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***Miami-Dade County, Florida***

***Requisition No.RQET1500026***

## **2.0 SCOPE OF SERVICES**

### **2.1 INTRODUCTION**

Miami-Dade County, hereinafter referred to as the County, as represented by the Miami-Dade Information Technology Department, hereinafter referred to as ITD, is soliciting proposal for an Enterprise Permitting, Licensing, Inspections, Code Enforcement, and Land Management Solution to automate and consolidate these processes county-wide.

Miami-Dade County wishes to acquire an Enterprise Solution to be used county-wide for permitting, licensing, inspections, code enforcement, and land management business processes that will provide mobile technology for remote work in the field, a front-end solution for administrative and support staff, and a citizen portal that will streamline these business processes for the public. The solution is expected to incorporate and enhance current workflows from existing applications and manual procedures that will expedite the permitting, licensing, inspections, code enforcement, and land management processes, and facilitate data sharing and reporting.

The selected Proposer will be required to provide a Permitting, Licensing, Inspections, Code Enforcement and Land Management Solution capable of meeting the requirements outlined in this Section 2.0 including but not limited to application software licenses, implementation, configuration, testing, planning, data migration, documentation, training, and subsequent software maintenance and support services throughout the term of the resultant contract.

### **2.2 BACKGROUND**

In fiscal year 2012-13 the County's Information Technology Leadership Council (ITLC) was tasked with conducting requirements analysis and making a recommendation for an Enterprise Code Enforcement System to be utilized by county-wide entities that perform code enforcement functions. It was expected that the proposed system would facilitate citizen access to information and enhance operations related to code enforcement activities throughout Miami-Dade County. As a result of the analysis, the ITLC recommended increasing the scope of the Enterprise Code Enforcement System to include permitting, licensing, and inspections processes that are closely integrated with the County's code enforcement functions throughout various operations.

Miami-Dade County is the largest county in the State of Florida that serves a large and diverse metropolitan area with an estimated population of 2.5 million residents. Throughout the County local government there are various different Business Units within 11 departments responsible for Permitting, Licensing, Inspections, Code Enforcement, and Land Management functions. These include but are not limited to:

1. Animal Services Department (ASD)
  - Animal Control Enforcement
2. Internal Service Department (ISD)
  - Office of Elevator Safety

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3. Miami-Dade Aviation Department (MDAD)
  - Aviation Code Enforcement
4. Miami-Dade Fire Rescue (MDFR)
  - Fire Safety & False Alarm
5. Miami-Dade Police Department (MDPD)
  - Diversion Program
  - False Alarm Enforcement Unit
  - Used Motor Vehicle Parts Permitting
6. Port of Miami (POM)
  - Seaport Permitting
7. Public Works & Waste Management (PWWM)
  - Public Works Permit Section
  - Solid Waste Enforcement / Permit Section
8. Regulatory & Economic Resources (RER) Department
  - Business Affairs Division
    - Agricultural
    - Consumer Protection
    - Cooperative Extension
    - Economic Policy
    - Film and Entertainment
    - For-Hire Transportation
    - International Trade
  - Construction Permitting, and Building Code (CPBC)
    - Building Code Support
    - Building and Code Administration
    - Building Trade: Plumbing/Mechanical, Electrical, and Building
    - Information and Permits Support
    - Neighborhood Compliance
    - Environmental Resource Management Plans Review
    - Zoning and Public Works Plans Review
  - Division of Environmental Resources Management (ERM)
    - Air Quality Management
    - Coastal and Wetlands Resources
    - Code Coordination and Public Hearings
    - Code Enforcement Section
    - Environmental Monitoring & Restoration
    - Natural Resources
    - Natural Resources Planning
    - Pollution Regulation
    - Wastewater Permitting
  - Developmental Services Division
    - Community Design
    - Platting and Concurrency
    - Zoning Services
  - Planning Division
    - Metropolitan Planning Section
    - Office of Historic Preservation

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- Office of Sustainability
  - Planning and Research
9. Water and Sewer (WASD)
    - Retail Customer Service Division
    - New Customer Division
  10. Clerk of Courts (COC)
    - Code Enforcement Section
  11. Finance Department (FIN) Tax Collector
    - Credit and Collection Section

The Enterprise Permitting, Licensing, Inspections, Code Enforcement, and Land Management Diagram (Appendix I) provides a visual representation of various business units, their primary responsibilities, and the main integrations required for the proposed Enterprise Solution.

Within the County's boundaries there are 36 incorporated municipalities that conduct regulatory and enforcement processes, following many of the same municipal code, ordinances, and regulations as Miami-Dade County. (See Appendix II for a list of legal references and ordinances)

### **2.3 CURRENT PROCESSES**

Permitting, licensing, inspections, code enforcement, and land management processes apply for property, individuals, animals, and things. Approximately, 230,000 code enforcement transactions are processed yearly county-wide. Over 70% of the enforcement transactions result in Uniform Civil Violation citations processed by the Clerk of Courts. Nearly, 400,000 permits, licenses, registrations and certifications are issued on a yearly basis. Land management yearly transactions include an average 300 Public Hearings and 240 Plat processing.

Processing of permits, licenses, registrations, and certifications may be for a one-time request or transaction, such as a building construction permit, or recur for a specified period of time, such as the yearly dog tag license and burglar alarm registration renewals. Several ordinances govern these business process including Miami-Dade County Code, County Operating Directives (O.D.), County Implementing Orders, Florida Administrative Code (FAC), Florida Building Code, Florida Fire Prevention Code, State Statutes, State of Florida Implementation Plan (SIP), Code of Federal Regulations and National Historic Preservation Act of 1966.

Miami-Dade County currently conducts code enforcement functions as per Chapter 8CC – Code Enforcement of the Miami-Dade County, Florida Code of Ordinances ([www.Municode.com](http://www.Municode.com)), and state code regulations. The code ordinance is the general policy followed to issue Uniform Civil Violation Notices (UCVN's or Tickets). Enforcement workflow starts with a complaint, issuance of a warning, notice of violation, or citation, inspections and follow-up of compliance, payment of fines, and adjudication processing including notices, accruals, appeals, calendaring and hearings until the case is closed. Delinquent accounts may result in collections and lien processing.

