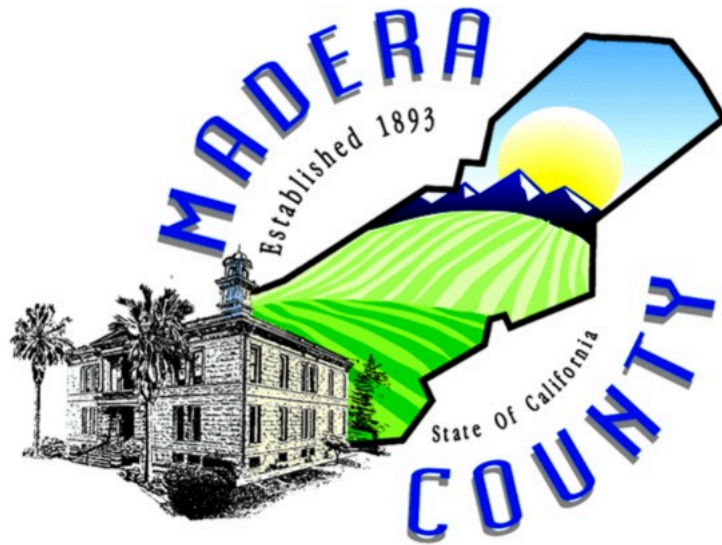# Request for Proposal
Electronic Permit Tracking System

Date Issued:
January 6, 2016

Proposals Due no later than:
5:00 pm on February 5, 2016

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Section I – Introduction

A. Purpose for RFP:

The County of Madera seeks proposals from qualified firms for a Permit Tracking System software to provide the County with an Integrated Land Use and Zoning Management, Permitting, Code Enforcement, Building Permit/Inspections, Grading, Wells, Septic and Business Licensing Software System with related services to improve public services and operating efficiency. In addition, the County is interested in Workflow Automation and Tracking Services, report writing, mobile capabilities, citizen access and response functionality.

Responses must conform with the requirements of this Request for Proposal (RFP). For consideration to be short-listed, the vendor's software must be able to satisfactorily provide functionality to each of the major topics of the Requirements Matrix (Section III) including General Functionality, Permit Application, Plan Review, Inspection, Code Enforcement, Reporting, GIS, Mobility / In-Field Usage, Online / Citizen Access, License Management, and Citizen Response Management. The County reserves the right to waive any irregularity in any proposal or to reject any proposal which does not comply with this RFP. Modifications to the RFP, including, but not limited to the scope of work, can be made only by written addendum issued by the County. Selection of the proposer will be made solely by the County on criteria determined by the County.

The use of the term "firm" throughout this document means individual proprietorship, partnership, limited liability company, corporation or joint venture.

By submitting a project proposal, the proposer agrees to all of the terms of this RFP unless exceptions to the RFP are stated by the proposer in its project proposal. The successful proposer will be required to enter into an Agreement which will include the requirements of this RFP as well as other requirements. The County reserves the right to reject any proposal(s) exceptions or changes to the Agreement or Request for Proposal.

B. About Madera County:

Madera County is located in the central portion of the San Joaquin Valley and also includes part of the Sierra Nevada foothills and mountains. The geographic center of California is found in Madera County. The county contains part of the Sierra and Inyo National Forests and Yosemite National Park. State Highway 99 provides the main north-south access through the valley portion of the county, and is the principal transportation corridor connecting the county to points north and south. State Route 41 provides access to and from the Fresno metropolitan area for the foothills and mountains of Madera County, passing through the communities of Coarsegold and Oakhurst; it is the major southern route into Yosemite National Park. State Route 152 provides east/west connections from State Route 99 to Los Banos and points west. The county, which encompasses 2,347 square miles, can be generally divided into three general topographical areas; a valley area; a foothill region east of the valley area; and a mountain region east of the foothills.

Madera County provides a range of services to the public including general Community and Economic Development including Planning, Building, Environmental Health, Fire Prevention and Public Works that include Engineering, Road, Capital Projects, and Special Districts.

The primary contact for questions regarding this RFP will be Becky Beavers, Senior Planner (bbeavers@madera-county.com).

Madera County Government Center is located at 200 West 4th Street, Madera, California 93637. The County website address is www.madera-county.com.

