please see our response to question #69.

1.8 Staffing Plan Form

71.	Assuming health restrictions permit doing so, identify the degree to which Vendor staff will be onsite versus off-site during the project.		
	Accela will work with the County to come up with an onsite model that best serves the project. We would typically have a 50% onsite presence during the Refine Stage, 25% onsite coverage during Develop, and 50% onsite coverage during our Deploy stage. Onsite resources usually consist of one or more key resources on the project and may also include additional staff resources.		
72.	Use the table provided below to identify the number of County business staff expected to be committed to the project implementation and the FTE time commitment. Initial identification of project roles has been provided but should be supplemented or revised by Vendors based on their experience in implementing their product in similar environments.		
	Project Role	Project Responsibilities	FTE
72a	Executive Sponsor(s)	<ul style="list-style-type: none"> ▪ Represent the interests of the project within the County ▪ Represent the County’s interests both strategic and financial within the context of the project ▪ Stay informed of major project activities ▪ Assist with major issues, problems, and policy conflicts and remove obstacles. Act as a final escalation point for issue resolution ▪ Ensure the project manager receives resources where needed and in a timely fashion 	.15
72b	Project Manager	<ul style="list-style-type: none"> ▪ Work closely with Accela’s Project Manager to manage, track, facilitate, and plan for all project activities. The Project Manager works with the Project Sponsors, Subject Matter Experts, and other stakeholders to ensure the timely delivery of a quality product ▪ Overall administration, coordination, communication, and decision-making associated 	1

County of Seminole, FL – Attachment D: Vendor Forms

		<ul style="list-style-type: none"> with the implementation ▪ Plan, schedule, coordinate, and track the implementation ▪ Ensure that the project team stays focused 	
72c	Project Administrator	<ul style="list-style-type: none"> ▪ Assist in the Planning, scheduling, and coordination of project activities for the County staff 	.25
72d	Functional Process Owners	<ul style="list-style-type: none"> ▪ Work with the project team and facilitate project activities for the County and communicate with each affected County to represent County needs and business processes during implementation ▪ Attend requirements gathering workshops ▪ Coordinate with SMEs to gather data and make decisions about business processes ▪ Coordinate with SMEs to assist in the creation of specifications for reports, interfaces, and conversions ▪ Review and test the system configuration ▪ Learn the system and assist in the configuration 	1 per Dept
72e	Functional Process Team Participants (per member involvement)	<ul style="list-style-type: none"> ▪ User representative from each affected County to represent County needs and business processes during implementation ▪ Attend requirements gathering workshops ▪ Able to gather data and make decisions about business processes ▪ Assist in the creation of specifications for reports, interfaces, and conversions ▪ Review and test the system configuration ▪ Participate in knowledge transfer opportunities to understand the system 	0.75 per Dept Refine Phase 0.50 per Dept for UAT
72f	Training Coordinator Team Lead	<ul style="list-style-type: none"> ▪ Primary responsibility for understanding the solution through attending the Train-The-Trainer sessions ▪ Build the training materials for end users from the materials provided by Accela 	.25
72g	Change Management Team Lead	<ul style="list-style-type: none"> ▪ Document development process workflow administered by the County. Accela will participate in conversations related to this task to ensure workflow is documented and delivered in a manner that conforms to your needs. ▪ Develop operational policies and procedures on external service delivery and internal workflow to optimize the quality, timing, and efficiency of services to internal and external users and 	1

County of Seminole, FL – Attachment D: Vendor Forms

		<p>customers, including data inputs, data sharing, notifications, workflow, and collaboration. Any modifications to workflow will require time from Accela to modify workflow within the software system.</p> <ul style="list-style-type: none"> ▪ Develop communications protocols to reach customers and the general public to improve clarity and transparency of the development process. The project manager will need to participate in training to develop and/or deliver training modules to others. ▪ Assist the division and associated agency with recommendations on organizational changes (inclusive of staffing levels, budget, facilities, and resource issues) and procedures to prepare for software transition. Any modifications to workflow will require time from Accela to modify workflow within the software system. ▪ Assist the division and associated agency with recommendations to prepare to offer and support online, self-service, express, and mobile features that improve the customer experience and reduce interaction time, need for calls, or in-person visits for certain permits. The project manager will need to participate in training to develop and/or deliver training modules to others. ▪ Assist the County with the development of performance goals, metrics, and reporting procedures within the new software solution. The Project Manager will assist divisions and agencies with establishing KPIs that can be measured within the Accela system. Once KPIs are established, the Project Manager will work with Accela to formulate analysis and reporting protocols to measure and communicate the performance of KPIs. 	
72h	Communications Team Lead	Could be shared between the OCM and the Project Manager	
72i.	Other Roles	<p>Data Conversion Lead</p> <ul style="list-style-type: none"> ▪ Primary responsibility for the data conversion activities during the software implementation 	2

County of Seminole, FL – Attachment D: Vendor Forms

			<ul style="list-style-type: none"> ▪ Leads the data cleansing activities ▪ Refines the data map to validate that the legacy data is being migrated to the appropriate place. ▪ Work with Accela technical personnel during the implementation ▪ Act as the primary technical resource for data conversion 		
73.	Use the table below to identify the number of technical resources expected to be committed to the project implementation. Initial identification of project roles has been provided but should be supplemented or revised by Vendors based on their experience in implementing their product in similar environments.				
	Project Role	# of FTEs	Skill Set Required	Training Required?	Training Provided?
73a	Help Desk	2 FTEs at .5	<i>Investigation and Diagnosis (ITIL)</i>	<i>End User</i>	<i>Through Train-The-Trainer (TTT)</i>
73b	Trainer	.25	<i>Public Speaking, training, writing, presenting</i>	<i>Yes, through knowledge transfer during the project workshops, demonstrations, meetings, and presentations</i>	<i>Train-the-Trainer Session and Knowledge Transfer sessions</i>
73c	DBA	DBA	1	<i>Legacy database technology to support data conversion</i>	<i>Yes</i>
73d	Report Developer	Report Developer	.25	<i>Report writing both SMEs as well as third-party report writing tools</i>	<i>Yes</i>
73e	Application Support	Application Support	.25	<i>Ability to use the Accela configuration screens. Javascript</i>	<i>Yes</i>
73f	System Administrator	System Administrator	NA	<i>See this covered by Help Desk and Application Support</i>	<i>NA</i>

73g	Security Administrator	.1	Browser security	NA	NA
73h	Other Roles	.25	Integration	Yes	Yes, Knowledge Transfer Sessions