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The public-facing business units currently manage the permitting, licensing, inspections, code enforcement, and land management processes manually, using stand-alone vendor solutions, or in-house developed systems. Over 3,200 County employees are involved in permitting, licensing, inspections, code enforcement, and land management processing. These include approximately 410 Code Enforcement Officers, 230 Permitting Staff/Inspectors, 110 Inspectors, 30 Planners, 70 Land use/platting staff, 70 Safety Specialists, 50 Investigators, 1,425 Police Officers, 75 Public Safety Aides (PSA), 725 support staff, 40 Reviewers, 5 Hearing Officers, and 35 IT support staff. Additionally, approximately 500 State Certified Inspectors work with the ISD Elevator Safety division to conduct the inspections process. See Appendix III for a list of approximately 2,000 mobile devices used throughout the County for field work.

**2.3.1 Animal Services**

The Animal Services Department provides county-wide services for veterinary, licensing, adoption, stray dog, dead animal pickup, injured animals and animal shelter services. Animal Services enforces Chapter 5 of the Miami-Dade Municipal Code of Ordinances 8CC for the following violations:

- Investigate Animal Cruelty
- Investigate Dangerous Dog
- Pit Bull Investigation
- Investigate Breeder Pet Store Complaint
- Investigate Tethered Dog Complaint
- Investigate Animal Bite to a Person
- Investigate Injured Animal
- Investigate Stray Dog (Pick-Up)
- Investigate Stray Dog (Dog-At-Large)
- Assist Police (ASU Police Assistance)
- Failure to properly license and vaccinate a dog

Civil Citation/Violation notices are automatically issued to dog owners that fail to renew their dog license annually or vaccinate their dog against rabies. Approximately, 200,000 dog tag licenses are issued yearly.

**2.3.2 ISD Elevator Safety**

The Internal Services Department (ISD) Elevator Safety section enforces elevator safety based on Florida Statute Chapter 399 Elevator Safety Act. The citations, fine collections, and hearing processes are managed as per Miami-Dade Municipal Code 8CC Chapter 6. The ISD is the authority having jurisdiction for elevator safety enforcement throughout the County except for the Miami-Dade Transit Authority (MDTA), and including all municipalities except for City of Miami and City of Miami Beach.

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ISD Elevator Safety business processes include Accounting, Code Enforcement, Inspections, Permits, Variances (elevator that does not conform to code), Contract Management, Complaints, and Accidents. The business unit processes the invoices for Certificates of Operation (CO) and inspections, verifies satisfactory inspections were performed, manages inspection reports, and generates the CO.

**2.3.3 MDAD Aviation**

The Miami-Dade County Aviation Department Landside Division issues civil violation notices to taxi drivers, as well as general parking code enforcement. Citations are issued as per Chapter 30 and 31 of the Miami-Dade County Code 8CC along with Miami International Airport Operational Directive (O.D.) 81-42. The Airside Division issues civil violation notices to personnel operating on the airfield and issues citations written against Chapter 25 of the County Code.

**2.3.4 MDFR Fire Safety**

The Fire Prevention Division provides fire avoidance services aimed at reducing the incidence of injury, death, and property loss attributed to fire and other life safety issues. Responsibilities include fire inspections, building plans review, systems engineering review, fire investigations, code enforcement, and public education throughout the jurisdiction, including Miami-Dade Aviation Department and Port of Miami facilities.

The MDFR Code Enforcement Section is charged with enforcing State Statute Chapter 633 Fire Prevention Code and Chapter 14 of the County 8CC Code Ordinance to ensure life safety and fire prevention. Services are provided county-wide for all municipalities except for the ones that have their own Fire Department including City of Miami, Miami Beach, Coral Gables, Hialeah and Key Biscayne. MDFR does not enforce on federal or state owned property (i.e. Homestead Air Force base, Post Office).

Annual inspections of commercial buildings and residential apartments are conducted to issue the required permit. The enforcement unit tracks code violations and false alarms, issues notices for inspections, processes inspection and permit fees, and issues citations. Fire false alarm information is automatically generated from the Computer Aided Dispatch (CAD) 911 system. MDFR works closely with RER Building for plan reviews and inspections for new construction.

**2.3.5 Miami-Dade Police Department (MDPD)**

**2.3.5.1 MDPD Diversion Program**

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Miami-Dade County's Police Department (MDPD) Police Officers are authorized to cite county-wide for the Diversion Program, as defined in Chapter 8CC Section 5.1. MDPD Police Officers may issue a civil violation citation if they identify any County Code violations while patrolling or responding to an incident or call. The following code section violations represent the most frequent Diversion Program citations issued:

- 7-3 Swimming or fishing from prohibited road bridges
- 8A-172 Conducting business without a local business tax receipt
- 8A-276(b) Failure to display commercial vehicle markings
- 21-28 Producing loud or excessive noise
- 21-31.2(b)(1) Alcohol possession or consumption near a store
- 21-31.2(b)(2) Possession of alcohol/open container near store
- 21-31.4(b) Obstructing traffic or aggressively begging
- 26-1 Parks violations

Diversion Program staff may negotiate with the violator for compliance and community service in lieu of accrued payments. Police Officers within the Diversion Program office monitor and follow-up with community service compliance within 30 days of the agreement.

**2.3.5.2 MDPD False Alarm Enforcement Unit**

Miami-Dade Police Department (MDPD) False Alarm Enforcement Unit (FAEU) enforces Chapter 8CC Code Section 21-276 for violations concerning burglar alarm non registration, false alarm, and alarm company registration. The ordinance applies to unincorporated Miami-Dade County residents, business and commercial owners. The alarm user is responsible for preventing false alarms and the FAEU is committed to reducing the number of false alarms the MDPD responds to so that officers may concentrate on higher priority public safety calls. The enforcement unit registers alarm companies, process alarm registrations, send notifications for false alarms, and issue notices and citations to alarm users for excessive false alarms.

Police are notified of a burglar alarm from calls received from a citizen or an alarm company via the County's Computer Aided Dispatch (CAD) 911 system. If the officer dispatched to the site determines it is a false alarm, the incident is registered in the CAD System and sent to the FAEU for tracking and enforcement. Civil Violations notices are issued for false alarms that exceed the yearly limit of three false alarms or if a police is dispatched and responds to a false alarm for a non-registered user. Alarm companies may also be cited for non-registration or issuing an alarm in error.