C. Project Scope:

The Project Scope, as may be modified through negotiation and/or by written addendum, will be made a part of the Agreement. Through this RFP, it is specifically intended to procure the following:

A software solution that will support automation of all necessary functions related to Community Development and Land Management. There are currently 95 employees using permit software with the anticipation of a 20% growth in the future. The software shall contain the following functions:

- **Plan Application Tracking**: Provide on-line and reporting capabilities of all plan review activities from project submittal through permit issuance to project completion.
- **Permitting**: Monitor all public and private building activity, issue a variety of permit types (building, plumbing, mechanical, electrical, encroachments, grading, etc), link to related records, account for all appropriate fees, and validate contractors.
  Current Permits include:

BUILDING DIVISION	ENVIRONMENTAL HEALTH DIVISION	PLANNING DIVISION	PLANNING DIVISION-CON'T.
Commercial Structures	Destruction Well	ADH Registration	Subdivision
Commercial Plan Check	Drain Well Permit	ADH Violation	Variance
Custom Plan Check	Inactive-Out-of-Service Well	Airport Land Use Permit	Violations – Code Enforcement
Custom Plan Check – Additions	Septic System Permit	COA/MMRP	Williamson Act contract Mngmt
Demo Permits	Setback Variance – Septic System	Conditional Use Permit	Zoning Ordinance Text Change
Electrical Permit	Water Well Permit	Cottage Industry Permit	Zoning Permit
Historical Permits	**FIRE PREVENTION DIVISION**	General Plan	Business License
Master Plan Check	Fire Department Inspection Permit	General Plan Text Charge	
Mechanical Permit	**PUBLIC WORKS**	Letter of Conv & Nec	
Minor Permit	Blasting Permit	Lot Line Adjustment	
Mobile Home Permit	Elevation Certificate	Master Sign Plan	
OTC Permit	Encroachment Violation	Mining Permit	
Plumbing Permit	Encroachment Permit	Outdoor Event Permit	
Reroof Permit	Grading – Stop Work	Parcel Map	
Single Family Residence – Addition/Remodel	Grading Permit	Master Permits (combination of other permits)	
Single Family Residence – New Only	Record of Survey	Rezone	
Swimming Pool Permit	Well Meter Permit	Setback Variance	
Stop Work Order	**ALL DIVISION**	Sign Permit	
Violations – Building	Financial Tracking	Site Plan Review	
Solar Permits	Grant Tracking	Specific Plan	

- **Inspection Tracking and Scheduling**: Track both routine and periodic inspections of buildings and property, and manage all building inspection scheduling activities.
- **Code Enforcement**: Monitor codes and manage violations associated with all building projects, land use, and environmental health issues.
- **Reporting**: Generate ad-hoc reports using any combination of data elements maintained by land use and permitting systems.
- **License Management**: Provide the ability to issue and track multiple licenses in various categories for one business. Maintain historical information regarding relocation of businesses, ownership transfers, and change in the nature of the business.
- **Development Review and Tracking**: Provide the necessary software tools and integrated databases for central

coordination and tracking of the general development review processes.
- **Public Online Application Submittal, Complaint and Inquiry Capabilities**: The software will have the capability to integrate with the County's existing website and allow public online submittal of complaints, allow access of permit information, access online permit applications, and allow for the submittal of plans.
- **Mobility/In-Field Usage**: View, schedule and modify inspections and record notes while in the field. Have the ability to quickly access all contact details for the owner, applicant, contractor or complainant. Retrieve data by searching any parameter, including permit number, contractor, address, etc.
- Processing of Fire Department permits and tracking of Fire inspections.
- Processing of Grading permits and tracking of Public Works inspections.
- Capability to integrate to the following systems:
  - o Geographic Information System (ESRI)
  - o Document Imaging System
  - o County Assessor Data (Megabyte)
  - o Finance (i.e. Sungard)

The project scope shall include, but not be limited to, the following services:
- Software installation and setup
- Data conversion of all existing data
- Template and application form development
- Web integration services
- Application Integration services (i.e. Sungard and Megabyte)
- Testing, including acceptance testing
- Training for support staff, end users, and administrators
- Associated vendor project management
- Software maintenance and warranty services.
- The County does not have a specific preference between a County-hosted or vendor-hosted architecture; however, the County is interested in information security, easy of support and reporting capabilities. The County is concerned with the overall sustainability of the entire solution.

