City of SeaTac, WA

Request for Proposal for Permitting Software

PROPOSAL DUE DATE: November 5, 2021
PROPOSAL DUE TIME: 4:00 PM

REQUEST FOR PROPOSAL

Notice is hereby given that proposals will be received by the City of SeaTac, Washington, for the selection and replacement of the permitting system.

The City of SeaTac is located at 4800 S 188th Street SeaTac, Washington 98188. Any vendor providing permitting software and services under this contract shall comply with all federal, state, county and city codes or regulations applicable to such work.

Detailed information, including general terms & conditions, requirements, and response submittal requirements is provided within this RFP.

The City of SeaTac reserves the right to reject any submittals, and to waive irregularities and informalities in the submittal and evaluation process. This Request for Proposal ("RFP") does not obligate the City to pay any costs incurred by respondents in the preparation and submission of a proposal. Furthermore, the RFP does not obligate the City to accept or contract for any expressed or implied services.

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SECTION 1 - INVITATION FOR PROPOSALS

City of SeaTac, Washington (the City) is seeking to obtain proposals from experienced and highly qualified software firms (Proposer) for the acquisition and implementation of an Enterprise Permitting Software solution that satisfies all the City's functional requirements. A detailed description of the products and services required are contained in Section 3, Scope of Work and Timeline.

It is the submitter's responsibility to deliver the document to the proper address by the assigned time. City of SeaTac accepts no responsibility for lost or misdirected submittals. The City is not liable for any costs incurred by the Proposer before issuance of a contract. All costs incurred in responding to this Request for Proposal are solely the responsibility of the Proposer.

Proposals submitted will not be considered public information until after the award of the contract to the successful Proposer. All materials submitted in response to this RFP become the property of the City of SeaTac and will not be returned.

Please refer to Section 5 for more details about submission requirements for this RFP. Submission of a proposal shall constitute acknowledgment and acceptance of all terms and conditions contained in this RFP and all exhibits and attachments hereto.

SECTION 2 - BACKGROUND AND CURRENT SYSTEMS

The City currently uses Central Square permitting software, TRAKiT.NET. The version of the software currently in use is many versions behind and is lacking functionality in significant functions the City considers essential to efficiency and good customer service. The City is contemplating upgrading the current TRAKiT software or purchasing a new system.

The current installation of TRAKiT lacks workflow, integration with other critical City systems including finance, GIS, plan review software, document management and public records systems; needs an updated and more comprehensive public facing view and better standard and ad hoc reporting capacity. In addition, the new system needs to have the functionality to link with our on-line customer portal (MyBuildingPermit.com) in real time. It is also highly desirable that the chosen software can utilize the Microsoft Suite of applications for internal and external customer communications and scheduling.

The City's overarching goal is to eliminate as many shadow systems as possible and provide customers and staff alike with a familiar feeling, intuitive tool to help with application, land use and permitting needs. Furthermore, the City would like to support a fully electronic process for all types of land use and permit lines.

The City has already undergone or is undergoing major technology initiatives including upgrading and enhancing the current Electronic Document Management system (OnBase), recent implementation of Microsoft Office 365, launching an on-premise Esri ArcGIS Portal environment, changes to business licensing process prompted by a 2019 move to the Washington State Business License System (Atlas BLS), security enhancements to include implementing multi-factor authentication (MFA), and in general embracing cloud technology. The implementation of the new permit system should harmonize with these recent changes with regards to land use, code compliance and permitting functions.

The City is interested in receiving responses from all qualified vendors who can meet the functional specifications as outlined in this RFP. All vendors, including incumbent vendors, are encouraged to respond and will be evaluated based on the submitted proposals.

City of SeaTac Metrics:

Metric	Information
Population	29,890 (2020)
Operating Budget	Biennial 2021-2022: $154.9 M
Parcels/Polygons	18,676 (6646 in City limits)

Addresses/Points	12,958

Estimated Users:
    Planning and Permitting, Code,
    Inspections, etc.
	Concurrent: 20
	Mobile - Field Inspectors: 15
	(Building: 5, Fire: 3, Public Works 5,
	Code Enforcement: 2)

Permit Volume per year	Approx. 1,700

Other Applications. The following table lists some of the key applications used by the City today. Some of them require interfaces/ integration to the permitting system to support permit processing functions. The majority of these systems run on a Windows platform with an MS SQL backend. A key driver for selection of a new permitting system will be the ability to interface with or integrate to these applications (or similar applications of their type) where necessary.

Application	Modules - Function	Integrate/ Interface
Esri ArcGIS Server (current version)	On-premises GIS (Internal users)	Yes
ArcGIS Enterprise 10.8.1 to current version	Cloud-based GIS (external users)	Yes
On-premises GIS (Internal users)	Internal GIS Map Viewer	Yes
Bluebeam	Electronic Plan Review	Yes
Adobe Pro	Electronic Plan Review (may consolidate on Bluebeam)	Maybe
Tyler Eden	Financial Management	Yes
Hyland OnBase	Enterprise Document Management	Yes
Quadrant RAS Cashiering	Central Cashiering	Yes
Mybuildingpermit.com (MBP.com)	Local Online Permitting Portal	Yes
Cityworks	Public Works, Asset Management, Time Entry	Consider
Washington State BLS (Atlas)	Business Licensing System	Yes
Microsoft Word	Document processing	Yes
Microsoft Teams	Workforce collaboration tool	Explore

In addition, Excel spreadsheets, Word tables and form templates, Access databases, or other shadow systems are being used to manage information outside the TRAKiT system. The vision of the City is to eliminate or minimize the need for the shadow systems within each department and rely on

technology to improve efficiencies and lower operating costs. Process improvement is expected to coincide with software implementation activities and the adoption of best practices wherever possible to optimize software utilization.

Platform. The City prefers the Microsoft technology stack and Web-enabled or Web-based systems without the need for Citrix, MS Terminal Services, or similar remote access technology for deployment. On-premises Client/Server platform deployment options are preferred, provided the vendor has a clearly defined Web Strategy for all or parts of its solution so the City can migrate to a cloud deployment model at a later date.

Security. It is expected that the new permitting solution will have tight security controls which meet regulatory compliance and audit standards. Preference is for role-level security to the menu and screen level; security should flow through to standard as well as 3rd Party reporting tools. Support for Microsoft Active Directory for single sign-on and federated ADFS is preferred for global security administration. The City prefers a system that supports multifactor authentication natively.

Integration. The City is interested in leveraging open integration tools that support a Microsoft Windows platform. The preference is for open API's, but other technologies such as .NET, Service Oriented Architecture, XML, Web Services, etc. will be considered. Prior experience with integration to the City's existing applications is considered a positive differentiator.