**2.3.5.3 MDPD Used Motor Vehicle Parts Permitting**

The Miami-Dade Police Department (MDPD) Used Motor Vehicle Parts Permitting unit enforces Miami-Dade Ordinance Section 21-51 for Motor Vehicle Parts Dealers, Wreckers and rebuilders to obtain a license to engage in business.

The unit conducts background checks of applicants, field investigations, as well as collect fees for and issue Used Motor Vehicle Parts Permits. Field investigations consist of

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inspections for the required permits. Violations are enforced by sworn personnel in the District Auto Theft Units.

### **2.3.6 Port of Miami (POM) Seaport Permitting**

Section 714 of the Port Miami Tariff stipulates “no one may engage in a business transaction or provide services on the Port of Miami-Dade without first obtaining a business permit, supplying evidence of insurance coverage, and complying with all other applicable provisions of the tariff and/or other pertinent regulations issued by the Port Director and the Miami-Dade County Code”.

The Permit Section is responsible for the following functions:

- Reviewing new and renewal permit applications.
- Processing new and renewal permit applications.
- Approving new and renewal permit applications.
- Enforcing and ensuring adherence to Port Miami Tariff and any other applicable regulations.
- Processing and updating insurance records and payment guarantees.
- Processing payments associated to customer’s permits and other operations at the Port.
- Providing customer service to all existing or potential permit holders.

### **2.3.7 Public Works & Waste Management (PWWM)**

#### **2.3.7.1 PWWM Public Works**

The Public Works and Waste Management (PWWM) department Public Works enforcement section enforces Chapter 8CC Code Sections 2-103, 8A and 10 for violations within unincorporated Miami-Dade for:

- Paving and draining on private property
- Work without a permit
- Illegal driveway without a permit
- Planting on right of way

The Public Works and Waste Management (PWWM) department Public Works permitting process is governed by Municipal Code Sec 30-310.1, Code Sec 30-307, Code Sec 30-304, IO 4-46, Chapter 8AA, 10, 13, 28, as well as Miami-Dade County Public Works Manual, Chapter 2, and Implementing Order 4-41. Permits are issued for construction, blasting, and oversize/overweight vehicles. Inspections are conducted to ensure construction is performed in compliance with approved permit, plans and specification, and recorded portions of the Public Works Manual.

A construction permit is required for all construction, excavation, alteration, repair, installation, and relocation of public works facilitates or public utilities within easements or

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road and canal rights of way. All applications filed with PWWM for County user permits and County blaster licenses or helper licenses must detail the purpose for which the County license and/or user permit is sought in relation to explosives.

PWWM reviews and processes engineering plans submitted for all construction, excavation, alteration, repair, installation, and relocation of public works facilities or public utilities within easements or road and canal rights of way. PWWM determines if plans conform with established regulations and the applicant is informed of modifications required to bring them into compliance. Applicable fees are assessed and payments processed. The Design Review process is similar to a construction permit, however, it does not result in a permit but in a design approval that becomes the primary intake point for the department for plan reviews. Plans are submitted by the public utility companies, such as AT&T, FPL, Comcast etc. primarily via the Web or paper plan submissions are accepted at the front counter.

### **2.3.7.2 PWWM Solid Waste**

The Public Works and Waste Management (PWWM) Solid Waste division is responsible for the waste collection, transfer, recycling and disposal services for Miami-Dade County. Solid Waste code enforcement officers enforce Chapter 8CC Ordinances Sections 8A and 15, for violations concerned with:

- Unauthorized debris
- Bulky trash request
- Commercial and multifamily recycling
- Abandoned shopping carts (not a citation type of enforcement)
- Waste Cart or recycling cart left out
- Illegal dumping
- Hauling waste tires without a permit and permit requirement for tire generators
- Unauthorized delivery of solid waste to the County's Solid Waste facilities
- Private haulers engaged in the business of transporting solid waste and recyclable material without a permit

The PWWM Solid Waste Enforcement Hauler Permit division is responsible for accepting and processing applications for issuance, renewal and the cancellation of a variety of permit types related to Waste Operations including General Haulers, Landscapers, Emergency Relief Haulers, Tire Haulers and Tire Generators. Vehicle insurance, VIN information are captured for the permit. Permitting and processing fees are calculated automatically. Contractors' business/occupational licenses are validated. The unit processes requests for and install No Dumping Signs.

### **2.3.8 Regulatory & Economic Resources (RER)**

#### **2.3.8.1 RER Business Affairs (BA)**

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Most RER Business Affairs ordinances under the Consumer Protection (CP) and For-Hire Transportation (PTRD) purview are intended to secure consumer satisfaction and trust while promoting a fair and equitable business marketplace. In addition to licensing and regulation, this is also achieved through the investigation and mediation of consumer complaints, and community outreach and education. PTRD also provides chauffeur training.

**2.3.8.1.1 RER BA - Consumer Protection (CP)**

The Office of Consumer Protection is charged with administering Miami-Dade County's regulation of Motor Vehicle Repair, Towing, Moving, Locksmith, Water Remetering, Pain Management, and Personal Injury Protection businesses to protect consumers. Enforcement as defined in County Code Ordinance Chapter 8CC Section 22 is provided county-wide and is primarily concerned with businesses and people, i.e. locksmith, movers, motor vehicle repair, mechanics. CP is also responsible for other programs that include the administration of the County's wage theft, domestic partnership, and communications services provider ordinances.

Calls received from the public or through the 311 Call Center are routed to the Consumer Protection Mediation Center. This area consists of state certified staff capable of assisting callers with consumer protection information and/or complaints. Work routes are dispatched to officers by zip code and shift.

Business owner information is sometimes driven by address and folio number. The location of where the violation occurs is tracked. Person related violations require the tracking of individuals that may be constantly moving (i.e. a cab driver). Business abandonment registration process entails an abandoned business or a business with an expired registration. A person may be working at one business location and transfer to another. Consumer Protection uses driver's license information to help track the person.

**2.3.8.1.2 RER BA - Film and Entertainment Office (FE)**

The Film and Entertainment Office (FE) offers one stop on-line permitting for Miami-Dade County, City of Miami Beach facilities and properties, as well as for most other local municipalities. The permitting process requires integration with other County departments, State and local government agencies to obtain approval to issue film permits.

As per Implementing Order No.: 4-34 - Permitting of Film and Video Tape Productions (Effective: 10/01/2007), the office is responsible for issuing permits and establishing and collecting fees for use of County property, equipment and personnel by film or videotape producers to provide applicants a one point contact and expedite permit procedure requirements.