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

D. Proposal Contact Information: For questions regarding this RFP please contact:

Becky Beavers
Senior Planner
bbeavers@madera-county.com
(559) 675-7821 direct
(559) 675-6573 fax

E. Proposal Submission Information: All proposals must be in conformance with the submittal instructions provided in Section II of this RFP and received no later than 5:00 pm PDT on January 29, 2016.

Mark Envelope with the following: **Permit Tracking Software Proposal**

Please submit one (1) original, seven (7) copies, and one (1) electronic copy on a CD-Rom. The electronic copy shall be submitted in PDF format. The proposal containing the original signatures should be clearly marked "Original." All responses must be submitted in the form set forth in this RFP, sealed and delivered to:

Madera County
Community and Economic Development Department
Planning Division
200 West 4th Street
Madera, California 93637

All proposals received after the deadline will be considered non-responsive and shall be returned to the Vendor unopened. No faxed or emailed proposals will be accepted.

Section II – Proposal Format and Evaluation Process

A. To simplify the evaluation process, the Vendor's proposal shall be submitted in the format outlined below:

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

Include your firm's understanding of the work to be performed. In addition, state why your firm believes itself to be the best qualified to perform the services requested by comparing your system with other competitors.

2. Table of Contents – Clearly defined sections and pages numbered.   Include a clear identification of the material by section and by page number.

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

4. Vendor Profile and Qualifications – Include vendor and executive information, including management team, resumes and qualifications of key staff that would be assigned to the implementation of the software system. Provide resumes including the name, title, experience and qualifications of the personnel who will be assigned to the project. Provide the resume for the Management Contact with the County and the Project Manager (person responsible for day-to-day work on the project).

Also, state the Management Contact (Representative authorized to sign an agreement for your firm) and Project Manager (person responsible for day-to-day management of the project).

Does your company utilize offshore development for its software? If so, where is the software development team located? Will your solution be implemented by staff from your firm, or by a 3rd party partner?

5. Experience – Provide a description of local government experience and experience completing similar projects.

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

List all similar public agencies for which contracts were terminated in the last three years. Show names of organizations and names and telephone numbers of persons who can be contacted. Firms may provide a brief explanation of the reason(s) for termination(s).

7. Allocation and Resources
Provide a conceptual plan for services to the County that you believe are appropriate for the County. Indicate features, skills and/or services which distinguish your firm and make it the best choice for the County. Indicate how the resources of your firm (e.g., number and type of personnel allocated by hours) will be allocated for this project. Submittal of a project schedule is required as part of the Allocation of Resources.

An example allocation of resources chart and project schedule is shown in Appendix A.

8. Software Description – Provide screen shots and an overview of the system's features.

9. Technical Requirements – All hardware requirements, system software, and application requirements must be listed.

10. Response to Requirements Matrix (Use Form) – Responses to the requirements listed in Section III of the RFP must be provided in this section of the Vendors Proposal. Vendors should use the format provided and add explanatory details as necessary in the comments section.

11. Implementation Services/Scope of Work – Provide a sample project management plan including reasonable target dates assuming the implementation of the project starts July 1, 2016. This section must also outline key activities, work products and assumptions. At time of go-live, a new system must provide functionality for 100+ processes/ job types utilized by the County in the current system. Please describe your approach to accomplish this need.

12. Training – Provide an overview of proposed training, including options for on-site or training center services, end users, and system administrators. This section should also include an implementation and training plan including an estimated time-frame and deliverables for each stage of the project and training documentation provided.

13. Support and Maintenance – Provide support services including provisions of regular updates and new releases, as well as technical consultation and support.

14. Cost Proposal – Please provide costs for licensing, implementation, training, maintenance, and any additional services that are typically provided.

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

B. Inquiries/Clarifications/Questions – Questions regarding this RFP must be put in writing and received no later than 5 PM PDT on Friday, January 29, 2016. Please direct all correspondence to the Contact listed in Section I-D.