Mobile Accessibility. The City would like to standardize their mobile platform on iOS for field access to permitting and planning data. Mobile systems should have the ability to cache data from the server and allow data entry in the field without wi-fi connectivity, and re-synch data once wi-fi is available. The lack of this capability is considered detrimental. Mobile printing capability is preferred. The ability to email inspection letters to customers from the field is also important.

Parcel Information. The Assessor Parcel Number (APN) is the primary identifier of a parcel of land in the TRAKiT permitting system. However, APN actually refers to a "taxable" entity and not necessarily the polygon of land on which that entity resides. Parcel numbers are assigned by King County, including official parcel ownership, sale and transfer dates, size and dimensions, and land value information. This information is available for import into the permitting system but is typically out of date. The City maintains the parcel attribute data, such as land use, zoning, permitting, entitlements, etc. The City would like to improve transfer of data between County and City systems

and manage temporary addressing until an APN is assigned.

GIS Systems. The City is currently using both an on-premises implementation of Esri's ArcGIS Enterprise 10.8.1 and Esri's SaaS solution, ArcGIS Online. Currently, ArcGIS Enterprise is used internally, behind the City's firewall, to provide staff members direct access to authoritative geospatial information while ArcGIS Online is used largely to provide public facing GIS products to citizens, consultants, and outside agencies. Data hosted internally is typically offered 'live' while public facing data is offered as static, typically read only, products. The City is seeking a solution that allows for improved bi-directional integration with ArcGIS, with the ability to integrate permit system data as map layers, as well as allow for the initiating of permitting activities (e.g. permit applications, code cases, events, etc.) based on geospatial features. The City is currently using Geocortex Essentials and 5-Series products by VertiGIS and integration between these and the permitting system can be considered if the new system does not offer a viable alternative. In addition, the new permitting system should allow the definition of an address based on a point, or line for Right of Way permitting, and xy location of assets.

Cashiering. Currently all payments are entered into Quadrant RAS, then imported into EDEN Systems. Online payments are received through MBP.com's payment gateway and hand-keyed into Quadrant due to a lack of integration. The City would like to see options for integration with the current system through a near real-time interface from the permitting system and would like to explore best practices for receipting with the deployment of the new permitting system. Interfaces to all online payment methods will be required in order to streamline cash receipting and provide real-time updates. The City would like to consolidate to as few payment systems as possible.

Business Licensing. The City currently performs a lookup into Washington state's online Business Licensing system (BLS) for a contractor's business license verification. The current version of TRAKiT has allowed this function to perform as required. If other solutions are available, we would like to see them demonstrated.

eGovernment Strategy. The City is currently using MyBuildingPermit.com for its eGovernment portal including online permitting, plan submissions, and online payment solutions. The ability to access City services via mobile devices for both citizens and staff is anticipated with a new system, with staff access via iOS standards, and citizen access via apps, or device agnostic, as well as the ability to capture electronic signatures in the field for inspection signoffs, citation issuance, etc. The City currently lacks mobile deployment solutions and plans on leveraging the new permitting system to support its requirements in this area.

Reporting. Reporting from the permitting system is currently limited and not user intuitive. Queries are difficult to build and maintain and do not yield consistent results. Microsoft SQL database queries are used for more complex report development but generally requires IT assistance. The City requires more user-friendly ad hoc query and reporting tools; a permitting system with features such as drill down to source entries and documentation from a map view or report would greatly improve query functionality. The City would like to leverage the features/functions of a new permitting solution to improve usability and data mining by all levels of users, including the public.

Document Management. The City currently uses OnBase for its enterprise document management. A replacement permitting system should provide functionality to store documents related to transactions within the system, as well as be able to link to or interact with other stores of documents and images. The preference is for a bi-directional interface with OnBase so documents and images can push or pull between systems.

 Any public facing interface for access to public records must be implemented consistent with the WA State Public Records Act (RCW42.56) and the City's document management policies. Ideally, access to documents can be work flowed to reflect internal City policies and procedures.

It is anticipated that the new permitting system and successful implementation will:

 ➢ Position the City to meet its current and future strategic objectives.
 ➢ Make information easily and broadly available to internal and external consumers of data.
 ➢ Streamline the application and permit approval processes and eliminate bottlenecks.
 ➢ Minimize manual processes, reduce paper, and increase usage of automation wherever possible.
 ➢ Automate manual tasks and improve permit efficiency.
 ➢ Minimize the use of shadow systems.
 ➢ Promote the adoption of best practices and the development of policies and procedures.
 ➢ Provide intuitive systems that are easy to navigate.
 ➢ Support query and reporting of data in the user's desired format.
 ➢ Support or compliment the desired technical architecture.
 ➢ Ensure integration with other systems through open API's and integration tools.

Training: Users and Superusers.   Training for users is key to the successful implementation of any new system. The City would like to receive detailed information about training methodology and specific topics for both standard users and super users. Examples of training outlines and user documentation should be provided that demonstrate past training experience and the support documentation available to users after training is complete. If super user training is different from standard user training, separate documentation should be provided with training details as noted for standard users.

SECTION 3 - SCOPE OF WORK AND TIMELINE

The City intends to purchase an integrated permitting that includes the following specific modules and functional areas:

Modules/Functionality – Required	
▪ Land Management-e.g. encroachment agreements, ROW segments, etc.	▪ Code Enforcement
▪ Planning/Land Use	▪ Mobile Applications
▪ Permitting	▪ Public/Constituent Online Portal
▪ Inspections	▪ Reporting and Query Tools

The modules identified above should integrate all actions related to any given property without needing to switch data sets or perform multiple searches.

The City will choose a permitting system that most closely meets its requirements for flexibility and configurability, the functional requirements defined in this RFP, and that provides an open system architecture that supports interfacing to other internal and external systems. The system must also allow for secure external access by consultants and service providers contracted by the City, as necessary.

The City expects the selected system to be adaptable to City workflow and process improvements already identified during a year-long evaluation of permit product lines. The successful vendor will also be expected to share solutions and best practices observed in other client environments to be integrated as appropriate into the City's implementation. Vendors who are invited to demonstrate their product should be prepared to discuss the application's best practices and the system's ability to adapt to user preferences.

Timeline

The following defines the estimated timeline for the selection of a vendor. However, the City reserves the right to modify or reschedule procurement milestones as necessary.