The permit is a "living document" in that conditions arise that may require additional locations or conditions to be included on the permit. The Film and Entertainment Office helps clients with jurisdiction information; acting as a liaison between County departments and productions. The office ensures that restrictions and conditions are included on issued permits.

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### **2.3.8.1.3 RER BA - For-Hire Transportation (PTRD)**

The For-Hire Transportation Unit (PTRD) is charged with the regulation and licensing of Miami-Dade County's for-hire industry, including taxicabs, limousines, ambulances, private school buses, nonemergency vehicles, passenger motor carrier, and special transportation services vehicles. Enforcement is provided county-wide as defined in County Code Ordinance Chapter 8CC Sections 4, 30, and 37.

PTRD has a Memorandum of Understanding (MOU) with the Port of Miami Department, Aviation Department and STS, and Inter-local Agreements (ILA) with the City of Miami and City of Miami Beach. Additionally, Miami-Dade County police are authorized to enforce For-Hire Transportation ordinances.

Complaints or violations are reported via the Mediation Center shared by the Consumer Protection Division, or based on scheduled patrolling by Enforcement Officers in the field. Work for Enforcement Officers is assigned by zone, shift, and predefined schedules. Enforcement Officers require access to State Driver's License information.

### **2.3.8.2 RER Construction Permitting and Building Code (CPBC)**

#### **2.3.8.2.1 RER CPBC - Building Code Support**

The Construction Permitting and Building Code (CPBC) division administers the permitting process for construction in Miami-Dade County Unincorporated Municipal Service Area (UMSA). CPBC business processes include application acceptance, plan review, permit issuance, inspections, collection of permit and impact fees, issuance of certificates of use and occupancy for construction in UMSA. Additionally, the division receives and distributes municipal permit applications for review by the Environmental Plan Review Section and Impact Fee Section of RER and for review when required by Miami-Dade Fire Rescue (MDFR) Department, Water and Sewer Department (WASD), and the Florida Department of Health.

Building permit applications, which include a job description, and construction documents including plans, are originally received and distributed for review to different entities depending on the type of application submitted (new construction, additions, roof, etc.). Plans are reviewed by all of the Florida Building Code trades (structural, mechanical, electrical, building and plumbing) as well as Zoning and Public Works Plan Review Section, Environmental Plan Review Section, Impact Fee Section, and Miami MDFR (commercial only), WASD, or Florida Department of Health.

Once all approvals are obtained and the fee paid, permits are issued. Permitted work must be inspected at various stages of the construction. A Certificate of Occupancy (CO) is issued to allow occupancy of the structure once all mandatory inspections are approved. A Certificate of Use is required prior to the structure be used by a specific business or tenant. CPBC issues local contractor licenses and registers contractors licensed by the State of Florida, and tracks insurance and continuing education requirements.

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CPBC enforces code violations as defined in Miami-Dade County Code Ordinance Chapter 8CC Section 8 for work without permit, expired permit, and unsafe structures. Building operational management use automated processes to issue alerts, reminders, warnings, and notifications.

A 40/50 year Building Recertification is required for buildings in existence for forty (40) years or longer. The building is inspected to determine the condition of its electrical systems and general structure. High pressure boilers are inspected every 6 months and low pressured vessels every 12 months for Boiler Tracking Certifications.

The Board of Rules and Appeals accepts and hears appeals of Building Official decisions (UMSA and Municipalities.) The Board accepts applications and documentation from Applicants appealing the decision, Schedules Hearing before the Board, and Post results.

**2.3.8.2.2 RER CPBC - Neighborhood Compliance**

The RER Neighborhood Compliance division enforces code violations for zoning, junk/trash/overgrowth, business regulations, graffiti, and objects and signs in the right-of-way, as defined in County Code Ordinance Chapter 8CC Sections 2, 3, 17, 19, and 33. Zoning violations may be for setbacks, structures from property lines, landscaping, and sign inspections, as defined in Chapter 8CC Section 33-8. Neighborhood Compliance violations are enforced only within un-incorporated Miami-Dade County.

Enforcement officers investigate violations, conduct inspections, record the inspection outcome, and take pictures of the violation. A case may have several types of inspections dependent on when compliance is met and/or payment made. Officers issue a warning notice. If the violation continues and is non-compliant, a Notice of Violation (NOV or citation) is issued. Automated alerts, reminders, and notifications are issued to manage the enforcement process.

**2.3.8.3 RER Environmental Resource Management (ERM)**

The RER Division of Environmental Resource Management (ERM) has jurisdiction county-wide and within all municipalities, with the exception of any municipality that has its own tree ordinance. In addition, it is Miami-Dade County's EPA approved local environmental agency, and has several delegation agreements and contracts for environmental resources management and enforcement with the State. Different sections within ERM are responsible for permitting, licensing, inspections, code enforcement, and land management functions.

The units that are primarily involved in environmental enforcement issues include the Inspections/Complaints/Permitting Sections and the Code Enforcement Section.

- The Inspections/Complaints/Permitting Sections track and manage permits issued and/or renewed, schedule inspections, identify and document the violations. Field staff (including Inspectors and Biologists, and Supervisors) issue the initial Field and/or Warning Notices, and follow-up Uniform Civil Violation Notices (UCVNs). Inspections/Complaints/Permitting business units include:

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- Air Quality Management
  - Coastal and Wetlands Resources
  - Environmental Monitoring & Restoration
  - Natural Resources
  - Pollution Regulation
  - Wastewater Permitting
- The Code Enforcement Section tracks facilities, permits, inspections, complaints, enforcement cases, remediation efforts, fee scheduling and accounting, and processes the tickets issued, issues follow-up notices, handles placement of liens, UCVN appeal hearings, and Consent Agreements (case settlements), as applicable.

**2.3.8.3.1 RER ERM - Air Quality Management (AQMD)**

The Air Quality Management Division reviews plans and evaluates permitting/rule and asbestos requirements as per the following ordinances:

- Miami Dade County Environmental Code - Chapter 24
- State of Florida Implementation Plan (SIP)
- Florida Administrative Code - Chapter 62
- Florida Statutes - Chapter 403
- New Source Performance Standards (Federal) - 40 CFR 60
- National Emissions Standards for Hazardous Air Pollutants (Federal) - 40 CFR 63

AQMD reviews and provides comments on Zoning Memorandums and Letters of Interpretations, conducts compliance and preliminary enforcement activities for permitted facilities, and issues the following State and County permits:

- County Air Construction
- County Air Operating
- Florida Department of Environmental Protection (FDEP) Air Construction
- FDEP Non-Title V Air Operation
- FDEP Title V Air Operation.