C. Confidential Material – Any information contained in the proposal that is proprietary must be clearly marked as such and will be treated as confidential to the extent allowable in the Public Records Act.

D. Schedule of Events:
Release RFP to Vendors ....January 6, 2016
Deadline for Vendor Questions ....January 22, 2016
Proposals Due at County Government Center, Planning Division...............February 5, 2016, 5pm PDT
Oral Presentation / Interviews..Feb. - Mar., 2016

E. Proposal Evaluation and Selection Process

Following the submission deadline, a selection committee will evaluate all responses and short-list the proposing vendors. Responders will be notified and finalists will be invited to present demonstrations to   a panel selected by the Committee. After all demonstrations and   presentations are completed, the interview panel will reconvene to either make a decision to recommend to the Committee or to request further information.

After the Committee has received a recommendation regarding the selection, an authorization to enter   into a contract with the approved vendor will be requested. Submission of a proposal indicates   acceptance of the conditions contained in the RFP. An award can be made on the basis of greatest benefit and not necessarily the lowest cost option. The committee reserves the right to accept/reject any   or all proposals.

F. Presentation Requirements

- Presentation shall satisfactorily provide functionality to each of the major topics of the Requirements   Matrix (Section III) including General Functionality, Permit Application, Plan Review, Inspection,   Code Enforcement, Reporting, GIS, Mobility / In-Field Usage, Online / Citizen Access, License Management, and Citizen Response Management.

- Technical Staff shall be present to respond to any technical questions asked by our Interview panel.

Section III – Requirements Matrix

Please complete the following Requirement Matrix to assist the County in determining an appropriate vendor. Place a large "X" in the column that best describes your solution according to the legend below. If additional comments are necessary in conveying features, please use the Comments column for additional details. If information is contained in the proposal, only the proposal page number need be given.

Legend for Completing the following Requirements
S = Standard functionality out-of-the-box
M = Modification required (i.e. standard script or other work-around)
C = Customization to the base code/API required
N = Not able to provide this feature

Requirements	S	M	C	N	Comments
General Functionality					
1. System must be Windows, and browser-based.					
2. Encryption used for client access					
3. Application must be able to be virtualized					
4. Users can select from different displays to personalize their own screens.					
5. Have a real-time dashboard to display dynamic charts & graphs that the User wants to view.					
6. Ability to view emails from Microsoft Outlook directly within the system.					
7. Automatic email notification to users when assigned activities have been updated or new tasks have been assigned to them.					
8. The proposed system must provide user- defined security, differential rights distribution, role designation, and user options. Provide detailed audit trails for security mgt. changes.					
9. Provide detailed audit trails / reports for financial activity. The ability to integrate or batch cash receipts and miscellaneous billing to Sungard financial system (Madera County's existing financial system).					
10. The proposed system must provide user- defined security, differential rights distribution, role designation, and user options.					
11. Provide a configurable and reconfigured by trained staff without ongoing support from the vendor, flexible workflow management system to automate business processes performed by each department and agency involved with the development and business review process.					
12. Assign permit, project, code violation, and complaint types to specific departments.					
13. Customize workflow according to our business processes.					
14. Utilize Active Directory for logins.					

Requirements	S	M	C	N	Comments
Permit Application					
1. Ability to validate the Madera County address and APN in County's GIS database when initializing permit application. If address cannot be verified, system should give option to allow address by exception for validation prior to issuance of permit.					
2. Ability to support multiple (unlimited) Parcels & Addresses for each project.					
3. Ability to list all open or expired permits / permit applications during permit initializing process.					
4. Ability to track multiple applications to a single master project and the ability to link records together creating parent-child relationships.					
5. Ability to list any Warnings, Locks, Holds and Notices or Restrictions for parcel during permit initializing process.					
6. Ability to add additional permit types as needed for permits types that cannot be categorized with existing permit type database.					
7. Subject Matter Experts from the business units who understand the technology can quickly modify the system to reflect changes in business processes or ordinance revisions or add additional permit types. Custom procedures may be required to automate some workflow.					
8. Ability to duplicate part or all of the data from one permit record to another.					
9. Ability to attach associated documentation to a permit or parcel record (i.e. Pict files, PDF, Word, Excel, Powerpoint/Keynote, etc.).					
10. Ability to review permit information even if the permit is closed or expired without having to change status to "active"					
11. Restrict the issuance of permits for certain parcels based on access authority (e.g. holds are placed on certain permits, parcel may require approval by Planning Manager or Building Official).					
12. Track contact information of contractors, applicants, property owners, etc.					
13. Ability to lookup contractor information on Contractors State License Board website to check validity of license.					
14. Automated response to applicant when all comments are ready for viewing.					
15. Restrict resubmittal of plans until all comments are submitted to system and automated response is sent to applicant.					