1.9 Ongoing Support Services Form

Support and Maintenance											
74.	<p>Provide the minimum, maximum, and average response times (hours) provided as part of the basic support agreement and average response time for the past twelve (12) months.</p>										
<p>As incidents are reported to the Customer Support team, incident severity is assessed and assigned based on the criteria in Exhibit 4. Reported incidents are triaged based on the impact the issue has on business operations and the severity of other issues reported. Accordingly, necessary resources are assembled to resolve the issue based on the issue's severity.</p> <p style="text-align: center;">Exhibit 4: Standard Accela Customer Support error classifications</p> <table border="1" style="width: 100%;"> <thead> <tr> <th style="width: 20%;">Severity Level</th> <th>Description</th> </tr> </thead> <tbody> <tr> <td>Level 1</td> <td>The supported Product is non-functional or seriously affected and there is no reasonable workaround available (e.g., business halted).</td> </tr> <tr> <td>Level 2</td> <td>Supported Product is affected and there is no workaround available or the workaround is impractical (e.g., Supported Product response is very slow, and day-to-day operations continue but are impacted by the workaround).</td> </tr> <tr> <td>Level 3</td> <td>The supported Product is non-functional; however, a convenient workaround exists (e.g., a non-critical feature is unavailable or requires additional user intervention).</td> </tr> <tr> <td>Level 4</td> <td>The supported Product works, but there is a minor problem (e.g., incorrect label, or cosmetic defect).</td> </tr> </tbody> </table>		Severity Level	Description	Level 1	The supported Product is non-functional or seriously affected and there is no reasonable workaround available (e.g., business halted).	Level 2	Supported Product is affected and there is no workaround available or the workaround is impractical (e.g., Supported Product response is very slow, and day-to-day operations continue but are impacted by the workaround).	Level 3	The supported Product is non-functional; however, a convenient workaround exists (e.g., a non-critical feature is unavailable or requires additional user intervention).	Level 4	The supported Product works, but there is a minor problem (e.g., incorrect label, or cosmetic defect).
Severity Level	Description										
Level 1	The supported Product is non-functional or seriously affected and there is no reasonable workaround available (e.g., business halted).										
Level 2	Supported Product is affected and there is no workaround available or the workaround is impractical (e.g., Supported Product response is very slow, and day-to-day operations continue but are impacted by the workaround).										
Level 3	The supported Product is non-functional; however, a convenient workaround exists (e.g., a non-critical feature is unavailable or requires additional user intervention).										
Level 4	The supported Product works, but there is a minor problem (e.g., incorrect label, or cosmetic defect).										
<p>We will use commercially reasonable efforts to respond to each case within the applicable response time described in Exhibit 5.</p> <p style="text-align: center;">Exhibit 5: Target Initial Response Time by Case Severity</p> <table border="1" style="width: 100%; margin-left: auto; margin-right: auto;"> <thead> <tr> <th style="width: 50%;">Severity Level</th> <th style="width: 50%;">Target Initial Response Time*</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">1</td> <td style="text-align: center;">1 day</td> </tr> <tr> <td style="text-align: center;">2</td> <td style="text-align: center;">3 days</td> </tr> <tr> <td style="text-align: center;">3</td> <td style="text-align: center;">5 days</td> </tr> <tr> <td style="text-align: center;">4</td> <td style="text-align: center;">7 days</td> </tr> </tbody> </table> <p><small>*Initial response times are including M-F, 7 a.m. to 9 p.m. ET, excluding weekends and holidays. Severity Level 1 and 2 cases must be submitted via telephone as described above. Severity Level 1 and 2 target initial response times do not</small></p>		Severity Level	Target Initial Response Time*	1	1 day	2	3 days	3	5 days	4	7 days
Severity Level	Target Initial Response Time*										
1	1 day										
2	3 days										
3	5 days										
4	7 days										

County of Seminole, FL – Attachment D: Vendor Forms

	<i>apply to cases submitted via email or electronically via the Accela Success Community.</i>	
75.	Describe Help Desk services for technical support and end users. Specify days and hours and any escalation options and procedures.	
	Accela Customer Support provides live technical support between 7 a.m. and 9 p.m. Eastern Time, Monday through Friday, excluding Accela-observed holidays.	
76.	Identify the party or business unit that is responsible for the support options provided above.	
	Accela Customer Support	
77.	Provide the following regarding the number of business staff the County should expect to be committed to providing on-going application support:	
	<ul style="list-style-type: none"> • Role • Responsibility • Estimated time commitment in terms of FTE time 	
	Role	Responsibility
	Estimated commitment in FTE	
	Project Sponsor	<ul style="list-style-type: none"> ▪ Represent the interests of the project within the County ▪ Represent the County’s interests both strategic and financial within the context of the project ▪ Stay informed of major project activities ▪ Assist with major issues, problems, and policy conflicts and remove obstacles. Act as a final escalation point for issue resolution ▪ Ensure the project manager receives resources where needed and in a timely fashion
	Steering Committee	<ul style="list-style-type: none"> ▪ Providing input to the development of the project, including the evaluation strategy; ▪ Providing advice on the budget;

County of Seminole, FL – Attachment D: Vendor Forms

	<ul style="list-style-type: none"> ▪ Defining and helping to achieve the project outcomes; ▪ Identifying the priorities in the project – where the most energy should be directed; ▪ Identifying potential risks; ▪ Monitoring risks; ▪ Monitoring timelines; ▪ Monitoring the quality of the project as it develops; ▪ Providing advice (and sometimes making decisions) about changes to the project as it develops 	
Program Director	<ul style="list-style-type: none"> ▪ Ensure the project is on schedule and budget ▪ Supervision of the Project Manager, Product Administrator, and Technical Support ▪ Develop recommendations on project issues for the Steering Committee 	1.0
Product Administrator	<ul style="list-style-type: none"> ▪ Primary liaison between Accela and the Project Team Leads and SME's ▪ Lead meetings with User Groups and/or Technical staff ▪ Assist the Program Director as necessary ▪ Participate in system configuration and build out as much as possible, working closely with the Accela implementation team ▪ Assist County end users with Acceptance Testing ▪ Post-go-live, take over internal administration of the Accela system 	1.0 per Department
Project manager	<ul style="list-style-type: none"> ▪ Work closely with Accela's Project Manager to manage, track, facilitate, and plan for all project activities. The Project Manager works with the Project Sponsors, Subject Matter Experts, and other stakeholders to ensure the timely delivery of a quality product. ▪ Overall administration, coordination, 	1.0

County of Seminole, FL – Attachment D: Vendor Forms

	<p>communication, and decision-making associated with the implementation</p> <ul style="list-style-type: none"> ▪ Plan, schedule, coordinate and track the implementation ▪ Coordinate with the Planning and Enforcement projects ▪ Ensure that the project team stays focused ▪ Ensure tasks are completed on schedule and that the project stays on track 	
<p>Organizational Change Manager</p>	<ul style="list-style-type: none"> ▪ Document development process workflow administered by the County. Accela will participate in conversations related to this task to ensure workflow is documented and delivered in a manner that conforms to your needs. ▪ Develop operational policies and procedures on external service delivery and internal workflow to optimize the quality, timing, and efficiency of services to internal and external users and customers, including data inputs, data sharing, notifications, workflow, and collaboration. Any modifications to workflow will require time from Accela to modify workflow within the software system. ▪ Develop communications protocols to reach customers and the general public to improve clarity and transparency of the development process. The project manager will need to participate in training to develop and/or deliver training modules to others. ▪ Assist the division and associated agency with recommendations on organizational changes (inclusive of staffing levels, budget, facilities, and resource issues) and procedures to prepare for software transition. Any 	<p>1.0</p>

County of Seminole, FL – Attachment D: Vendor Forms

	<p>modifications to workflow will require time from Accela to modify workflow within the software system.</p> <ul style="list-style-type: none"> ▪ Assist the division and associated agency with recommendations to prepare to offer and support online, self-service, express, and mobile features that improve the customer experience and reduce interaction time, need for calls, or in-person visits for certain permits. The project manager will need to participate in training to develop and/or deliver training modules to others. ▪ Assist the County with the development of performance goals, metrics, and reporting procedures within the new software solution. The Project Manager will assist divisions and agencies with establishing KPIs that can be measured within the Accela system. Once KPIs are established, the Project Manager will work with Accela to formulate analysis and reporting protocols to measure and communicate the performance of KPIs. 	
<p>Technical Lead</p>	<ul style="list-style-type: none"> ▪ Primary responsibility for the technical environment during the software implementation ▪ Ensure that servers, databases, networks, desktops, and printers, are available for system implementation and meet minimum standards ▪ Work with Accela technical personnel during the implementation ▪ Maintain test and production databases ▪ Perform day-to-day maintenance of the system and install maintenance releases ▪ Act as the primary technical resource for troubleshooting problems ▪ Establish and maintain backup, 	<p>1.0</p>

County of Seminole, FL – Attachment D: Vendor Forms

	archival, and other customary maintenance and housekeeping activities	
Project Team Leads	<ul style="list-style-type: none"> ▪ Work with the project team and facilitate project activities for the County and communicate with each affected County to represent County needs and business processes during implementation ▪ Attend requirements gathering workshops ▪ Coordinate with SMEs to gather data and make decisions about business processes ▪ Coordinate with SMEs to assist in the creation of specifications for reports, interfaces, and conversions ▪ Review and test the system configuration ▪ Learn the system and assist in the configuration 	1.0 per Department
Departmental Subject Matter Experts	<ul style="list-style-type: none"> ▪ User representative from each affected County to represent County needs and business processes during implementation ▪ Attend requirements gathering workshops ▪ Able to gather data and make decisions about business processes ▪ Assist in the creation of specifications for reports, interfaces, and conversions ▪ Review and test the system configuration ▪ Participate in knowledge transfer opportunities to understand the system 	<p>0.75 (per Department) through Design Phase</p> <p>0.50 (per Department) for User Acceptance Testing</p>