Activity	Dates
Release of Request for Proposal	September 23, 2021
Vendors Questions Submitted	October 15, 2021
Vendors Questions – Answers Returned and Posted	October 22, 2021
Proposals Due	November 5, 2021
Selection of Finalists	November 19, 2021
Software Demos	December 6-December 17, 2021
Due Diligence Review/ Contract Negotiations	January 14, 2022
Award Contract	February 9, 2022
Implementation Start Date	February 14, 2022

SECTION 4 - EVALUATION PROCEDURES AND CRITERIA

Evaluation of proposals will be based on a fair, impartial, and competitive selection process and will not be limited to price alone. Proposals shall be consistently evaluated based on the following competitive selection criteria:

a. The proposed solution's functional fit to the City's requirements
b. The architecture of the solution, including business continuity
c. The vendor's experience and expertise, including proposed team qualifications
d. The total costs of the solution
e. References of both the product and the proposing Vendor
f. The quality of the proposed work plan

The City will establish a screening committee consisting of personnel from the appropriate City departments who will evaluate the proposals to determine which proposals are most responsive and adherent to the requirements of this RFP. Tools such as Microsoft Teams, Zoom or GoToMeeting are encouraged as a means to meet virtually and augment the evaluation process where on-site or in person meetings are not feasible.

The City reserves the right to select a vendor based solely on the information submitted in the proposal and to make a contract award without any further discussion with the vendors regarding the responses received. Therefore, responses should be submitted initially on the most favorable terms available to the City from a price, contractual terms and conditions, and technical standpoint.

The City also reserves the right to conduct discussions with vendors who submit proposals. The City is not under any obligation to reveal to a vendor how a response was assessed or to provide information relative to the decision-making process.

Notification. Based on the evaluation of the proposals, the City will select a short list of approximately three vendors and invite them to participate in pre-demo meetings and software demos. The selected vendors will be notified via e-mail by the date indicated in Section 3.

Pre-Demo Meetings. The purpose of this meeting is to answer any questions about the demo script that will be provided by the City.

Software Demos. The functional and technical product demos will be presented to the City by the short-listed vendors according to a pre-defined script issued by the City. All vendors must follow this script during their demo process. The evaluation criteria for the demo process will include adherence to the script as well as the ability to successfully demonstrate the product's ability to meet the City's functional and technical requirements. The City reserves the right to request additional information, interviews, follow-up demonstrations or any other type of clarification of proposal information it deems necessary to evaluate the final vendors.

Post-Demo Technical Evaluation. In addition to scripted functional demonstrations, the City may request a more extensive technical demo. This demo will be scheduled on an as-needed basis for the short-listed vendors.

Site Visits. The City may conduct site visits to any or all of the short-listed software vendor's headquarters and/or references. These visits will be scheduled on an as-needed basis following social distancing guidelines as required by state or federal mandates. The City will likely hold virtual meetings in order to accomplish the objectives of the evaluation committee.

SECTION 5 – VENDOR INSTRUCTIONS

Please submit your RFP response **electronically** by **October 29, 2021 at 4:00 pm** in the following format**:**

1. One (1) PDF copy of your entire RFP proposal in proper submittal order as specified in the table below.
2. One (1) Word copy of your response to the Requirements document.

Email the proposal to:

bidsubmittal@seatacwa.gov by the due date and time specified above.

Responses submitted to City of SeaTac by any other means than the email above will not be considered.

Late submittals will not be accepted.

Submission of a proposal shall constitute acknowledgment and acceptance of all terms and conditions contained in this RFP and all exhibits and attachments hereto.

Pre-Bidders Questions. Questions regarding this RFP may be submitted to the City via email by the date indicated in Section 3. Email questions to mkmcgee@seatacwa.gov The City will address all questions and post them to the City's website by the date indicated in Section 3 of this RFP. No formal Pre-Bidders Conference will be held.

Proposal Response Format. In order to assist in the fair and equitable evaluation of all responses, vendors are being asked to **adhere to the specific response format** set forth below. Responses that deviate from the requested format may be classified as "non-responsive" at the discretion of the City and may be subject to disqualification. Marketing information will not be accepted in lieu of direct response to all requirements and questions.

Proposals should be organized and include the following sections and content:

Section	Description
1. **Cover Letter**	The Cover Letter should provide an executive summary of the Proposer's products and services offered relevant to the scope of work described in this RFP. An individual authorized to bind the Proposer must sign the cover letter. Limit to 2 pages.
2. **Requirements**	Complete Requirements document (see Exhibit C) in accordance with directions set forth in Section 6. Each requirement line item must have a rating and a comment relative to how the function is met with the software. Submit in Word format using the template provided along with the RFP and do not make any changes to formatting of this document, e.g. by adding logos, changing fonts, inserting page breaks, layout, etc. Also do not convert from PDF to Word but use the Word template provided with this RFP.
3. **Pricing**	Complete Pricing Summary using **Exhibit A** of this RFP. Indicate costs for software, implementation and maintenance. Pricing must be fully comprehensive and complete, including all taxes, and list

Section	Description
	any available discounts or increases. Pricing must be valid for at least 180 days from response submission date. All one-time and recurring costs must be fully provided. a. **Software/SaaS Licensing:** Provide estimates for user counts defined in this RFP. Include individual pricing summaries for on-premises, SaaS, or hosted options if applicable. Two summary templates are in Appendix A for submittal of software licensing and SaaS pricing. b. **Implementation Services:** Including but not limited to implementation of the software, data conversion, system configuration, report development, testing, and training for all required software. If function or module is optional, list costs separately. c. **Maintenance:** Indicate what is included in maintenance (details) and the estimated total dollars and percent of software license cost plus any CPI changes that might be incurred in years 2 – 10. For SaaS, include annual maintenance costs for years 2 forward. d. **Scaling:** Cost of adding future licenses, most cost-effective increments for purchase, etc. **Note:** Additional pricing information can be supplied if it clarifies or provides relevant detail to your estimate.
4. **Implementation**	Provide an overview of Proposer's implementation methodology including: a. Project Plan: Sample Project Plan including Phases, Tasks and Timeline b. Schedule for go-live for all modules at one time c. City resources: Roles, responsibilities, average estimated time per month d. Proposer resources: Roles, responsibilities, average estimated time per month e. Documentation provided, e.g. comprehensive set of user, system, and management documentation. The City's preference is that all documentation is available in electronic format rather than hard copy. f. Process improvement: Approach to process improvement through implementation g. Change management: Methodology and tools used h. Data conversion: Discuss experience, provide recommendations (e.g. preparation, number of years data for conversion, etc.), and tools/methodology used i. Testing Plan: Methodology and tools used j. Training: Methodology and tools used during Implementation, available post-go live, etc. k. Project governance: Work collaboration tools and governance l. Report development: Typical rate used for report development, and how many custom reports are included in the proposal m. Integration: Approach, tools, experience n. Post go-live support services, training resources, continuity of service etc.
5. **Support**	Provide an overview of support services offered and recommended including but not limited to: a. User support – hours of service, after-hours support, 24x7 support, average/guaranteed response time, ticketing system used, resources available, escalation process b. System enhancements – approach to user enhancement requests c. Support for 3rd Party Partner applications if proposed d. Hosting or cloud services e. User groups and conferences, including groups in the Seattle area
6. **Technology Overview**	Provide an overview of the system technology and future strategic direction including : a. Options for technical architecture; hosted, on-premises, SaaS, etc. b. Hardware specifications for the proposed solution c. Mobile hardware and operating system specifications d. GIS integration – Esri 10.x Online or On-Premises e. Support for two-factor authentication f. Remote access capabilities, supported technologies and portals available g. Online data dictionary h. Escrow agreements i. Languages, structures or frameworks used e.g. .NET, SOA architecture, SQL, etc. j. Timing and frequency of software updates, e.g. scheduled release, automatic updates, etc. k. Multiple Environments – number and types supported and how they are utilized through implementation and post go-live l. System Back Up, Redundancy, Disaster Recovery Services