Requirements	S	M	C	N	Comments
16. Ability to view historical permit data such as floor area or valuation within a certain date range issued for a particular structure.					
17. Some developments will require periodic inspections after acceptance. Program should generate recurring inspection requests and generate task.					
18. Ability to calculate permit fees based on a current fee schedule.					
19. Ability to automate fees based on permit type and sub-types.					
20. Ability to increase a batch of selected fees based on a percentage basis.					
21. Ability to identify if fees have been paid - some fees are one time fees per parcel					
22. Ability to track plan review deposit balances / bonds / insurance information					
23. Ability to link multiple permits to one bond					
24. Ability to schedule bond releases based on Council acceptance or inspector approval depending on scope of work.					
25. Ability to route electronic plans and other electronic documents to unlimited Departments and Agencies required to review the plans.					
26. Ability to define project timelines and schedule project milestones in a single module/screen.					
27. Ability to print cover sheet with permit card to show/list all locks, holds, warnings & restrictions.					
28. Ability to track the physical location of plans.					
29. Ability to send out expiration notification letters 30 days prior to the expiration of the application.					
30. Ability to expire permits if no action is taken prior to the expiration date of the application and send out letters to notify applicants of the expired status.					

Requirements	S	M	C	N	Comments
Plan Review					
1. Track plan review by selected fields (i.e. address, APN, Plan Review #, etc.) and access plan review comments from all Departments and Agencies.					
2. Provide for logging dates sent, reviewed, due, rejected or approved for multiple reviewers, as well as a remarks area for each reviewer.					
3. Ability to redline plans submitted electronically					
4. Ability for a plan reviewer in each Department to select a specific plan review comment from a list of standard comments.					
5. Ability to define and add standard conditions as well as free form condition information.					
6. Ability to merge conditions into letters and other documents.					

Requirements	S	M	C	N	Comments
7. Ability to track staff time for projects and associated account numbers for easy billing					

Requirements	S	M	C	N	Comments
Inspections					
1. Track inspections by type, inspector, scheduled date and completed date.					
2. Automate inspection assignments based on inspector availability, expertise, and familiarity with project					
3. Have a work center where Inspectors can view all of the inspections assigned to them.					
4. Ability to quickly re-assign a group of inspections to another Inspector.					
5. Allow different checklists for each inspection type.					
6. Have standard notes unique to each inspector and each inspection type.					
7. Capable of batch scheduling inspections from a single screen for all inspection requests.					
8. Able to automatically insert a re- inspection fee based on the failed status of an inspection.					
9. Able to automatically email the contractor/developer of inspection results.					
10. Ensuring that previous inspections are approved, before accepting the next inspection type.					
11. Able to view a centralized Work Calendar for all inspectors.					
12. Rerouting inspections from the Work Calendar by dragging and dropping to another Inspector's calendar.					
13. Able to use GIS information to automatically route an inspection to a default Inspector based on a geographic area.					
14. Allow an Inspector to record audio notes and play them back at anytime.					
15. Adding attachments to the permit from a camera.					
16. Able to change the status codes of an inspection to our County's terminology.					
17. Drag and drop scheduled inspections from one calendar day/inspector to another.					
18. Ability to require Planning inspection sign-off prior to final Building Inspection.					