**2.3.8.3.2 RER ERM - Code Coordination and Public Hearings (CCPH)**

CCPH has the responsibility to review initial development orders (zoning applications, plat applications, comprehensive development master plans amendments) and manage the Environmental Quality Control Board (EQCB) hearings. Section 24-8 of the Code of Miami-Dade County regulates the EQCB.

Additional responsibilities include letters of interpretation, management of the ERM concurrency program, review annexations and incorporation requests, review FDOT Advance Notifications, review master plans for government properties (Everglades National Park, Biscayne National Park, FIU, etc.), review master plan amendments for municipalities, review and process covenants, electronic processing of covenants, review and provide assistance to all other requests for Chapter 24 information regarding development.

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**2.3.8.3.3 RER ERM - Code Enforcement Section (CES)**

The RER ERM Code Enforcement Section enforces code violations as defined in County Code Ordinance Chapter 8CC Section 24 (Environmental Protection Ordinance) for violations such as operating without permits, violation of permit conditions, sanitary nuisances/sewage overflows, contamination/waste discharge violations, unauthorized mangrove cutting, tree removal/tracking, and other minor to moderate environmental violations. Major violations are handled through other formalized, progressive enforcement actions (i.e. other than Uniform Civil Violation Notices (tickets)), and non-compliance in those cases results in civil court action.

**2.3.8.3.4 RER ERM - Environmental Monitoring & Restoration (EMR)**

As per, Miami-Dade County Chapter 24 and Florida Administrative Codes Chapter 62-780 and Chapter 62-777, EMRD protects the health and safety of the citizens by sampling and providing full laboratory services and responding to citizens requests for determination of contamination at sites/ areas throughout the County. The division responsibilities include:

- Coordinate the response to citizen's health concerns related to contamination with the support of the Florida Department of Health.
- Restore contaminated sites countywide, rendering them safe for use, by guiding sites to achieve cost effective environmental assessment and rehabilitation while being protective of human health and environment
- Manage environmental cleanup contracts for contamination at county owned sites.
- Monitor sentinel wells in and around wellfield protection areas to safeguard the drinking water supply for Miami-Dade County residents
- Collect countywide groundwater data to monitor water quality conditions and respond to water quality degradation
- Manage brownfield redevelopment, encouraging the streamlined cleanup and redevelopment of property where reuse may be complicated by actual or perceived environmental contamination, thereby facilitating job growth, increasing local tax bases, removing development pressure from undeveloped open land, reducing public health hazards and improving and protecting the environment.

**2.3.8.3.5 RER ERM - Natural Resources / Coastal and Wetlands Resources**

ERM has a state delegation for mangrove trimming via agreement under Florida Statute Chapter 403 and has proprietary delegation from the Florida Department of Environmental Protection (FDEP) via agreement for authorizing use of State-owned Sovereign Submerged Lands. Miami-Dade County Code Section 24-48, 24-7(23), and Chapter 33B, and FAC Chapters 18-18, 18-20, and 18-21 provide authority for Class I-VI Permits. The division also abides by the Miami-Dade County Comprehensive Development Master Plan (CDMP).

The purpose of the Class I program is to ensure the preservation of coastal habitat critical to many threatened and endangered species, to maintain coastal habitat that provides protection to upland areas from storm surge and hurricane impacts, to maintain water quality

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and habitat necessary to support commercial fisheries and to maintain recreation value of our coastal areas. The program reviews and provides permits for projects that include any work in, on, over, or upon any tidal waters, bay bottom lands or wetlands that support any halophytic (salt loving/coastal) vegetation. Mangrove trimming also requires permits and reviews.

The purpose of the Class IV program is to protect and manage intrinsic values of wetlands, which include the recharge of water to the Biscayne Aquifer, filtering and purifying surface and ground water as well as providing habitat for wildlife, including many rare and endangered species. The program reviews and provides permits for any work in, on, over or upon freshwater wetlands in Miami-Dade County.

**2.3.8.4 RER Development Services (DEV)**

**2.3.8.4.1 RER DEV - Platting and Concurrency Process**

Platting is the subdivision of land or the reorganization of previously divided lands. These divisions are recorded on the official map of the County and set the basis for property lines and later addresses. Customers seeking to plat a parcel of land must submit their proposals to Miami-Dade County to warrantee that the proposed division is in accordance with Planning, Zoning, and the infrastructure guideline set-out in the CDMP. The Land Development of RER administers the platting process for the County, coordinates the land development in the community in accordance with the Miami-Dade County Subdivision Code, and verifies compliance of new land developments with local and state legislation along with assuring adherence to various County Departments regulations.

All platting requests are reviewed by the Plat Committee which includes representatives from County Departments including RER (ERM, Planning and Zoning), Miami Dade Fire Rescue, Water and Sewer, Parks and Recreation, Property Appraisers, Miami Dade Public Schools, Miami Dade County Expressway Authority, Florida Department of Health and Transportation. The Committee conveys any required revisions to the customer. When all conditions are met, a final plat application is submitted to initiate the official recording process. RER prepares the resolution for approval by the Board of County Commissioners and if approved, records plat in the official map of the County.

Fees are regulated by Implementation Order 4-114 of Miami-Dade County. The Unit is regulated by Florida State Statutes 177, part One and Two along with Chapter 28, of the Subdivision code of Miami-Dade County.

**2.3.8.4.2 RER DEV - Zoning Services**

The RER Zoning Information Unit is primarily responsible for certifying group home use meets the 1,000 foot spacing criteria, issues Land Use letters and code interpretations, provides CDMP Land Use Plan Map Designation of parcel, and conducts zoning research. The unit is regulated by the Zoning Code of Miami-Dade County and the Comprehensive Development Master Plan (CDMP).