Section	Description
7. References	Using the forms provided in **Exhibit B**, provide five public sector customer references that are similar in size and project scope to the City.
8. Contract Performance	Indicate if at any time during the past five years Proposer has had a contract terminated for convenience, non-performance, or any other reason, or has entered into legal action with a customer. Describe the situation(s) including name and address of contracting party.
9. RFP Exceptions	Specifically identify any exceptions to this RFP.
10. Contract Samples	Provide sample contract documents that may include the following: a. Statement of Work b. Perpetual Software License or SaaS License Agreement c. Maintenance or Support Agreements d. Service Level Agreements e. 3rd Party Agreements

SECTION 6 – REQUIREMENTS

This section includes instructions for completing the Permitting Requirements document (see Exhibit C). Please use the requirements Word template being provided as a separate file for submittal as Section 2 of your RFP response. This is not a comprehensive list of all of the City's requirements, but includes the key requirements that will be used to evaluate the proposals and will be incorporated into the signed contracts.

For each item a ranking has been provided indicating the importance to the City. Rankings used are R for Required, I for Important, N for Nice to Have or E for Explore. Software applications that are missing a significant number of required features and technology preferences may be eliminated from consideration.

Vendors must **provide a rating and a comment for every item**. If the requirement does not pertain to the proposal being submitted, enter "N/A". The comment should include a **brief explanation** of how the item is supported. **Please do not modify the format, font, numbering, etc. of this section or insert page breaks.** If a submitted RFP includes blank responses the document may be considered in violation and rejected. Use the following rating system to evaluate each requirement:

Rating	Definition
4	**Standard and available in the current release**. Software supports this requirement and can be implemented out of the box or with configuration at no additional cost. No source code modification is required.
3	**Meet requirement with minor modification**. Modification maintains application on upgrade path. Testing and production of modifications will be completed by implementation date. Include an estimate for the cost of the modification.
2	**Available with 3rd party software application.** Indicate name of the application recommended and number of installs jointly completed.
1	**Does not meet requirement and requires substantial system modification.** Indicate timing required and estimated cost of modification.
0	**Not available.** Software will not meet requirement.
F	**Future Release.** Requirement will be available in future release. Indicate anticipated release date: month and year.

Sample Response Format: Please use the format below when completing your response.

	General	Rating and Comment
R	1. Audit Trail with user, date, time stamp throughout all modules. Before/after values is Important.	4 System logs all transactions and stamps them with user, date, time and before/after values. A report can be generated to review audit history.

PLEASE USE "REQUIREMENTS.DOCX" FILE IN THE RFP PACKAGE AND INCLUDE IN YOUR RESPONSE AS A STANDALONE MS WORD DOCUMENT

SECTION 7 – TERMS AND CONDITIONS

7.1   RFP Amendments

The City reserves the right to request that a respondent clarify its proposal or to supply any additional material deemed necessary to assist in the evaluation of the Proposal.

The City reserves the right to change the RFP schedule or issue amendments to the RFP at any time. The City also reserves the right to cancel or reissue the RFP. All such addenda will become part of the RFP.

7.2   Rejection of Proposals

The City reserves the right to reject any or all proposals, to waive any minor informalities or irregularities contained in any proposal and to accept any proposal deemed to be in the best interest of the City.

7.3   Proposal Validity Period

Submission of a proposal will signify the vendor's agreement that its proposal and the content are valid for 180 days following the submission deadline unless otherwise agreed to in writing by both parties. The proposal will become part of the contract that is negotiated between the City and the successful vendor.

7.4   Contract Award

A contract awarded as a result of this RFP and subsequent selection process shall be subject to RCW39.34 Interlocal Cooperation Act wherein other government agencies may purchase on the City proposal request, in accordance with the terms and prices stated, over the subsequent time period for which the vendor is willing to honor the solicitation price. The City does not accept any responsibility or involvement in the selection by other public agencies.

7.5   Public Records

Under Washington state law, the documents (including but not limited to written, printed, graphic, electronic, photographic or voicemail materials and/or transcriptions, recordings, or reproductions thereof) submitted in response to this RFP becomes a public record upon submission to the City, subject to mandatory disclosure upon request, unless the documents are exempted from public disclosure by a specific provision of the law.

7.6   Business License and Taxation

The Vendor awarded the Contract will be subject to City of SeaTac Business License and Business and Occupation Taxes as presented in the SeaTac City Code. Questions about the City's Business License or taxes should be directed to City Hall at (206) 241-4647.

7.7   Insurance Requirements

Selected Vendor will comply with the insurance requirements as listed in the City's Sample Contracts included as Exhibits D and E.

7.8   Equal Opportunity Requirements

The City is an equal opportunity employer and requires that all Vendors comply with policies and regulations concerning equal opportunity.

No Vendor in performance of this agreement will discriminate in its employment because of an employee's or applicant's race, religion, national origin, ancestry, sex, age, or physical handicap.

7.9   Other Compliance Requirements

In addition to compliance requirements listed above, the Vendor awarded a contract shall comply with federal, state and local laws, statutes, and ordinances relative to the execution of the work.

7.10   Hold Harmless

The Vendor shall hold harmless, defend, and indemnify the City and the City's officers, agents, and employees against any liability that may be imposed upon them by reason of the Vendor's failure to provide worker's compensation coverage or liability coverage.

7.11   Governing Law and Venue

In the event of litigation concerning this RFP, the proposal documents, specifications and related matters shall be governed by and construed in accordance with the law of the State of Washington. Venue shall be with the appropriate state or federal court located in King County.

Exhibit A
PRICING SUMMARY

Using the template provided in this Exhibit provide summarized pricing information for your proposed solution for both On-Premises and SaaS options. Additional supporting documents may also be provided as supporting information to the summarized information on this page. Pricing must be fully comprehensive, complete, and list any available discounts. All one-time and recurring costs must be fully provided. This form will become the cover page to Section 3 of your RFP response. Additional backup documentation to support this summary may be provided.