Requirements	S	M	C	N	Comments
Code Enforcement					
1. Allow multiple violations to be added to a single case while tracking each resolution and status individually.					
2. Ability to track multiple violations with different statuses per case					

		S	M	C	N	Comments
3.	Track follow-up dates to ensure the issue is resolved.					
4.	View/add restrictions to the parcel when a Case is created.					
5.	User rights determine which Users are able to view Case information/details.					
6.	Able to attach images to the Case.					
7.	Create a Case Details Report which itemizes all details pertaining to the case, including the photos attached.					
8.	Easily create MS Word letters and merge data from system into letter.					
9.	View all details of a case from a single screen, without selecting different tabs or windows.					
10.	Track all activities on the record, including when a phone call is made, a letter is printed, etc.					
11.	Able to print and attach a letter for historical purposes in a single step.					
12.	Automatically assign a Case to a default Officer if received from online.					
13.	Ability to automatically lock a parcel when certain code Cases are created, to prevent permits from being issued.					
14.	Restrict access to the Complainant information to only Code Officers.					
15.	Allow code officers to enter results of their inspections including items for correction in the field either online or offline.					
16.	Ability to duplicate part or all of the data from one case record to another.					
17.	Ability to create code violation cases related to permit inspections in the field.					
18.	Print images associated with the case into a letter.					
19.	Automatic inspection, reviews and fees based on type and sub-types.					

Requirements	S	M	C	N	Comments
Reporting					
1. Ability for end-Users to customize reports.					
2. Users are able to create queries on the fly and save those queries for future use.					
3. View a preview of report prior to printing.					
4. Export reports into Adobe PDF, MS Excel, or MS Word format.					
5. Users can create mail merge in MS Word.					

Requirements	S	M	C	N	Comments
GIS					
1. GIS-centric (i.e. real-time link to ArcSDE)					
2. ESRI ArcGIS 10 compatible.					
3. Create GIS maps that display queried data.					
4. Email map as a pdf attachment.					

Requirements	S	M	C	N	Comments
5. View detailed parcel information from a map service.					
6. Measure the distance from one parcel to another or a collection of selected parcels.					
7. In a map service Select parcels within a specified radius or drawn boundary.					

Requirements	S	M	C	N	Comments
Mobility / In-Field Usage					
1. Access to the permit data and related property information through a map service in the field					
2. Be able to access all property information while mobile.					
3. Ability for field inspectors to print documents stored in the system in the field.					
4. Ability to configure security to assure that only authorized persons are allowed to sign off on an inspection.					
5. Supports remote data entry.					
6. Provide the appropriate capabilities to allow users to operate in the field with either hand-held devices or with laptop computers.					

Requirements	S	M	C	N	Comments
Online/Citizen Access					
1. Ability to provide interactive permit application to the public.					
2. Receive notification of status change via email					
3. Update Contractor Info - If multiple contractors, identify who is responsible for what work and provide notification for what the contractor's license allow them to do.					
4. Ability to view inspection results					
5. View a chronological list of items to be completed prior to project completion					
6. Access and print approved permits					
7. Ability to submit applications online, check application status.					
8. Ability to accept payments online.					
9. Information is posted real-time to the database.					
10. Able to file a complaint online.					
11. Apply for simple permit types online.					
12. Pay for outstanding fees online.					
13. Have different security levels that determine information available to certain citizens (i.e. Generic vs. Contractor vs. Applicant login).					
14. Upload plans and any attachment type online.					
15. Custom screens are viewable online.					
16. Able to require certain fields and collect custom information during online entry.					
17. Ability to schedule inspections online.					

18. View the status of a permit, project, license or case online.					
19. Allow outside inspectors and plan reviewers to input results & comments online, with a unique login.					
20. Application System Administrators are able to change the configuration and preferences of the online system.					
21. Ability to view attachments online.					
22. View the plan review notes and comments online.					

Section IV – Additional Information

Questions/Additional Requirements:

Right to Cancel – The COUNTY OF MADERA reserves the right to change any aspect of, terminate, or delay this RFP, the RFP process and/or the program which is outlined within this RFP at any time, and notice shall be given in a timely manner thereafter.

No Award – Recipients of this RFP are advised that nothing stated herein, or any part thereof, or any communication during the evaluation and selection process, shall be construed as constituting, offering or awarding a contract, representation or agreement of any kind.

Not Liable for Costs – The COUNTYOF MADERA is not liable and will not be responsible for any costs incurred by any vendor(s) for the preparation and delivery of the RFP responses, nor will we be liable for any costs incurred prior to the execution of an agreement, including but not limited to, presentations by RFP finalists.