78.	<p>For ongoing IT staff resources, please provide the following information:</p> <ul style="list-style-type: none"> • Type of positions required (e.g., help desk, trainer, DBA, report developer, application support, system administrator, security administration, etc.) • Number of FTEs within each position • Skill sets required for each position • Training required and whether the Vendor provides this training 				
	Position	# FTE	Skill Sets Required	Training Required	Vendor Training
	Business Analyst / Superuser	1.0		Yes	Train-The-Trainer
	Infrastructure Support	0.10		integration	No
	System Administrator	0.25	General IT knowledge	Yes	Yes
	GIS Administrator	0.25	GIS system knowledge	Yes	Yes
	Report Developers	0.25	Accela Ad hoc, SSRS, Power BI	Yes	Yes
	Data Conversion Leads	2.0	Database Administration, Legacy System data	Yes	Accela Database Conversion Tool and Accela Database Fundamentals
	Integration Leads	2.0	3 rd Party systems	No	No
	Trainer	0.25		Yes	Train-The-Trainer session
79.	<p>It is anticipated that all system updates, security updates and release patches will be applied in a timely manner. For any on-premises components these should be easily downloadable, if applicable. An accumulation patch process is desired. Provide information on how software updates are received, processed, and distributed, including but not limited to:</p>				

County of Seminole, FL – Attachment D: Vendor Forms

79a	<ul style="list-style-type: none"> • Backward version compatibility and support
	Customers on Accela SaaS are always on the latest version.
79b	<ul style="list-style-type: none"> • Timeframe/policy on moving to new versions
	Customers in Accela’s SaaS offering are always on the latest, updated version. Release windows are typically four to six hours on Tuesday or Thursday nights.
79c	<ul style="list-style-type: none"> • Automatic product upgrades versus on-demand
	For SaaS customers, upgrades occur automatically based on our release schedule. There is no option for on-demand upgrades.
79d	<ul style="list-style-type: none"> • Ease of implementation for County staff versus need to contract for services
	For Accela SaaS customers, Accela manages the upgrade process.
79e	<ul style="list-style-type: none"> • Use of tools to deploy new versions and patches
	We leverage Microsoft Azure and third-party deployment standards.
79f.	<ul style="list-style-type: none"> • Additional information
	<p>Accela is committed to the ongoing development of our products and works continuously to enhance the solutions to remain current with new technologies, changes in legislation, and consistent with best business practices. We spend millions of dollars each year on research and development activities to enhance the effectiveness of our technology for our clients. Every single release aligns with and exploits technology improvements in underlying technologies, and other strategic initiatives that broaden Accela’s supported industry technologies and domains.</p> <p>For each new release, the requirements for new enhancements and features originate from several sources, including customer requests, market demand, strategic investment, and technology advances.</p> <p>Accela’s Product Management team is constantly monitoring and analyzing both the product and processes used to support that product. As we find any inefficiencies or areas for improvement in the processes we leverage, we fold those improvements into our process improvement sprints. Process improvement sprints run in parallel to our product development sprints and as we roll out improvements, we can leverage those in the next available cycle.</p>

County of Seminole, FL – Attachment D: Vendor Forms

80.	Describe the product release cycle including:
79a	<ul style="list-style-type: none"> • How long releases typically take to implement
	Release windows are typically 4-6 hours on Tuesday or Thursday nights.
79b	<ul style="list-style-type: none"> • Frequency of upgrades/enhancements or new versions (major and minor version releases)
	Accela provides a major software release twice per year. We apply service packs each month to correct identified problems with a software program or maintenance on operating systems that requires immediate action or updates.
81.	Do you limit the number of County staff who can call in for support? If yes, explain your model and how additional staff can be included? If there is no limitation, the maintenance agreement should clearly state this fact. Are you agreeable to include such language in our contract?
	Accela’s Standard Customer Support allows the County to designate up to two Customer Contacts, who will be the primary users of the Support Plan. We have been able to accommodate an additional contact if deemed necessary. That said, there is an option to upgrade to Preferred Support, which allows up to 10 contacts.
82.	Describe the types of support needed to keep the product under current support and to keep the product enhanced.
	Accela will provide revisions of and enhancements to software products as such updates are generally released as part of our annual subscription.
83.	Do you need remote access to the server to support/maintain it? If yes, describe the method(s) and security used.
	No. For SaaS customers, remote access to the server is not needed for support or maintenance.
84.	Do you offer post-implementation support? If so, what is the duration?
	In preparation for Go Live, Accela will work with the County to prepare a checklist and appropriate approach given the geographic distribution of end users and availability of super users. This checklist acts as a “mini-project plan” within the overall project plan. During the lead-up to Go Live and for four weeks post Go Live, Accela will support the triaging and Level 1 response to issues. Within 30 days of Go Live, Accela will turn over this role to County staff. The County will be transferred to Accela’s Customer Support team for ongoing support.

County of Seminole, FL – Attachment D: Vendor Forms

	<p>Accela will provide post-production support assistance to address issues and provide consultative advice immediately following the move to Production for daily use. Accela will provide support for two (2) weeks immediately following deployment (go-live).</p> <p>We will work with the County to identify and address issues identified during this period using a Post Production Issues List. This list will comprise issues related to the defined deliverables in the Statement of Work, which will be addressed by Accela, as well as any other issues that the County wishes to track (outside of scope, stage 2, etc.). Specifically, Accela will not develop or create additional reports, conversions, interfaces, records types, and workflow processes that were not included in the scope of this project during post-deployment support.</p> <p>At the end of the support period, we will provide a final copy of the issue tracker to the customer and disable the list. Additionally, a formal meeting will be scheduled with the County, Accela’s Professional Services Team, and Accela’s Customer Support. The purpose is to transition support of future issues and questions from the County to Accela Customer Support.</p>		
85.	Will the vendor contractually agree to the following?		
	Contractual Inquiry Term Condition	Yes	No
85a	Provide staff for training and implementation	Y	<input type="checkbox"/>
85b	Non-performance holdbacks?	<input type="checkbox"/>	N*
85c	Payment holdbacks until fully operational and formally accepted?	<input type="checkbox"/>	N*
85d	Allow the County to approve Vendor staff assigned to help with implementation?	Y	<input type="checkbox"/>
85e	Ongoing costs are waived during the first year of implementation	<input type="checkbox"/>	N*
85f.	Ongoing cost for software modules is waived until the implementation phase for the given modules begins	<input type="checkbox"/>	N*
<i>Please note: Accela is willing to negotiate in good faith all items marked N*.</i>			
Software Updates and Distribution			

County of Seminole, FL – Attachment D: Vendor Forms

86.	Describe the product release cycle including:
86a	<ul style="list-style-type: none"> • Frequency of upgrades/enhancements or new versions (major and minor version releases)
	Accela provides a major software release twice per year. We apply service packs each month to correct identified problems with a software program or maintenance on operating systems that require immediate action or updates.
86b	<ul style="list-style-type: none"> • Contents of release
	Major releases include enhancements to Accela’s solutions, Civic Platform, Citizen Access, GIS, Mobile, and our pre-configured Civic Applications.
86c	<ul style="list-style-type: none"> • How long release takes to implement
	Release windows are typically 4-6 hours on Tuesday or Thursday nights.
86d	<ul style="list-style-type: none"> • Use of release notes
	All version releases and service packs are provided with corresponding instructions to enable a complete understanding of the reasons and outcomes. Detailed product release notes accompany all product releases and are alternatively available on Accela’s Success Community website for customers to review before installation. In addition, the following technical documentation is provided with each major release: Administrator Guide, User Guide, Installation and Configuration Guide, Online Help, and Interface Software Development Kit.
86e	<ul style="list-style-type: none"> • Backward version compatibility and support of back versions
	Customers in Accela’s SaaS offering are always on the latest, updated version.
86f.	<ul style="list-style-type: none"> • Timeframe/policy on moving to new versions
	Customers in Accela’s SaaS offering are always on the latest, updated version.
86g	<ul style="list-style-type: none"> • Automatic product upgrades or on demand
	Customers in Accela’s SaaS offering are always on the latest, updated version.
86h	<ul style="list-style-type: none"> • Ease of implementation for County staff versus need to contract for services