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### **2.3.8.5 RER Planning Division (PD)**

#### **2.3.8.5.1 RER PD - Office of Historic Preservation (OHP)**

The Office of Historic Preservation (OHP) issues “Certificates of Appropriateness” (COA) and “Certificates to Dig” (CTD) for any exterior work or ground disturbing activity happening at a County designated site. These certificates must be approved by this office before a property owner can be issued a building permit. Some of these certificates require a fee. The office business processes are regulated by Miami-Dade County Code Chapter 16-A, Historic Preservation; Federal laws, including Section 106, 36 CFR (Code of Federal Regulations), and 24 CFR Part 58 (requirements for CDBG/HOME grants); Section 101(c)(I) of the National Historic Preservation Act of 1966, and CLG requirements from State of Florida, Division of Historical Resources.

OHP administers and collects fees for the Historic Preservation Ad-Valorem Tax Exemption program. The Office provides services such as Cultural Resource Assessments, and Environmental Reviews (federally mandated tasks for projects utilizing federal funding in transportation, communication, or housing projects) for both internal and external customers.

Staff is responsible for preparing the agendas for the County’s Historic Preservation Board (HPB), whose primary responsibility is to identify and designate properties as historic. This office also serves as the historic preservation staff for the 24 municipalities that do not have their own historic preservation board and ordinance. OHP provides technical assistance to homeowners, contractors, and architects, and offers a full range of archaeological services, from monitoring to site assessments.

#### **2.3.8.5.2 RER PD - Office of Sustainability**

The Office of Sustainability (OS) manages the Miami-Dade County Green Business Certification (GBC) Program, a voluntary program designed to help and recognize local businesses that are comprehensively incorporating environmental stewardship into their operations. The program is regulated by Implementing Order (IO) 3-55 and Article XXI of the Miami-Dade County Code – Green Business Certification Program

The program goals are to offer the Miami-Dade business community an opportunity to examine their current business practices and to implement green initiatives, such as minimizing waste, energy and water consumption, that will save money and increase their marketability while protecting natural resources (often referred to as minimizing their ecological footprint). Certification from Miami-Dade’s Green Business Program serves as an indicator that a particular business is considered to be a leader in developing more sustainable operations.

#### **2.3.8.5.3 RER PD - Planning and Research**

The Planning Division (PD) promotes and facilitates a sustainable and resilient government and community through improved efficiencies, stewardship of the County’s natural resources and unique environment, and implementation of orderly, efficient, consistent and appropriate

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growth management policies for Miami-Dade County while balancing the need for economic and social development. The PD provides policies for sound growth management, historic preservation, urban planning, sustainability planning, and transportation development through the Comprehensive Development Master Plan (CDMP) and related activities.

The division is charged with maintaining the CDMP and administering the CDMP amendment process. Applications may be filed by any person/entity including the Board of County Commissioners (BCC). The PD reviews all amendment applications for consistency with the CDMP and issues a recommendation for adoption or denial. The PD presents the recommendation before the applicable Community Council, Planning Advisory Board (acting as the Local Planning Agency), and the BCC.

The Planning Division business processes are regulated by Florida Statute Chapter 163 and Miami-Dade County Code Sections 2-105, 2-116, & 2-116.1. The CDMP fee schedule is authorized by Implementing Orders 4-111 and 4-42 (ERM).

**2.3.9 Water and Sewer (WASD)**

**2.3.9.1 WASD – Retail Customer Service Division**

Miami-Dade County's Water and Sewer (WASD) Enforcement Officers are authorized to cite for Code Ordinances defined in Chapter 8CC Section 32. Field Staff report and investigate water tampering violations, damage to water and sewer infrastructure, water backflow device violations, water and sewer construction violations, and illegal water and sewer connection violations. Inspectors are involved with construction management. A Citation is issued if there is a dig without a permit or digging in the public right of way. WASD enforces county-wide throughout its water and sewer jurisdictions.

WASD enforcement involves investigation of meter tampering, assessment of damages, and collection of money from the violator for damages to replace costs. Assessments and collections for meter tampering violations are managed by the Customer Care & Billing (CC & B) system, while WASD's PeopleSoft Financials system is used for assessments and collections resulting from damages.

**2.3.9.2 WASD - New Customer Division**

The WASD New Customer Division (NCD) is responsible for approval of design and build-out by private sector engineers, developers, and contractors of water mains, sewer mains and sewer pump stations to include plans review, inspection, conveyance of ownership, operation, and maintenance upon mains' and stations' completion throughout its water and sewer service jurisdiction which includes much of urbanized Miami-Dade County. The NCD also provides underground facilities locate and marking services for in-house projects and for all private and/or public digging within WASD jurisdiction. In addition, the NCD provides consent to Vacate of Easements and Road Closing Petition requests.

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The NCD is also part of the county-wide permitting process as it relates to changes of existing infrastructure such as: certificates of use, additions, remodeling and first time connections to water and sewer mains. The NCD along with other WASD divisions also install new water service laterals that are 2" or less in diameter and set water meters. All of these services may result in water and sewer connection charges and/or other fees as outlined by the BCC adopted WASD Fee Schedule.

The division's business processes are regulated by the Water and Sewer Regulations IO 10-8, Water and Sewer Standard Operating Procedures, and Miami-Dade County Code Chapter 2-100(d), and Chapters 24 and 32.

**2.3.10 Clerk of Courts (COC) - Code Enforcement Section**

All Code Ordinance Chapter 8CC citations are sent to the Clerk of Courts Code Enforcement section for the adjudication process. Violators have twenty (20) days to appeal the citation, thirty (30) days to pay the citation fee, and seven (7) days to comply, or the number of days indicated on the citation as defined by the specific business unit. If there is no appeal, no compliance, and no payment within thirty (30) days of the citation issue date, the accrual process will start and continues for a maximum of 20 iterations, or 20 times the original citation amount. Notices and letters are sent to the violator informing them of the case status and activities.

COC works with the business units to schedule and manage the hearing process for the appeals that have been filed. The Enforcement Officer provides compliance, settlement, and payment information, supporting documents (pictures), and/or information for voided citations.

The Clerk of Courts Financial System (CFS) is used to collect payments at the COC and at ASD using the INovah payment process. CFS also accepts and processes on-line payments from the COC website.

**2.3.11 Finance (FIN) Tax Collector - Credit & Collection Section**

The primary focus of the Finance Credit and Collection Section is to collect outstanding delinquent debts for the County. After 90 to 120 days (depending on the appeals process) of non-payment and non-compliance a case becomes delinquent and is processed by the Credit and Collection Section for collections and/or lien processing.