City of SeaTac		
Permitting Software Pricing Proposal – On-Premises		
20 Concurrent + 15 Mobile Users		
Software	**$**	
Required Modules/Functional Areas:		**Assumptions/Comments**
Land Management		
Electronic Plan Review (if applicable)		
Bluebeam interface (required)		
Land Use/Planning		
Permitting		
Inspections		
Code Enforcement		
Reporting/Query Tools		
Public/Constituent Access Portal		
Mobile Applications – Inspections, Code, etc.		
GIS Connector - Esri		
Taxes		
Sub-Total Software		
Implementation for all Required Modules		**Assumptions/Comments**
Implementation		
Data Conversion		
Training-detailed to include		
Report Development		
Integration		
Travel		
Other		
Taxes		
Sub-Total Implementation		
Recurring Maintenance		**Assumptions/Comments, e.g. CPI Uplift per year**
Year 1		
Years 2 through 10		
Estimated Taxes		
Sub-Total Maintenance		
Grand Total		**Software, Implementation, Maintenance**

Exhibit B
Section 7 - Customer References, Existing Customers

Item	Proposer Response
Client Reference No. 1 - Existing	
Name	
Number of Employees	
Population	
Contact Name	
Contact Title	
Contact Telephone Number	
Contact E-mail Address	
Products, Modules, Services Provided by Proposer	
Implementation Kick Off Date	
Go Live Date	
Rationale for including the specific reference	
Name of prior replaced/upgraded system	
Client Reference No. 2 - Existing	
Name	
Number of Employees	
Population	
Contact Name	
Contact Title	
Contact Telephone Number	
Contact E-mail Address	
Products, Modules, Services Provided by Proposer	
Implementation Kick Off Date	
Go Live Date	
Rationale for including the specific reference	
Name of prior replaced/upgraded system	
Client Reference No. 3 - Existing	
Name	
Number of Employees	
Population	
Contact Name	
Contact Title	
Contact Telephone Number	
Contact E-mail Address	
Products, Modules, Services Provided by Proposer	
Implementation Kick Off Date	
Go Live Date	
Rationale for including the specific reference	
Name of prior replaced/upgraded system	

Exhibit B
Customer References, Prior Customers

Item	Proposer Response
Client Reference No. 1 - Prior	
Name	
Number of Employees	
Population	
Contact Name	
Contact Title	
Contact Telephone Number	
Contact E-mail Address	
Products, Modules, Services Provided by Proposer	
Implementation Kick Off Date	
Go Live Date	
Reason Reference is No Longer a Customer	
Name of prior replaced/upgraded system	
Client Reference No. 2 - Prior	
Name	
Number of Employees	
Population	
Contact Name	
Contact Title	
Contact Telephone Number	
Contact E-mail Address	
Products / Services Provided by Proposer	
Implementation Kick Off Date	
Go Live Date	
Reason Reference is No Longer a Customer	
Name of prior replaced/upgraded system	

**Exhibit C Permitting Requirements
Document
(See electronic template for response;
submit as a separate Word document as Section 2)**

		City of SeaTac Key Requirements - Permitting Software System	
R = Required I = Important N = Nice to have E = Explore			
	Vendor Background		
	1.	**Company**	
		▪ Company Name	
		▪ Contact Person Name and Title	
		▪ Contact Address, Phone, Email	
	2.	**Company Information**	
		▪ Public vs. Private	
		▪ Year Founded	
		▪ Revenue and Income: Current and Prior Year	
		▪ Headquarter Office Location	
		▪ Nearest regional office to SeaTac, WA	
	3.	**Vendor Employee Counts**	
		▪ Total	
		▪ Product Development	
		▪ Implementation	
		▪ Support/Help Desk	
		▪ Sales	
		▪ Administration/Other	
	4.	**Number of Customers for Proposed Application**	
		▪ Total	
		▪ Total in US	
		▪ Total in the State of Washington	
	5.	**Target Customer Profile**	
		▪ Target Industries	
		▪ Sizing – Users and/or Population	
	6.	**Implementation Model: Direct or Partner**	
	7.	**Version Schedule**	
		▪ Current version and release date	
		▪ Typical release schedule	
		▪ Number of prior versions supported	
	8.	**Support Desk**	
		▪ Location	
		▪ Hours of Support	
		▪ Response Time – Guaranteed and Average	
	Modules/Functionality		
R	9.	**Land Management**	
R	10.	**Permitting**	
R	11.	**Inspections**	
R	12.	**Code Enforcement**	

R = Required I = Important N = Nice to have E = Explore	**City of SeaTac** **Key Requirements - Permitting Software System**	
R	13. **Reporting and Query Tools**	
	Pricing Summary – On Premises Deployment	
	14. **Software License:** **Permitting:** 25 Concurrent or 40 Named Users **Mobile:** 10 Named Users (included in total Named above)	
	15. **Implementation:** Estimated total for installation, training, configuration, integration, etc.	
	16. **Annual Maintenance:** Indicate percent of software license (indicate if based on list cost or price paid)	
	17. **Other Costs:** 3rd party software, optional modules, etc.	
	18. **Total Year One Cost**	
	19. **Total Ten-Year Cost**	
	Pricing Summary – Cloud Deployment	
	20. **Annual Software Subscription:** **Permitting:** 20 Concurrent **Mobile:** 15 Users	
	21. **Implementation:** Estimated total for installation, training, configuration, integration, etc.	
	22. **Annual Maintenance:** If not included in the subscription cost above	
	23. **Other Costs:** 3rd party software, hosting, optional modules, etc.	
	24. **Total Year One Cost**	
	25. **Total Ten-Year Cost**	

Rating R = Required I = Important N = Nice to have E = Explore	**City of SeaTac** **Key Requirements - Permitting Software System**	**Response – Rating and Comment**
	General	
R	26. Configurable role-based dashboards to present reports, tasks, notifications, etc.	
R	27. Audit Trail with user, date, time stamp throughout all modules. Before/after history is Important.	
R	28. User configurable menus, screens, fields and drop downs.	
R	29. User-definable customizable fields on screen forms or tab.	
I	30. Type-ahead features that fill in a field after typing the first few characters.	
I	31. Field input masks to support uniform data entry into a field	
R	32. Define mandatory fields for data entry on screen form, Web form, mobile device, etc. Hide unnecessary fields is Nice to Have.	
R	33. View workload across departments, e.g. plan reviewers, inspectors, etc.	
R	34. Rules-based multi-level (concurrent, sequential, by permit type, department, etc.). Bi-directional is Important.	
R	35. Digital signatures for reviews, approvals, etc.	
R	36. Action or date-triggered alerts, flags and notifications.	