County of Seminole, FL – Attachment D: Vendor Forms

	For SaaS customers, Accela manages the upgrade process. We recommend the County review the corresponding release notes and third-party software versions to ensure compatibility with the upcoming Accela release (browsers, local ArcGIS Server, ePayment providers, etc.).	
86i.	<ul style="list-style-type: none"> Additional information 	
	For major versions, Accela upgrades our SaaS Staging environment four weeks before the SaaS Production and non-production environments are upgraded to the same release version. (For minor releases, we upgrade the SaaS Staging environment one week ahead of the Production and non-production environments update.) This gives our clients four weeks to certify, train, perform integration testing, and elect any new features that will require specific configurations before the release is installed into the Production environment. Accela completes upgrades for our clients. Our customers perform all testing and verification of the new release against their specific configuration and setup.	
Customizations		
87.	How can the County customize or configure the software directly without Vendor involvement?	
	Accela is a highly configurable solution. While there are a lot of options pre-configured out-of-box, Admin users can create and adjust configurations as needed without the involvement of Accela. Training, help guides, and best practices are also available if assistance is needed outside of Customer Support.	
88.	How are local customizations or configurations maintained when installing new releases of the Vendor’s software?	
	The County’s configurations will be retained during upgrades; however, it is our customers’ responsibility to perform all testing and verification of the new release against their specific configuration and setup.	
Web Content Accessibility		
89.	Will the vendor agree to meet future requirements of Web Content Accessibility Guidelines, version 2.1, Level AA, within two (2) years of the rule being ratified?	Comply?
		Yes No
		<input checked="" type="checkbox"/> <input type="checkbox"/>

1.10 Client Reference Form (3 References Minimum)

Vendor name:	Accela, Inc.
Customer name:	Polk County, FL
Customer contact:	Benjamin Dunn
Customer phone number:	(863) 534-6564
Customer E-mail address	BenjaminDunn@polk-county.net
System which Solution Replaced	Infor Hansen
Describe Nature of Project and Services Provided to This Client:	
Polk County desired to replace its aging Infor Hansen system. They wanted to modernize their solutions, and provide an online experience to their citizens and the option for mobile inspections.	
Configuration of Solution Implemented (Hardware, Software):	
Polk County implemented the Accela Civic Platform for Building, Land Development & Code Enforcement. They are quite happy with the solution and are looking to expand into other agencies within the County as well as partnering with incorporated Cities and Towns within the County's border.	

Vendor name:	Accela, Inc
Customer name:	Pinellas County, FL
Customer contact:	Bryan Zumwalt
Customer phone number:	(727) 464-4759
Customer E-mail address	bzumwalt@co.pinellas.fl.us
System which Solution Replaced	PermitsPlus
Describe Nature of Project and Services Provided to This Client:	
PermitsPlus was an extremely capable older technology that was nearing sunset. They decided that it was time to find a replacement that was web-based and could grow with them over time.	

County of Seminole, FL – Attachment D: Vendor Forms

Configuration of Solution Implemented (Hardware, Software):	
<p>Accela handles Building, Planning, Development Review & Enforcement. They quickly realized the benefit of the system, and they've added Environmental Management, Water Navigation, Utilities, Contractor Licensing Board, Consumer Protection, and Air Quality. It is an extensive enterprise approach, and they continue to find niche uses for the product.</p>	

Vendor name:	Accela, Inc.
Customer name:	Manatee County
Customer contact:	Lacy Pritchard
Customer phone number:	(941) 748-4501 Ext. 3827
Customer E-mail address	Lacy.Pritchard@mymanatee.org
System which Solution Replaced	

Describe Nature of Project and Services Provided to This Client:

The County was seeking to replace antiquated software in favor of a web-based COTS system where best practices were implemented as much as possible. The goal of the project was to keep the system as close to Best Practices as possible in order for system maintenance to be a simpler process and make their processes more efficient. This was a complex multi-faceted project that produced online efficiencies that eliminated the need to build a new Building Services facility to serve the eastern part of the County, thus saving taxpayers multiple millions of dollars. Additionally, during the Covid pandemic, the County didn't miss a beat when they went from being in the office and in person, to becoming a completely remote workforce.

Configuration of Solution Implemented (Hardware, Software):

The County has an enterprise approach to the use of Accela which takes care of Building, Planning, Code Enforcement, Licensing & Environmental Review. Integrations include Hyland OnBase EDMS, Selectron IVR and Buzzaw EDR, which they replaced with ePermitHub in 2019.

Vendor name:	Accela, Inc
Customer name:	Charlotte County
Customer contact:	Ray Desjardins

County of Seminole, FL – Attachment D: Vendor Forms

Customer phone number:	(941) 764-5524
Customer E-mail address	Ray.Desjardins@CharlotteCountyFL.gov
System which Solution Replaced	Perconti
Describe Nature of Project and Services Provided to This Client:	
Because of the deficiencies discovered in the devastating aftermath of Hurricane Charley, the County went out to bid for a replacement and chose Accela.	
Configuration of Solution Implemented (Hardware, Software):	
<p>They use Accela today for the following Departments: Building Construction Services, which includes the Divisions of Permitting, Code Enforcement, Business Licensing and Right of Way; Growth Management, which includes the Divisions of Comprehensive Planning, Current Planning, Zoning, Land Information Systems and Concurrency Management; Utilities; Environmental and Extension Services; Public Works. Municipal Services Benefits Unit (a Taxing entity for taxing properties based upon the properties use.)</p> <p>Accela Citizen Access is used by the Charlotte Health and Waste Management Departments.</p> <p>Accela Modules in use:</p> <p>Permitting, Planning, Licensing, Code Enforcement, Concurrency, Accela Wireless, Accela Citizen Access, Accela GIS.</p>	

Vendor name:	Accela, Inc
Customer name:	Tampa, FL
Customer contact:	Russell Haupert
Customer phone number:	(813) 274-8486
Customer E-mail address	russell.haupert@tampagov.net
System which Solution Replaced	Custom Mainframe
Describe Nature of Project and Services Provided to This Client:	
<p>The City replaced two primary permitting systems, one of which was a custom mainframe, and dozens of disparate databases and spreadsheets. They interfaced the Civic Platform with their financial system and the Hillsborough County tax assessor system.</p> <p>Primary Project Objectives:</p> <p>The City broke the project up into two phases, with the first phase consisting of all Planning functions, which went live in early 2014. The second phase included all construction functions, which were brought onto the platform in late 2014. The City recently entered into a Contract with Accela to upgrade their system which was 7 versions behind and move them to the Cloud. This resulted in a new SaaS Software contract and a scope of work to take advantage of Accela's Civic Applications (best practice templates).</p>	
Configuration of Solution Implemented (Hardware, Software):	

The Implementation was scoped to include the following Departments:

- Growth Management and Development Services including the following Divisions:
Construction Services
- Administration & Green, Historic Preservation & Urban Design, Land Development
Coordination
- Fire
- Parks and Recreation
- Public Works, including the following Divisions: Contract Administration, Public Works,
Transportation, Solid Waste, Wastewater, Water
- Right of Way Management

The City provided businesses, homeowners, and contractors with online access to permitting and licensing information through a Web portal. The portal is accessible via traditional desktops and laptops, as well as mobile devices, including smartphones and tablets.

Accela and City staff worked together to ensure the citizen portal was as streamlined as possible, then went through the exercise of strategically training their primary user base. This proved to be a highly successful approach, as the implementation has already paid off for Tampa, as the number of registered users increased dramatically over the first few months of use. Since going live with the Accela Civic Platform, nearly 70% of all new development requests and permitting requests have come through the online system. This translates to 7 out of 10 people who no longer have to physically come into the office to submit and track their activities.