After 90 days of non-payment of a delinquent case, the Credit and Collection Section may recommend a lien be placed. They access permitting, license, registration and enforcement information (supporting document, pictures, and property owner information) from the business units and various systems to research a case and conduct lien processing. Lien releases processed 30 days after payment posts to system.

**2.4 CURRENT AUTOMATED SYSTEMS**

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There are twenty-five (25) independent applications currently in use to fulfill automated permitting, licensing, inspections, code enforcement, and land management processing needs for most of the County's business units. Several business units manage their enforcement and/or regulation processes manually. Implementations of the current automated systems in the production environments range from 1987 through 2012. Each system is supported by different IT resources and hosted on separate servers and infrastructure with limited or manual processes for sharing information between operational units. See Appendix IV: List of Current Automated Systems.

**2.5 OBJECTIVES**

The County prefers a commercial "off-the-shelf" configurable solution to achieve the objectives listed below and automate the Enterprise Permitting, Licensing, Inspections, Code Enforcement, and Land Management processes. The solution and supporting infrastructure will reside and be maintained at the Regional Data Processing and Communication Center (RDPPC), MDC's data center, operated by ITD. ITD is the central technology provider for Miami-Dade County and oversees the use of existing and emerging technologies in support of County government operations and services to the public. The solution will be used by all County, municipal, state, and federal employees involved in these business processes. Patrons will conduct business via a self-service web portal. The proposed solution must be delivered, installed, and operational (GoLive) for all stakeholders with final acceptance within three (3) years of the contract award. The new automated Enterprise Permitting, Licensing, Inspections, Code Enforcement, and Land Management Solution should provide:

1. A seamlessly integrated solution for Permitting, Licensing, Inspections, Code Enforcement, and Land Management, including an automated Adjudicatory process. Solution must provide a configurable homogenous system and centralized repository of information.
2. Geographic Information System (GIS) enabled system that must leverage the County's existing ESRI GIS implementation.
3. Mobile solution for field workers shall be provided. The County prefers that the full features of the solution be available within the mobile device optimized user interface. Duties of a field worker may include but are not limited to performance of inspections, issuance of warnings, civil violation notices, evaluations, investigations, and reports, including pictures or schematics. The mobile solution must function in connected and disconnected mode with data updates to the centralized repository automatically resumed once connectivity is established.
4. Citizen Portal to allow patrons to conduct business online. Online business includes, but is not limited to filing of applications, uploading documents and plans, e-Commerce transactions, inquiries, request services, file complaints, and download open government data.
5. Integrations with the County's enterprise information systems including but not limited to 311, GIS, Property Information, Electronic Content Management, eCertify, eRecording, Business Tax Receipt information, IVR, and Financial systems. If the

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solution offers an integrated IVR service or software license then that offering should be detailed as a separate option.

6. Increased technical efficiencies by reducing the IT infrastructure and support staff required to support these business processes.
7. A secure, reliable and stable repository of permitting, licensing, inspections, code enforcement, and land management information with role-based security for proper access and approval of documents by authorized personnel, logging functionality and audit trail.
8. A centralized database of permitting, licensing, inspections, code enforcement, and land management information to provide consolidated, accurate, and timely information to County staff and patron
9. Extensive reporting functionality to include geo-spatial reporting with progressive mapping functionality.
10. Solution should result in increased functional efficiency through the implementation of stream-lined, integrated business processes that leverage industry standards and best practices.

**2.5.1 Enterprise Permitting, Licensing, Inspections, Code Enforcement, and Land Management Solution**

Miami-Dade County wishes to acquire a new automated Enterprise Permitting, Licensing, Inspections, Code Enforcement, and Land Management solution to replace several separate systems. The solution will be the core electronic repository of the County's permitting, licensing, and enforcement information. All County entities, including municipalities, will participate in the effort either by utilizing the solution to enter permit, license, and enforcement information or interfacing with the application. It is also expected that County municipalities will be utilizing the solution to associate various supporting documents for investigative purposes, as well as for statistical and geo-spatial reporting of permitting, licensing, inspections, code enforcement, and land management related information. *The County will only accept proposals from the developer of the software being proposed.*

The implementation of the automated Enterprise Permitting, Licensing, Inspections, Code Enforcement, and Land Management solution is expected to include:

- Automation of the permitting, licensing, inspections, code enforcement, and land management processes for all ordinances and regulations.
- Workflow process to include but not limited to:
  - Enforcement and inspections processing from the field
  - Both one-time and recurring permitting, licensing, certification, or registration processing
  - Workflow processes to support the business processes for each unit (i.e. transfer of case or citation to business unit responsible for next action)
  - Automated integration with enterprise systems.

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- Implementation of web services to facilitate data transfer between the solution and various systems, including but not limited to the County's GIS, Documentum, iNovah, e-Commerce, and Financial enterprise information systems.
- Implementation of a centralized data sharing component and geo-spatial reporting capabilities.

Methodologies for integrated business process design, configuration, data conversion, and a comprehensive implementation plan including training are required. Training to include course materials/documentation to any County agency (includes municipalities) accessing the licensed software, as well as other County and State agencies and staff involved in the issuance, processing, record keeping or administration of permits, licensing, inspection, and code enforcement information.

**2.6 ACRONYMS USED WITHIN THIS SCOPE OF SERVICES**

**2.6.1 BUSINESS ACRONYMS**

<b>ABBREVIATION</b>	<b>DEFINITION</b>
311	Non-Emergency Call Intake via 311 Answer Center
911	Emergency Call Intake via 911 Computer Aided Dispatch (CAD)
ACH/EFT	Automated Clearing House/Electronic Funds Transfer
ASD	Animal Services Department
BNZ	Building and Zoning mainframe system for permitting and collections.
BSS	Building Code Enforcement System
BTR	Business Tax Receipt
CAD	Computer-Aided Dispatch
CAVU	Code Enforcement and Licensing system used by the Consumer Protection and For-Hire Transportation sections of RER.
CEO	Code Enforcement Officer
CFS	Clerk of Courts Financial System
CMS	Miami-Dade County Case Management System used by RER Neighborhood Compliance
CiRM	Citizen Relationship Management. 311Hub is the application of CiRM that is used by the County's call center for day-to-day operations.
COC	Clerk of Courts
COTS	Commercial Off the Shelf
CPBC	Construction Permitting and Building Code division administers the permitting process for constructions in Miami-Dade County