Rating R = Required I = Important N = Nice to have E = Explore	City of SeaTac Key Requirements - Permitting Software System	Response – Rating and Comment
R	37. Global record repository – single data entry updates across all records, modules, and departments.	
R	38. Generate letters, mailing labels, emails, ~~faxes~~, consolidated communications, etc. from the system.	
R	39. Configurable forms tools to create electronic permit applications, permit templates, etc.	
I	40. Ability to lock down historical fields as "read-only" (e.g. district, build date, original square feet, etc.).	
R	41. MS Office Integration with Word and Excel (mail merge, letters, data extraction, reporting, etc.).	
N	42. Spell checking to the field level, e.g. data entry, notes, etc.	
I	43. Microsoft Outlook integration e.g. email generation, calendaring of fire inspections, etc. Describe functions supported.	
R	44. Washington State Environmental Policy Act data (SEPA): filing date, level of review, contracted studies, notes, documents, etc.	
	Technology	**Response - Rating and Comment**
R	45. Run on VMWare virtual server environment (on-premises).	
R	46. MS SQL Server 2016 or higher (if on-premises).	
	▪ Database: List % of installs by database	
	▪ Platform: List % of installs by platform	
I	47. Web-enabled or Web-based architecture	
R	48. Compatibility with Microsoft Always On VPN for mobile devices.	
R	49. Preference for on-premises, with hosted/Cloud option. If hosted AWS preferred.	
R	50. Support digital signatures on permits, inspection forms, code violations, etc. Describe hardware required for remote users.	
R	51. Role-level security capability.	
R	52. Single sign-on via MS Active Directory, federated ADFS.	
R	53. Multifactor authentication.	
R	54. List integration technologies. Preference is for API's.	
R	55. Integration/Interface with the following solutions. Describe experience and method proposed.	
E	• Tyler Cashiering – Centralized cashiering (future)	
N	• Cityworks – Asset and Work Management	
I	• BLS – Washington State Business Licensing System (contractor license verification)	
R	• GeoCortex – GIS map viewer	
R	• Esri ArcGIS Enterprise 10.7.1 – On-Premises GIS	
R	• ArcGIS Online – Cloud-based GIS	
R	• Tyler Eden – Financials	
R	• OnBase – Central document management, bi-directional preferred.	

Rating R = Required I = Important N = Nice to have E = Explore	**City of SeaTac** **Key Requirements - Permitting Software System**	**Response – Rating and Comment**
R	• MyBuildingPermits.com (MBP) – online permitting portal	
E	• MS Teams – Citywide workforce collaboration tool	
R	56. Bi-directional Esri GIS integration across all modules. Briefly describe the degree of Esri GIS integration.	
R	57. Scan and attach PDF, JPEG, TIF, DWG, and MS Office (e.g. Word, Excel) files to records throughout all modules.	
R	58. Describe Web/Portal functions supported for internal and external users, e.g. one-stop-shop to apply, submit plans, payments, schedule inspections, look up parcel data, submit complaints, zoning check, receive status notifications, etc.	
R	59. Define content that is posted to citizen porta, its format, if the format is native or needs to be created by GIS, any limitation/restrictions/licensing issues that would limit sharing information through a GIS created viewer.	
N	60. Describe any built-in workforce collaboration capabilities across departments, e.g. instant messaging, etc. and any limitations as noted in #59.	
R	61. Describe functions supported by the use of mobile technologies for Permitting, Inspections and Code Enforcement.	
R	62. Support mobile devices running iOS (iPads, iPhones) for internal users. *Prefer external citizen mobile apps to be platform agnostic.*	
R	**Land Management**	**Response - Rating and Comment**
R	63. Central Property Record that includes references to Assessor Parcel Number (APN), project, permit, GIS coordinate, parcel, multiple parcels, area, boundary, etc.	
R	64. Access unlimited GIS layers (200+) across all modules including zoning, land use, infrastructure, districts, boundaries, etc.	
R	65. Launch a GIS query from permitting system, e.g. view development history, properties that touch flood area, critical areas, etc. with ability to save and refresh queries as needed.	
R	66. Import parcel, addressing and land use data from external or internal sources, e.g. county, real estate, CMMS, etc. Identify source, date last updated, etc.	
R	67. Capture City's legal address plus associated internal addresses to a property (temporary, permanent, billing, permitting, parcel, etc.).	
E	68. Mailing address verification through USPS database.	
R	69. Convert temporary address record to final address and retain same record using unique identifier that remains with parcel.	
R	70. Capture parcel history including parcel changes, e.g. lot line adjustments, street name changes, subdivisions, zoning, date modified, editor, etc.	
R	71. Record and retain parcel genealogy: dates, parcel changes, street name changes, subdivisions, APN changes, CCRs, mitigations, building additions, remodels, structures (original + new), floor, suite/unit, base square footage, gross square footage, etc.	
R	72. Attach a permit to a line, point, or polygon on a map.	

Rating R = Required I = Important N = Nice to have E = Explore	City of SeaTac Key Requirements - Permitting Software System	Response – Rating and Comment
I	73. Click on a parcel in GIS; drill into permitting system to see permitting and code activity, records, attachments, etc. or to initiate an activity, e.g. create a permit application, inspection, etc.	
I	74. Explain addressing model. Preferably a hierarchical structure; parcel/building/floor/unit/suite, etc. including other structures.	
I	75. Google Earth integration for street level views, directions, etc.	
R	**Permitting**	**Response - Rating and Comment**
R	76. Unlimited permit categories (e.g. Public Works, Planning, Building, Fire, etc.).	
R	77. Single view of all activities across permit categories for a parcel, project, etc.	
R	78. Unlimited permit types and sub-types: building (residential, commercial), plumbing, electrical, re-roof, sign, flood plain, clearing and grading, zoning variances, fire sprinkler, etc.	
R	79. Right of Way permits with various sub-types such as annual lease permits, signs, subgrade work, utilities, etc.	
R	80. Combination permits – building, mechanical, plumbing, etc.	
I	81. Capture project and sub-project number on a permit.	
R	82. Capture multiple contacts and addresses for each permit e.g. property address, owner, contractor, architect, etc.	
I	83. Capture contact management data and activities including calls, emails, attachments, notes, user, date and time stamp, etc.	
I	84. Department-specific views of permit data or parameter search by permit case type.	
R	85. Add a technology fee as a % of select permit fees to invoices for some permit types, e.g. building, electrical, but not Right of Way.	
R	86. Mass update annual permit fees by %; exempt some fee types.	
N	87. What-if modeling of fees with increase or decrease by %.	
R	88. Define flat fees or calculated fees based on valuation of work to be performed by permit type.	
R	89. Select applicable permit fees from drop down menu.	
R	90. Accumulate franchise Right of Way permit fees to a utility; send to financial system for consolidated monthly billing.	
R	91. Rules-based retroactive fee calculations: Use grandfathered fees for permitting up to July 1; apply revised fee structure after that date. Track fee history.	
R	92. Define if permit fees are collected up front, at issuance or combination, by case type/scope.	
R	93. Update fee tables based on user-defined formulas, effective dates.	
R	94. Electronically push updated fee tables and rules to MBP.com.	
R	95. Retain fee changes and fee schedule history over multiple years.	
I	96. Initiate an activity via embedded GIS parcel map e.g. launch a permit application, inspection, code compliance action, etc.	