The combination of the Civic Platform, real-time connection to GIS, mobile solutions, and a well-embraced public portal, enabled both the City and its citizens to leverage automated planning and permitting functionality at each step of the process: application and intake, plan review, permit issuance, and inspection. These solutions support the City's processes for both commercial and residential development. Bringing them together into a single experience drastically improved efficiency, transparency and trust, and they ultimately helped to realize the Mayor's vision to improve the City's reputation as a good place to do business. In its efforts to enhance transparency, the City is publishing its permitting data in the BLDS data specification in Accela's OpenData portal

1.11 Exceptions and Deviations

Please state any and all Exceptions and Deviations that you are taking to any portion of this proposal. If not addressed below, then Seminole County assumes that the vendor will adhere to all terms and conditions listed. This includes any exceptions or modifications to Exhibit [G] Draft Agreement in addition to terms provided in the County's RFP per Section 4.26: Additional Terms and Conditions should be identified here. Any request for deletion, exception, or modification of terms, must be submitted at the time of proposal submission. Any asserted trade secrets or other proprietary information must be identified on this exhibit with specific page references within the proposal and/or supplemental information.

Exceptions and Deviations (Enter Below as Appropriate)

We are not providing any exceptions or deviations.

Accela welcomes the opportunity to discuss, in good faith, the governing contractual terms during the negotiations portion of this procurement process. Our negotiation approach is to seek a fair and balanced contractual arrangement reflecting an appropriate allocation of risk, duties, and responsibilities between the parties. Accela anticipates that any final contractual terms between the parties will incorporate key elements of Accela's terms and conditions to allow for the provision of high-quality performance by Accela.

Notwithstanding anything to the contrary in the solicitation documents: (1) Accela does not agree to any solicitation document standard terms without negotiation and/or all exceptions provided by Accela to be included, and (2) all third-party products included by Accela in its solicitation response require the originator of the solicitation to agree in writing to third-party license terms. Accela's relevant sample agreement is herein attached as a separate upload in the procurement portal.

Thank you for your consideration. Accela looks forward to a constructive and positive discussion.

1.12 Additional Clarification Regarding Proposal Response

Vendors may optionally use this section to provide additional detail regarding their proposal response.

Accela response:

Accela has provided a comprehensive response and has no additional details to provide in this section.

Exhibit K-3: Accela Attachment F – Accela Original Pricing Form

Accela, Inc.

Proposal Summary

Note: This tab is auto-populated. No data entry is required.

Cost Category	One-Time Cost	Ongoing Annual Cost	Comments
Software	\$0	\$204,584	Ongoing Cost (Column D) reflects the first year subscription pricing, which will be used during the project lifecycle. Subsequent years will include a 5% lift year over year.
Implementation Services	\$889,920	N/A	
Training Services	\$25,056	\$0	
Data Conversion Services	\$69,120	N/A	
Integrations	\$233,280	\$0	
Modifications/Customizations	\$0	\$0	
Other Implementation Services	\$432,000	\$0	
Travel & Lodging Costs	\$50,000	N/A	
State Sales Tax (FOB)	\$0	\$0	
<i>Discount (if applicable)</i>	\$0	\$0	
Grand Total	\$1,699,376	\$204,584	

Optional Software, Hardware and Services	One-Time Cost	Ongoing Annual Cost	
Optional Cost Total	\$215,000	\$565,000	
Grand Total	\$215,000	\$565,000	

1. Pricing Form Legend

All black cells required	All yellow cells optional and can be modified	All other cells are locked
--------------------------	---	----------------------------

2. Enter Basic Vendor Information

Enter Vendor Name in cell D6	Accela, Inc.
------------------------------	--------------

3. Complete the following Pricing Tabs

Tab Name	Instructions
Proposal Summary	No data entry is required in the Proposal Summary tab. Values are computed based on data entry in other tabs.
Software Information	Please complete the black cells with information regarding the software components proposed. Software Component Name should be the name of the module or suite of modules that the software is sold as.
Software	Please provide One-Time (non-subscription) and/or Ongoing 'Annual' (subscription) Software Costs for the Core (Required) Software Components proposed. Provide comments to describe cost items as necessary.
Implementation Services	Please provide the Estimated Hours and Hourly Rate for Implementation Services for the Core (Required) Software solutions proposed.
Training Services	Please complete the Training Type (recommended by Proposer), Estimated Hours and Hourly Rate for Training for the Core (Required) software solutions listed in the "Software Information" sheet. Additional Optional training costs can be provided in the 'Optional' tab.
Data Conversion Services	Please complete the Conversion Code, Estimated Hours, and Hourly Rate to perform the following Data Conversion Services.
Integrations	Please complete the Estimated Hours, Hourly Rate, and Ongoing Annual Cost, if applicable, to develop the following Integrations. Please include any other additional integrations recommended. The comments field should list any additional info or 'No Bid' in the Comments column.
Modifications/Customizations	Please list Estimated Hours, Hourly Rate, and Ongoing Annual Cost to provide costs for Modifications identified in Attachment 2 - Software Specifications.xlsx. If the vendor does not include costs on this tab, it is assumed that modifications are included at no charge.
Other Implementation Services	Please provide costs for Other Implementation Services in this tab by including the Estimated Hours and Hourly Rate for services. Vendors may define additional items as desired.
Optional Software, Hardware and Services	Please list Optional Software, Hardware or Services within this tab, including Quantity and Rate as applicable. Specify the type of Optional item under Type.
Vendor Staffing	In the upper chart the Vendor should indicate estimated hours of the Vendors's expected staff time.
Managed Services	Identify the services provided available to the County that are part of the SaaS fees provided after the implementation is complete.

4. Enter Any Misc. Costs and/or Discounts

Travel & Lodging Costs	\$50,000
One-Time State Sales Tax(FOB)	
Ongoing Annual State Sales Tax (FOB)	
One-Time Discount (if applicable)	
Ongoing Discount (if applicable)	

County of Seminole FL
RFP for Permitting, Code Enforcement, and Contractor
Licensing Solution and Implementation Services

Accela, Inc.			
Proposal Summary	Note: This tab is auto-populated. No data entry is required.		
Cost Category	One-Time Cost	Ongoing Annual Cost	Comments
Software	\$0	\$204,584	Ongoing Cost (Column D) reflects the first year subscription pricing, which will be used during the project lifecycle. Subsequent years will include a 5% lift year over year.
Implementation Services	\$889,920	N/A	
Training Services	\$25,056	\$0	
Data Conversion Services	\$69,120	N/A	
Integrations	\$233,280	\$0	
Modifications/Customizations	\$0	\$0	
Other Implementation Services	\$432,000	\$0	
Travel & Lodging Costs	\$50,000	N/A	
State Sales Tax (FOB)	\$0	\$0	
<i>Discount (if applicable)</i>	<i>\$0</i>	<i>\$0</i>	
Grand Total	\$1,699,376	\$204,584	

Optional Software, Hardware and Services	One-Time Cost	Ongoing Annual Cost	
Optional Cost Total	\$215,000	\$565,000	
Grand Total	\$215,000	\$565,000	

County of Seminole FL
RFP for Permitting, Code Enforcement, and Contractor
Licensing Solution and Implementation Services

Accela, Inc.								
Data Conversion Services								
Number	Area	Data Description	Requested Conversion Item	Conversion Code ¹	Estimated Hours	Hourly Rate	One-Time Cost (Estimated Hours x Hourly Rate)	Comments
1	Contractor Licensing Records	Vendor contractor records including names, references, addresses, phone contacts, State (DBPR), local license identification numbers, subcontractor records, etc.	Vendor Contact Records	A	1	\$69,120	\$69,120	Accela assumes that the County will provide a subject matter expert and a database resource to extract and cleanse the data for accuracy. Please see our description of the data conversion process in our response. Our cost represents the effort for all areas. There is not enough information to breakout the cost per area at this time.
2	Inspections & Code Enforcement	All active and completed cases, case actions, case violation information, generic inspections information, cash receipts information, user setup and code files. - 100% migrated to new system	Inspections & Code Cases	A			\$0	See above
3	Permitting	All active and completed Building Permits with associated information including general permit information, application names, miscellaneous information, structure setup, application tracking, permit setup, cash receipts & charges, application fees, application documents, inspection results. - 100% migrated to new system	Permitting	A			\$0	See above
4	Planning & Engineering	Project information (including letter document attachments); project/location cross reference; planning action information; key date, project letter, and meeting document information; zoning, allowable use, and project receipt information; and code information. - 100% migrated to new system		A			\$0	See above
Grand Total					1		\$69,120	