Property of the County – Responses to this RFP will become the property of the COUNTY OF MADERA, and will form the basis of negotiations of an agreement with the apparent successful vendor.

Waiver of Irregularities – The COUNTY OF MADERA reserves the right, at its sole discretion, to waive minor administrative regularities contained in any proposal.

No Obligation to Buy – The COUNTY OF MADERA reserves the right to reject any or all proposals at any time without penalty and from contracting with any vendor. The release of this RFP does not convey the initiation of a purchase.

Withdrawal of Proposals – Vendors may withdraw a proposal that has been submitted at any time up to the proposal closing date and time. To accomplish this, a written request signed by an authorized representative of the vendor must be submitted to the RFP Contact. The vendor may submit another proposal at any time up to the proposal closing date and time.

Errors in Proposal – The COUNTY OF MADERA will not be liable for any errors in vendor proposals. Vendors will not be allowed to alter proposal documents after the deadline for proposal submission.
Corrections or amendments due to errors identified in the vendor's Proposal may be accepted if this type of correction or amendment is due to typing, transposition or any other obvious errors. Vendors are liable for all errors or omissions contained in their proposals.
After opening and reading proposals, they will be checked for correctness. If, after the opening and tabulation of proposals, a vendor claims error and requests to be relieved of award, s/he will be required to promptly present certified work sheets. The RFP Contact will review the work sheets and if the RFP Contact is convinced, by clear and convincing evidence, that an honest, mathematically excusable error or critical omission of costs has been made, the vendor request may be determined to be accepted.

Contract – Selected vendor will be required to use the contract provided by the County of Madera and adhere to the terms stated in the agreement.

EXAMPLE SCHEDULE AND RESOURCE ALLOCATION CHART

Provide a conceptual plan for services to the County that you believe are appropriate for the County. Indicate features, skills and/or services which distinguish your firm and make it the better choice for the County. Indicate how the resources of your firm (e.g., number and type of personnel allocated by hours) will be allocated for this project. Submittal of a project schedule is required as part of the Allocation of Resources.

Conceptual Plan
Describe what products and services you will provide to the County and how those products and services are integrated into an overall implementation and service plan. How your resources will be applied toward the implementation, training, and support services required.

Project Schedule
Include a sample project schedule. Assume a July 1, 2016 implementation date and a January 1, 2017 go-live date when preparing the project timeline table. The project schedule should include the following:

- include an estimated timeline for implementation
- identify significant tasks and subtasks
- indicate milestones and meetings
- include a training schedule with the various Departments and Agencies responsible to use the permit tracking system.
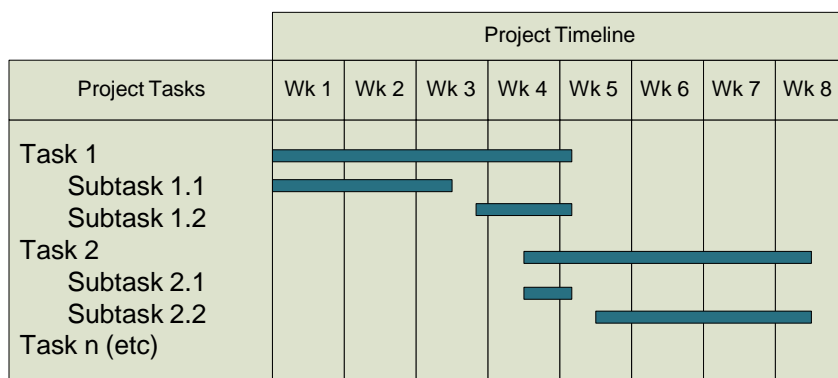
Example Project Timeline

Resource Allocation
Include a table specifying how you plan to allocate resources. The plan should identify each project member by name (where known) and include the hours each project member will spend for each task within the overall project.

Project Tasks	Staff Members & Hours				
	staff member 1	*staff member 2*	*staff member 3*	*staff member 4*	Total
1.1	5	5	0	0	10
1.2	5	0	5	5	15
Total Task 1	10	5	5	5	25
2.1	0	0	5	0	5
2.2	0	5	5	5	15
Total Task 2	0	5	10	5	20
Grand Total	10	10	15	10	55

Example Resource Allocation Table