Rating R = Required I = Important N = Nice to have E = Explore	City of SeaTac **Key Requirements - Permitting Software System**	**Response – Rating and Comment**
R	97. Define internal activities or checklist by permit type to ensure all data is gathered, fees collected, and steps followed for completion before Certificate of Occupancy and Permit close is allowed.	
R	98. Central record ID number tied to land development or plan number, GPS coordinates, parcel, area, boundary, etc.	
R	99. Accept a GPS coordinate for "address" in undeveloped or right-of-way (e.g. utilities, sign location, etc.).	
R	100. Issue permits across multiple parcels e.g. condominium complex.	
R	101. Online application submittal checklist controlled by permit type.	
R	102. Review functionality to support permit pre-application process: review comments, schedule meetings, send correction letters, etc.	
R	103. Date and time tracking for permit processing activities by department; calculate time for each step and in between.	
R	104. Track billable man hours spent on permit activities, e.g. plan review, inspection, etc.	
I	105. System zoning check based on permit type with alert at entry, or block if address is not zoned for business type.	
R	106. Define rules-based workflow by permit type and sub-type; attach notes to review lines, attach supporting documents, etc.	
I	107. Link to State of Washington BLS web site to verify contractor licensing as part of permit workflow.	
R	108. Attach electronic documents, images, plans, etc. to a permit.	
R	109. Provide alert and block specific permit release if unresolved issues e.g. no business license, expired license, outstanding unpaid fees, block electrical/not plumbing, etc.	
R	110. Rules-based auto-expiration of permits by type, e.g. XX days from issue date, reissue date, days since last inspection, etc.	
R	111. Alert or email notification when nearing permit expiration date (e.g. within 30 days); generate permit holder notification letter, launch email, send notification to customer portal, etc.	
R	112. Produce mailers, notifications, etc. based on polygon on map or buffer/radius, e.g. 500 feet.	
R	113. Manage all transactions related to developer deposits including initial deposit collected, draw down of deposit for transactions and repayment of deposit balance.	
N	114. Track, manage and report on internal development projects that include a project, sub-project, multiple activities, multiple permits, multiple parcels or addresses, related work orders, etc.	
E	115. Event permitting: manage multi-jurisdictional activities tied to an event, e.g. Saturday Market, including: pre-application, conditions of approval, permits required, approval workflows, status, fees collected, inspections, related complaints, code violations, street closures, signage, etc.	
R	116. Link related permits.	

Rating R = Required I = Important N = Nice to have E = Explore	City of SeaTac **Key Requirements - Permitting Software System**	**Response – Rating and Comment**
R	117. Track and manage performance and surety bonds (Right of Way permits, short plats and subdivision development projects, etc.) including funds on deposit, fund type, applicable start and end dates, related inspections, notes, damages, draws, etc.	
R	118. System-generated notification when bonds are nearing expiration.	
R	**Plan Review**	**Response - Rating and Comment**
R	119. Interface with Bluebeam review and markup systems; capture data from concurrent plan review with visibility to all markup, comments by reviewer, corrections, etc. to generate corrections or approval letter in permitting system.	
R	120. Built-in electronic plan review and markup solution. Describe features/functions supported.	
I	121. Plan version control features.	
I	122. Review GIS property boundaries, zoning, land use restrictions, development mitigation, etc. while reviewing plans.	
R	123. Rules-based workflow routing for plan approvals with visibility to approval queue (internal and external reviewers).	
R	124. Support system dashboard/in-box notification of pending plan reviews and due dates.	
R	125. Dashboard view of assigned tasks, notifications, status, etc. with drill down to conditions, reviewer comments, etc.	
R	126. Track received date, due date, and date completed, hours spent in review with ability to assess flat fees or hourly fees as needed for plan review (public works permits only), etc.	
R	127. Assign number of business hours/days for each review, estimate final review completion date, monitor and report on actual time against estimates, etc.	
R	128. Generate and distribute individual or consolidated Plan Review Letters and conditions of approval to applicants.	
I	129. Generate public hearing notices and signage including case number, applicant, location, SEPA determination, project description and GIS site map.	
R	130. Create buffer zone mailing letters/notifications with links to site plans for public hearings.	
R	131. Track and manage conditions on a parcel beyond related permit.	
R	**Inspections**	**Response - Rating and Comment**
R	132. Define multiple inspection types with sub-categories, number of inspections required by permit type, etc.	
N	133. Generate checklist or check box of steps required and completed by permit and inspection type.	
I	134. Describe available calendaring tools for inspection scheduling and lead times. Microsoft Outlook integration is Important.	
R	135. Rules based workflow for inspections with ability to add optional steps, e.g. external fire inspection.	
I	136. Schedule multiple inspections online in a single transaction.	
R	137. Import inspection requests from MBP.com.	

Rating R = Required I = Important N = Nice to have E = Explore	**City of SeaTac** **Key Requirements - Permitting Software System**	**Response – Rating and Comment**
I	138. Available tools that flag duplicate inspection requests at time of entry, import from MBP.com, etc.	
R	139. Flag residential permits that require fire inspection based on parameters, e.g. 3,600 square feet or greater, poor access, etc.	
R	140. Capture and bill standard hours or actual (whichever is greater) for inspections on Right of Way permits.	
I	141. Inspector routing and scheduling tools (a.m. and p.m.).	
N	142. Inspection route optimization and ETA estimation, e.g. via Google Maps integration.	
R	143. Group all inspections due at a site to allow multiple inspections in one visit (e.g. framing, plumbing, etc.).	
R	144. View current plans, correction notices, inspections due, permit status, etc. on mobile device.	
I	145. Customizable dropdowns to choose and populate correction notices with standard language, code descriptions, etc.	
R	146. Capture unlimited inspector notes and comments.	
R	147. Issue stop work order in the field, put hold on additional inspections until release.	
I	148. Create additional inspections (referrals, re-inspections), permits or sub-permits on the fly during a mobile inspection.	
R	149. Enter data remotely and store/sync via Wi-Fi (store and forward).	
R	150. Controls to prevent future dating of inspection results.	
R	151. Flag inspections as billable; generate invoices and process cash receipts or pass through to Eden financial system.	
N	152. Track performance data, e.g. number of inspections, time spent on an inspection by type, by inspector, etc.	
R	153. Option to launch workflow after final inspection and payment received to each department for approval to generate the Certificate of Occupancy.	
I	154. Schedule and manage non-permitting related inspections, e.g. annual fire inspections, hazardous material inspections, etc.	
R	155. Generate inspection reports that that includes total inspections by department, individual, amount billed, due date, date completed and total hours.	
R	**Code Enforcement**	**Rating and Comment**
R	156. Unlimited user-defined code case types, e.g. garbage, vehicle, tree cutting, zoning, etc.	
R	157. Search and pull up records by case type.	
R	158. Import citizen complaints from Cityworks, mobile app, or MBP.com system.	
N	159. Notify complainant that complaint was received, actions taken, and status.	
N	160. Assign priority based on complaint by type.	
R	161. Track all notes, calls, emails, citations issued, etc. on owner record.	