1 Data Conversion Codes	
A	Utilize/refine existing conversion tools/scripts
B	Develop conversion scripts
C	Automated conversion not realistic/appropriate: Manual conversion is targeted
D	Other data conversion approach, please briefly describe in 'Comments' column
E	Not enough information/Need clarification/Item should be addressed during implementation

County of Seminole FL
RFP for Permitting, Code Enforcement, and Contractor
Licensing Solution and Implementation Services

Accela, Inc.											
Integrations											
#	Data Flow Description	Source Application	Direction	Target Application	Batch or Real Time	Interface Type Proposed (API, Form based, etc.)	Estimated Hours	Hourly Rate	One-Time Cost (Estimated Hours x Hourly Rate)	Ongoing Annual Cost	Comments
1	Two-way synchronization and reconciliation of addresses, parcel numbers, and boundaries with the County's GIS parcel database to support mapping of all Development Services System transaction data such as permits, violations, licenses, inspections, etc	ESRI ArcGIS	↔	New LMS	Real Time	Other	0		\$0		Included in configuration of business departments
2	Data retention and storage	OnBase	↔	New LMS	Real Time	Other	\$1	\$25,920	\$25,920		
3	Utility billing	NaviLine UB	↔	New LMS	Batch	API	\$1	\$17,280	\$17,280		
4	Financial and GL data	New LMS	→	JD Edwards	Batch	API	\$1	\$17,280	\$17,280		
5	Contractor licensing verification for intake and open permits	Florida Department of Business and Professional Relations	→	New LMS	Batch	API	\$1	\$25,920	\$25,920		
6	Online payment data	Converge Payment Gateway (Elavon)	↔	New LMS	Real Time	API	\$1	\$25,920	\$25,920		
7	Legal documents and code references	MuniCode	↔	New LMS	Batch	API	\$1	\$25,920	\$25,920		
8	Multi-factor authentication	Duo MFA	↔	New LMS	Real Time	Other			\$0		
9	Cloud endpoint security	Carbon Black	↔	New LMS	Real Time	Other			\$0		
10	Email and calendaring integration and data import/export capabilities	Microsoft Office Suite	↔	New LMS	Real Time	API	\$1	\$17,280	\$17,280		
11	*Optional* Fire occupancy inspection data	ImageTrend Elite	→	New LMS	Batch or Real Time	API	\$1	\$17,280	\$17,280		
12	*Optional* Fire inspection data retention and storage	SharePoint	↔	New LMS	Batch or Real Time	API	\$1	\$17,280	\$17,280		
13	*Optional* Board agenda information	LegiStar	→	New LMS	Batch	API	\$1	\$25,920	\$25,920		
14	*Optional* Electronic plan review	ProjectDox	↔	New LMS	Real Time	API	\$1	\$17,280	\$17,280		
Grand Total							11		\$233,280	\$0	

County of Seminole FL
RFP for Permitting, Code Enforcement, and Contractor
Licensing Solution and Implementation Services

Accelea, Inc.						
<i>Modifications/Customizations</i>	Please list Estimated Hours, Hourly Rate, and Ongoing Annual Cost to provide costs for Modifications identified in Attachment 2 - Software Specifications.xlsx. If the vendor does not include costs on this tab, it is assumed that modifications are included at no charge.					
Specification #	Description	Estimated Hours	Hourly Rate	One-Time Cost	Ongoing Annual Cost	Comments
				\$0		No modifications to the base software. All implementation configuration is covered under implementation services
				\$0		
				\$0		
				\$0		
				\$0		
				\$0		
				\$0		
				\$0		
				\$0		
				\$0		
				\$0		
				\$0		
				\$0		
				\$0		
Grand Total		0		\$0	\$0	

County of Seminole FL
RFP for Permitting, Code Enforcement, and Contractor
Licensing Solution and Implementation Services

Accela, Inc.					
Other Implementation Services	Please provide costs for Other Implementation Services in this tab by including the Estimated Hours and Hourly Rate for services. Vendors may define additional items as desired.				
Cost Category	Estimated Hours	Hourly Rate	One-Time Cost	Ongoing Cost	Comments
Project Management	1	\$259,200	\$259,200		Assumes an approximate project duration of 15 months
Software Installation/Set-up			\$0		
Security Design and Configuration			\$0		
Business Design/Software Configuration			\$0		
Technical Design and standards			\$0		
Business Analytics, Report, and Form Development	1	\$172,800	\$172,800		Assumes the following custom reports to be built above the Accela Out-Of-Box reports for the Accela Civic Application - 5 High Complexity - 10 Medium Complexity - 5 Low Complexity
List Additional Staff Roles with Hourly Rates as Appropriate			\$0		
			\$0		
			\$0		
			\$0		
			\$0		
			\$0		
			\$0		
			\$0		
			\$0		
Grand Total	2		\$ 432,000.00	\$ -	

County of Seminole FL
RFP for Permitting, Code Enforcement, and Contractor
Licensing Solution and Implementation Services

Accela, Inc.

Optional Software, Hardware and Services Please list Optional Software, Hardware or Services within this tab, including Quantity and Rate as applicable. Specify the type of Optional item under Type.

Cost Category	Type	Quantity	Rate	One-Time Cost	Ongoing Cost	Comments
Accela Managed Application Services (MAS)	Services	1	\$0	\$0	\$200,000	This is an annual subscription service that manages your application post-production
ePermitHub Digital Plan Room	Software	750	\$240	\$180,000	\$130,000	Should the County choose to move away from Avolve, this option would include a one-time T&M professional services cost not-to-exceed price of \$180,000. Subscription pricing if \$130,000 for the first year. Annual uplift not to exceed 4%
Velosimo	Software			\$0	\$123,000	Velosimo is an iPaaS provider to support the maintenance and operations of your integrations. This annual departmental subscription includes all current and future integration management for this solution. This cost is an annual subscription, and will not increase by more than 4% annually.
Open Counter by EUNA Solutions	Software	200	\$175	\$35,000	\$112,000	Open Counter's permit discovery platform makes permitting and licensing projects easier, from start to finish. Applicants learn where their project is allowed, which permits they need, and how much they cost, without even having to ask city staff.
				\$0		
				\$0		
				\$0		
				\$0		
				\$0		
				\$0		
				\$0		
				\$0		
				\$0		
				\$0		
				\$0		
				\$0		
				\$0		
				\$0		
				\$0		
				\$0		
				\$0		
				\$0		
				\$0		
				\$0		
				\$0		
				\$0		
				\$0		
				\$0		
				\$0		
				\$0		
				\$0		
				\$0		
				\$0		
				\$0		
				\$0		
				\$0		
				\$0		
				\$0		
				\$0		
				\$0		
				\$0		
				\$0		
				\$0		
				\$0		
				\$0		
				\$0		
Grand Total		951		\$ 215,000.00	\$ 565,000.00	

County of Seminole FL
RFP for Permitting, Code Enforcement, and Contractor
Licensing Solution and Implementation Services

Instructions
Please use column E to indicate the level of support provided for each item in column D. Use Column F to indicate if this is an included cost, additional cost, or N/A if there is no vendor support provided for that item. Use the comments column to explain any assumptions made or explain any additional costs.

Expectation

Performance

Technical Group	Order	Desired action	Response	Included in Proposal or Additional Cost	Comments
Hosting services:	Ex.01	Provide hosting services for all applications proposed	Vendor fully supports	Included in Proposal	
Hosting services:	Ex.02	Provide disaster recovery services including system and data restoration	Vendor fully supports	Included in Proposal	
Hosting services:	Ex.03	Provide a documented fail-over testing process with testing schedule	Vendor fully supports	Included in Proposal	
Hosting services:	Ex.04	Provide documented encryption strategy for data at rest and in transit	Vendor fully supports	Included in Proposal	
Hosting services:	Ex.05	Provide yearly SOC1 and SOC2 audit reports	Vendor fully supports	Included in Proposal	
Security administration:	Ex.06	Provide application security maintenance and administration	Vendor fully supports	Included in Proposal	
Security administration:	Ex.07	Perform antivirus management	Vendor fully supports	Included in Proposal	
Security administration:	Ex.08	Ensure that the application and environment conforms to required regulatory compliance requirements	Vendor fully supports	Included in Proposal	
Release management:	Ex.09	Maintain application with all upgrades across all provided environments and all provided modules (ie updates, maintenance packs, hotfixes, releases, security patches, etc.	Vendor fully supports	Included in Proposal	
Technical support:	Ex.10	Provide a demonstrable "roll-back" plan for any applied change to an environment or application aspect	Vendor fully supports	Included in Proposal	
Technical support:	Ex.11	Provide system maintenance scheduling and coordination	Vendor fully supports	Included in Proposal	
Release management:	Ex.12	Perform refreshes of environments from the production environment	Vendor fully supports	Included in Proposal	
Database support:	Ex.13	Perform database administration	Vendor fully supports	Included in Proposal	
Database support:	Ex.14	Perform database backup and recovery	Vendor fully supports	Included in Proposal	
Configuration management:	Ex.15	Provide code/version change control	Vendor fully supports	Included in Proposal	
Help desk support:	Ex.16	Support of at least one of these user id/password management options (ie. SSO, AD Integration, IAM Integration, Application Level, etc...)	Vendor fully supports	Included in Proposal	
Help desk support:	Ex.17	Support of listed id/password options across different device access (ie. On client network vs off network, Desktop/Laptop vs Tablet vs Phone)	Vendor fully supports	Included in Proposal	
Help desk support:	Ex.18	Help desk tiered support options (ie Tier 1 = Basic application troubleshooting, How-to, access issues, etc... Tier 2 = Application error message resolution, System issues, etc... Tier 3 = Systemic issues, functional process errors, etc...)	Vendor fully supports	Included in Proposal	
Help desk support:	Ex.19	Provide schedule of any tiered support desk hours (ie 7am-7pm included, 24hr premium tier)	Vendor fully supports	Included in Proposal	
Service request management:	Ex.20	Provide a web-based system for submission of service requests	Vendor fully supports	Included in Proposal	
Service request management:	Ex.21	Maintain and update the system KnowledgeBase with resolved tickets	Vendor fully supports	Included in Proposal	
Application management and support:	Ex.22	Provide support for all standard functional processes, form and reports (ie Batch processing, daily processing, year end processing, etc...)	Vendor fully supports	Included in Proposal	
Application management and support:	Ex.23	Provide maintenance and support for all standard interfaces and standard ETL packages	Vendor fully supports	Included in Proposal	
Application management and support:	Ex.24	Provide post-installation verification testing of required software	Vendor and Client share support	Included in Proposal	
Help desk support:	Ex.25	Availability of end users being able to use existing knowledge base for self service support	Vendor fully supports	Included in Proposal	Accela Customer Support Knowledgebase
Training support:	Ex.26	Address functional issues and questions involving "how to" raised by end-users	Vendor and Client share support	Included in Proposal	Via Train-The-Trainer approach
Training support:	Ex.27	Maintain currency of all training related documentation	Vendor does not support	N/A (No vendor support provided)	Accela will provide the templates but the County will be responsible for updating and maintaining
Application CoE	Pf.01	Monitor and report on achievement of Service Level Agreements (SLAs)	Vendor fully supports	Included in Proposal	A part of the MAS program
Application CoE	Pf.02	Analyze performance-related incidents to identify factors impacting performance	Vendor fully supports	Included in Proposal	
Application CoE	Pf.03	Provide analysis of recurring incidents and work to include in iterative training	Vendor fully supports	Included in Proposal	A part of the MAS program
Application CoE	Pf.04	Generate and analyze customer satisfaction surveys related to application maintenance and support	Vendor fully supports	Included in Proposal	Part of our Managed Application Service - Continual Service Improvement. This is not facilitated through a survey but through meetings on a quarterly basis.
Database support:	Pf.05	Perform and report on database monitoring	Vendor fully supports	Included in Proposal	Performed only within Accela in support of Service delivery
Service request management:	Pf.06	Provide root cause analysis for all outages	Vendor fully supports	Included in Proposal	Root cause analyses are posted to trust.accela.com
Service request management:	Pf.07	Report unplanned outages of any component or environment	Vendor fully supports	Included in Proposal	outages posted to trust.accela.com, along with all scheduled maintenance
Application CoE	Re.01	Participate as part of the Client's Business Application Center of Excellence governance groups	Vendor and Client share support	Included in Proposal	Part of our Managed Application Service - Continual Service

County of Seminole FL
RFP for Permitting, Code Enforcement, and Contractor
Licensing Solution and Implementation Services

Relationship

Application CoE	Re.02	Conduct periodic strategic application planning	Vendor and Client share support	Included in Proposal	Part of our Managed Application Service - Continual Service Improvement service that meets with the customer on a quarterly basis
Application CoE	Re.03	Develop a change management process for all changes that will affect the various environments	Vendor and Client share support	Included in Proposal	A part of the MAS program
Application CoE	Re.04	Propose solutions where the Business Application system can enhance Client goals and initiatives	Vendor and Client share support	Included in Proposal	A part of the MAS program
Application CoE	Re.05	Assist the Client in developing policies and procedures for management of the Business Application environment	Vendor and Client share support	Included in Proposal	Part of our Managed Application Service - Continual Service Improvement service that meets with the customer on a quarterly basis
Application CoE	Re.06	Prepare and distribute an annual summary of Business Application project results	Vendor and Client share support	Included in Proposal	Part of our Managed Application Service - Continual Service Improvement service that meets with the customer on a quarterly basis
Application CoE	Re.07	Assist management to conduct annual budgeting related to support, maintenance, improvements and enhancements to the Business Application environment	Vendor and Client share support	Included in Proposal	Part of our Managed Application Service - Continual Service Improvement service that meets with the customer on a quarterly basis
Application CoE	Re.08	Assist in the development of budgets for planned Business Application initiatives	Vendor and Client share support	Included in Proposal	Part of our Managed Application Service - Continual Service Improvement service that meets with the customer on a quarterly basis
Application CoE	Re.09	Assist with the development of business cases related to application growth	Vendor and Client share support	Included in Proposal	Part of our Managed Application Service - Continual Service Improvement service that meets with the customer on a quarterly basis
Application CoE	Re.10	Maintain the portfolio of projects related to the application	Vendor does not support	N/A (No vendor support provided)	
Application CoE	Re.11	Assist the Client to leverage software to streamline business processes	Vendor fully supports	Included in Proposal	A part of the MAS program
Application CoE	Re.12	Assist the Client in ensuring compliance to records retention requirements	Vendor and Client share support	Additional Cost	
Application CoE	Re.13	Conduct user access management and review	Vendor and Client share support	Additional Cost	
Access management:	Re.14	Manage administrative user access to the environments	Vendor fully supports	Included in Proposal	A part of the MAS program
Access management:	Re.15	Manage role based access groups	Vendor fully supports	Included in Proposal	A part of the MAS program
Training support:	Re.16	Provide on-site functional support for first time processing of critical client business processes	Vendor fully supports	Additional Cost	Handled through professional services
Training support:	Re.17	Provide on-going iterative functional training for current and new users of the system including core and end-users	Vendor and Client share support	Additional Cost	Accela U or Accela Professional Services
Training support:	Re.18	Provide functional testing support	Vendor fully supports	Included in Proposal	A part of the MAS program for development work done by MAS staff
Configuration management:	Re.19	Manage and maintain system configuration settings (If no Client Admin)	Vendor fully supports	Included in Proposal	
Configuration management:	Re.20	Provide code/version configuration management and support	Vendor fully supports	Included in Proposal	A part of the MAS program
Configuration management:	Re.21	Maintain and document version information for all configuration items in the KnowledgeBase	Vendor does not support	N/A (No vendor support provided)	
Configuration management:	Re.22	Assist the Client to manage configuration of the environment to maximize system performance	Vendor fully supports	Included in Proposal	A part of the MAS program
Configuration management:	Re.23	Develop and maintain architecture documents that represent the current configuration of all environments	Vendor does not support	N/A (No vendor support provided)	
Release management:	Re.24	Provide guidance to Client on release planning	Vendor fully supports	Included in Proposal	A part of the MAS program
Release management:	Re.25	Assess impacts of new releases to the environment	Vendor fully supports	Included in Proposal	A part of the MAS program
Release management:	Re.26	Create a release plan for each release	Vendor and Client share support	Included in Proposal	A part of the MAS program
Security administration:	Re.27	Participate in and provide support for application and general control reviews	Vendor and Client share support	Included in Proposal	Part of our Managed Application Service - Continual Service Improvement service that meets with the customer on a quarterly basis
Application administration:	Re.28	Assist the Client in the prioritization of application related project requests	Vendor fully supports	Included in Proposal	A part of the MAS program
Application administration:	Re.29	Maintain all required software licenses (ie application, database, operating system, 3rd party, etc.)	Vendor fully supports	Included in Proposal	
Application administration:	Re.30	Cooperate with required Client internal and external audits	Vendor and Client share support	Included in Proposal	Accela is already 3rd party audited for SOC2 Type II and others and can provide audit verification
Application administration:	Re.31	Stay abreast of industry and regulatory trends that will impact the Business Application system	Vendor fully supports	Included in Proposal	A part of the MAS program
Performance management:	Rs.01	Provide recommendations to improve system performance	Vendor fully supports	Included in Proposal	A part of the MAS program
Performance management:	Rs.02	Assist the Client infrastructure area to ensure that network connectivity and bandwidth are configured optimally	Vendor fully supports	Included in Proposal	Through Accela sizing recommendations
Development services:	Rs.03	Develop and maintain custom reports	Vendor fully supports	Included in Proposal	A part of the MAS program
Development services:	Rs.04	Develop and maintain custom queries	Vendor fully supports	Included in Proposal	A part of the MAS program