Rating R = Required I = Important N = Nice to have E = Explore	City of SeaTac Key Requirements - Permitting Software System	Response – Rating and Comment
R	162. Centrally track interdepartmental staff notes, inspections, outcomes, accumulated hours and activities against a code case.	
R	163. Create a code case on the fly via mobile device.	
R	164. Dropdown code violation listing; select and populate citation.	
N	165. Issue citations from mobile devices (assess fine, collect signatures, print, issue, upload to system, etc.). Prefer real time updates if connectivity.	
I	166. Attach a series of pictures to a case, preferably from iPad or iPhone. Automatically store in case record.	
R	167. Issue and track stop work orders related to a violation; trigger re-inspection of site after determined wait period, e.g. 14 days.	
R	168. Schedule re-inspections and follow up tasks in the field by complaint type or defined interval, e.g. 14 day follow up.	
R	169. Support generation of bill to violator for outside contractor clean up or other actions taken for non-compliance.	
R	170. Enter multiple citations into a single complaint; consolidate multiple violations onto a single case letter.	
I	171. Secure fields or tabs of confidential information based on roles for complaint or case including cases referred for legal action.	
R	172. Flag repeat problem properties based on complaints or code cases initiated.	
R	173. Flag case records with safety issues, e.g. hazardous materials, vicious dog, etc.	
I	174. Generate complaint aging reports for public disclosure requests.	
N	175. Reminder or report on case files to be closed according to retention schedule, e.g. open complaints held 3 years, Code Enforcement record 6 years, etc.	
R	**Reporting and Query Tools**	**Rating and Comment**
R	176. Describe available reporting tools (e.g. ad hoc, standard reports, 3rd party) and level of integration with all modules and application security settings.	
R	177. Reporting across modules on all standard and user-defined fields, e.g. fees collected, value of property, date ranges, attributes, etc.	
I	178. Generate reports that show unit counts, square footage counts, lot area, etc. for a defined period of time.	
R	179. Date-range and parameter-based queries and reports.	
R	180. User-level query tools that support wild card search, drop down lists or other methods to facilitate look-up (e.g. by parcel ID, owner name, applicant, permit number, partial address, contractor name, case, project #, etc.).	
R	181. Drill down to source transactions from queries and reports.	

Exhibit D

Remote Access

Policy

City of SeaTac Remote Access Policy

The City Manager, Department Directors, and Division/Team Managers are allowed to access the City's network remotely through virtual private networking (VPN). Other users may access the VPN with Department Director approval. The Authorization for Access to VPN Services form must be completed and approved before access is given.

There are minimum application and security requirements for remote computers to access the City's VPN services. These requirements are subject to change:

- Internet connection download speed of 25 Mbps or greater
- Windows 10 version 1909 or later
- Up-to-date antivirus

For the most recent requirements, please see ISD.

VPN accounts will be audited and inactive accounts will be deactivated if not accessed in 30 days. Access is granted for 90 day intervals unless otherwise requested and approved by a Department Director.

Exhibit F

Cloud Questionnaire for SaaS Providers

Cloud Questionnaire for (Infrastructure, Platform, and Software) As-A-Service Providers

NOTE: THERE MAY BE ADDITIONAL FOLLOW UP QUESTIONS ADDED ONCE THE CITY IS IN NEGOTIATIONS WITH A FINALIST VENDOR.

I. Data Storage & Protection

    A. Do you use an underlying Cloud Service Provider? (Example- Amazon, Azure, Google, Rackspace, Salesforce, etc.)

    B. Where will the data be principally stored (geographical locations)?

    C. What encryption methods are used to secure the data at rest? Transit?

    D. What type of encryption level and authentication protocol is available?

    E. Are there any guarantees to protect our data against leaks?

    F. Who can access our data in the data center?

    G. How does the provider regulate access to the data and keep it secure.

    H. In what formats is the data stored?

    I. Can those formats be easily convertible to the data storage format we use in-house?

    J. How often are backups scheduled?

    K. Is any kind of RAID architecture used to improve reliability or performance?

    L. How does the provider sanitize the storage when we terminate the service (for active data sets, backups and snapshots)?

    M. What is the vendor's disaster recovery strategy? Are multiple copies of our data stored in different geographic locations just in case the system goes down?

    N. How far back can a record be recovered?

    O. Does the ISP the cloud provider uses to provide services have an SLA?

II. Performance and scaling

    A. What are the specifications of the discs, RAM and processors used in the environment?

    B. Are SSDs or flash devices used or optimization to improve performance?

    C. What is the maximum bandwidth offered?

    D. Are data buses and discs shared with other users?

E. How quickly can additional computing resources be added when needed?

F. What are the performance guarantees offered in the SLA?

III. Support

A. Is emergency support available 24/7?

B. What kind of support channels are available (phone hotline/email/Web-based chat)?

C. What type of problems can the customer help desk resolve?

D. Does the provider have an extensive KB (knowledge base) to help staff handle simple issues?

E. Do you provide workflow diagrams of the work processes?

IV. Security

A. Physical and personnel security: how do you accomplish this?

B. Application security: Cloud providers must ensure that applications available as a service via the cloud are secure by implementing testing and acceptance procedures for outsourced or packaged application code. It also requires application security measures be in place in the production environment. How do you accomplish this?

C. Security Certifications: Cloud providers typically hold ISO 27001 for security controls or SAS 70 Type II audits for physical security. List the certifications you hold.

D. ADFS/SAML integrated? Single sign on? If not ADFS/SAML what method?

VI. Incident Response

A. How is the provider going to respond to an incident before one happens? What are your processes, procedures, roles and responsibilities in the event of a critical incident, or even non-critical? How are you going to handle attack verification, analysis, containment, data collection, preservation, remediation and restoration?

Exhibit G
City of SeaTac Holiday Schedule 2022

New Year's Day	**January 1 (observed December 31, 2021)**
Martin Luther King's Birthday	**3rd Monday in January**
President's Day	**3rd Monday in February**
Memorial Day	**Last Monday in May**
Independence Day	**July 4**
Labor Day	**1st Monday in September**
Veteran's Day	**November 11**
Thanksgiving Day	**4th Thursday in November**
Day after Thanksgiving	**4th Friday in November**
Christmas Day	**December 25 (observed December 26)**