ce

County of Seminole FL
RFP for Permitting, Code Enforcement, and Contractor
Licensing Solution and Implementation Services

Resource

Development services:	Rs.05	Develop and maintain custom interfaces and ETL packages	Vendor and Client share support	Included in Proposal	MAS Program includes: Maintaing and Enhancement work for exisiting interfaces
Development services:	Rs.06	Develop and maintain custom data conversions	Vendor fully supports	Additional Cost	Professional Services engagement
Development services:	Rs.07	Develop and maintain custom forms	Vendor fully supports	Included in Proposal	A part of the MAS program
Development services:	Rs.08	Develop and maintain custom application enhancements	Vendor fully supports	Included in Proposal	A part of the MAS program
Development services:	Rs.09	Develop and maintain custom object enhancements	Vendor fully supports	Included in Proposal	A part of the MAS program
Development services:	Rs.10	Provide project management services	Vendor fully supports	Additional Cost	Professional Services engagement
Development services:	Rs.11	Provide product extension development and support	Vendor fully supports	Additional Cost	Professional Services engagement

EXHIBIT L - SAMPLE

ORDER NUMBER: 48148

FLORIDA SALES: 85-8013708974C-0
FEDERAL SALES/USE: 59-6000856

Board of County Commissioners PURCHASE ORDER

ALL PACKING SLIPS INVOICES AND CORRESPONDENCE MUST REFER TO THIS ORDER NUMBER	
ORDER DATE	01/14/2021
REQUISITION	63930 - OR
REQUESTOR	
VENDOR #	409286
ANALYST	

**S
H
I
P** T O



**V
E
N
D
O
R**

SUBMIT ALL INVOICES TO:
AP@seminoleclerk.org
Seminole Count Clerk & Comptroller
POST OFFICE BOX 8080
SANFORD, FL 32772
Accts. Payable Inquiries - Phone (407) 665
7656

ORDER INQUIRIES

ITEM #	QTY	UNIT	ITEM DESCRIPTION	UNIT PRICE	EXTENDED PRICE
1.00		EA		0.00	

		TOTAL AMOUNT	
--	--	---------------------	--

PURCHASING AND CONTRACT DIVISION
1301 EAST SECOND STREET SANFORD FLORIDA 32771
PHONE (407) 665-7116 / FAX (407) 665-7956

AUTHORIZED SIGNATURE FOR THE SEMINOLE COUNTY BOARD OF COUNTY
COMMISSIONERS

Agreement Name: Term Contract for Executive Search Consulting Services

Agreement Number: RFP-604790-24/TLR

AFFIDAVIT OF E-VERIFY REQUIREMENTS COMPLIANCE

The CONSULTANT/CONTRACTOR agrees to comply with section 448.095, Florida Statutes, and to incorporate in all subcontracts the obligation to comply with section 448.095, Florida Statutes.

1. The CONSULTANT/CONTRACTOR shall utilize the U.S. Department of Homeland Security’s E-Verify system to verify the employment eligibility of all new employees hired by the CONSULTANT during the term of the Agreement and shall expressly require any subcontractors performing work or providing services pursuant to the Agreement to likewise utilize the U.S. Department of Homeland Security’s E-Verify system to verify the employment eligibility of all new employees hired by the subcontractor during the Agreement term.
2. That the CONSULTANT/CONTRACTOR understands and agrees that its failure to comply with the verification requirements of Section 448.095, Florida Statutes or its failure to ensure that all employees and subcontractors performing work under Agreement Number RFP-604790-24/TLR are legally authorized to work in the United States and the State of Florida, constitutes a breach of this Agreement for which Seminole County may immediately terminate the Agreement without notice and without penalty. The CONSULTANT/CONTRACTOR further understands and agrees that in the event of such termination, the CONSULTANT/CONTRACTOR shall be liable to the county for any costs incurred by the County as a result of the CONSULTANT’S/CONTRACTOR’S breach. DATED this 8th day of August, 2024.

Accela, Inc.

 Consultant Name

By: Michael E. Gigliello

 Print/Type Name: Michael E. Gigliello

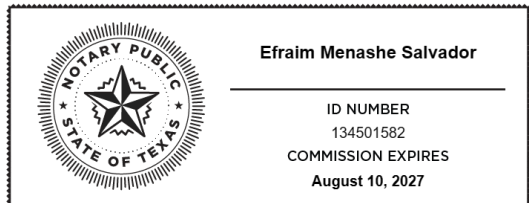
 Title: Controller

Electronically signed and notarized online using the Proof platform.

STATE OF Texas

COUNTY OF Johnson

Sworn to (or affirmed) and subscribed before me by means of physical presence OR online notarization, this 8th day of August, 2024, by Michael Edward Gigliello (Full Name of Affiant).



Efraim Menashe Salvador

 Print/Type Name Efraim Menashe Salvador
 Notary Public in and for the County
 and State Aforementioned
 My commission expires: 08/10/2027

Exhibit N

**FOREIGN COUNTRY OF CONCERN ATTESTATION
(PUR 1355)**

This form must be completed by an officer or representative of an entity submitting a bid, proposal, or reply to, or entering into, renewing, or extending, a contract with a Governmental Entity which would grant the entity access to an individual's Personal Identifying Information. Capitalized terms used herein have the definitions ascribed in [Rule 60A-1.020, F.A.C.](#)

Accela, Inc. is not owned by the government of a Foreign Country of Concern, is not organized under the laws of nor has its Principal Place of Business in a Foreign Country of Concern, and the government of a Foreign Country of Concern does not have a Controlling Interest in the entity.

Under penalties of perjury, I declare that I have read the foregoing statement and that the facts stated in it are true.

Printed Name: Michael E Gigliello

Title: Controller

Signature: 

Date: 8/8/2024