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<b>ABBREVIATION</b>	<b>DEFINITION</b>
CSR	Customer Service Request issued via the Motorola 311 Answer Center software
ERM	Miami-Dade County Division of Environmental Resource Management
EPA	Environmental Protection Agency
ETS	Elevator Tracking System used by the Internal Services Department for elevator safety permits and inspections.
FAEU	False Alarm Enforcement Unit
FIN	Miami-Dade County Finance Department
FIPS	Fire Inspection and Permitting System
ISD	Miami-Dade County Internal Services Department
ITD	Miami-Dade County Information Technology Department
LBT	Local Business Tax – previously known as Occupational License (OCLA)
MDAD	Miami-Dade Aviation Department
MDC	Miami-Dade County
MDFR	Miami-Dade Fire Rescue Department
MDPD	Miami-Dade Police Department
MOU	Memorandum of Understanding
NCO	Neighborhood Compliance Officer
NCS	Neighborhood Compliance Supervisor
OCLA	Occupation License System with Business Tax Receipt Information
POM	Port of Miami
PTXA	Legacy Miami-Dade County Property Tax System
PWWM	Miami-Dade County Department of Public Works and Waste Management
RDPPC	Regional Data Processing and Communication Center
RER	Miami-Dade County Department of Regulatory and Economic Resources
SEFA	Clerk of Courts Code Enforcement mainframe system
UCVN	Uniform Civil Violation Notices = Ticket
UMSA	Unincorporated Municipal Service Area
WASD	Water and Sewer Department
WASD CC&B	Water and Sewer Department Customer Care & Billing System

## **2.6.2 TECHNICAL ACRONYMS**

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<b>ABBREVIATION</b>	<b>DEFINITION</b>
CA IDMS	Computer Associates Integrated Database Management System
GIS	Geographic Information System
LDAP	Lightweight Directory Access Protocol
NAS	Network Aside Storage
PDF	Portable Document Format*
SAN	Storage area Network
SSL	Secure Socket Layer
TXT	Text*
TIFF	Tag Image File Format*
VPN	Virtual Private Network
XML	Extensive Markup Language*

## **2.7 GLOSSARY OF TERMS**

<b>TERM</b>	<b>DEFINITION</b>
<b>Batch</b>	The process of printing or processing all enforcement or permitting processes meeting specified criteria simultaneously and without manual intervention.
<b>Concurrent Users</b>	Refers to the total number of users accessing the application within a predefined period of time.
<b>Conveyance</b>	The legal transfer of ownership of water and/or sewer infrastructure from a developer to the county (WASD). Commonly referred to as 'Donation'.
<b>Crywolf</b>	Burglar Alarm registration system used by Miami-Dade County Police to track false alarms and alarm companies.
<b>Development Environment</b>	Refers to the working environment for developers.
<b>eCertify</b>	Automated process to send documents by certified mail via the Internal Services Department.
<b>eRecording</b>	Automated process to record documents within the Clerk of Courts Recording system and register the book and page.
<b>ESRI</b>	Software company that provides off-the-shelf Geographic Information Systems (GIS) technology, consulting and implementation services to develop GIS Systems.
<b>eTicketing</b>	Tickets issued electronically and printed from the field for code enforcement warnings, notices, and/or citations.
<b>GIS</b>	Geographic Information System

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<b>TERM</b>	<b>DEFINITION</b>
<b>Inquiry Users</b>	Refers to users that utilize the system for research and investigative purpose only without update capability.
<b>Production Environment</b>	Comprises the applications and systems, and supporting systems infrastructure, that the end users and the customers of an organization access and use on an operational basis to execute their business processes and transactions.
<b>Staging Environment</b>	Environment where new software releases are installed, tested by developers, and where customers can conduct user acceptance testing activities before applying to the Production and Test environments.
<b>Test Environment</b>	Software environment that will resemble the production environment and where customers and support staff may replicate software issues for the purpose of troubleshooting and resolution of production issues.
<b>TaxSys</b>	System used by Finance Tax Collector for tax collections and Business Tax Receipt information.

## **2.8 LEGAL REFERENCES**

Proposed Solution shall provide functionalities in accordance with the ordinances that govern the County's permitting, licensing, inspections, code enforcement, and land management business process. The Solution shall comply with ordinance changes within six (6) months of the ordinance change approval. See Appendix II: List of Ordinances.

## **2.9 MINIMUM SOFTWARE, HOSTING, TECHNICAL, MAINTENANCE SUPPORT, AND TRAINING REQUIREMENTS**

***Proposers who do not meet the minimum requirements specified in this Section 2.9 or who fail to provide supporting documentation may be deemed non-responsive.***

### **2.9.1 Minimum Application Software and Application Configuration Services Licenses**

Proposer's proposal shall include software license(s) to accommodate the estimated number of Users as listed below. The County prefers not to purchase separate licenses for third party applications which are embedded into the solution. All licenses that may be required by the solution for third party software are to be included with the proposed solution.

If the proposed solution requires third party software licenses not embedded into the solution in order to meet the technical and functional requirements of this solicitation, the County reserves the right to leverage software license agreements that may be in place between any proposed third party software copyright holder. This entitles all parties included as

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“Users” for this solicitation, with the advantage of reducing software acquisition or maintenance costs. (“Users” includes other entities in addition to the County).

- Estimated 3,200 Users
- Estimated 900 Mobile Users
- Unlimited Inquiry Only Users
- Unlimited Anonymous Web Portal Users accessing the application for statuses, submittals, and transactions.

The number of estimated users referenced above is based on the current environments and is subject to change as the proposed solution is deployed.

*The proposed solution shall be a generally available product which has already been fully implemented at minimum one other government site for a minimum of 6 months and include the following components:*

1. A seamlessly integrated solution for Permitting, Licensing, Inspections, Code Enforcement, and Land Management, including an automated Adjudicatory process. Solution must provide a configurable homogenous system and centralized repository of information.
2. Geographic Information System (GIS) enabled system that must leverage the County’s existing ESRI GIS implementation.
3. Mobile solution for field workers shall be provided. The County prefers that the full features of the solution be available within the mobile device optimized user interface.
4. Citizen Portal to allow patrons to conduct business online.

## **2.9.2 Minimum Infrastructure and County Hosting Requirements**

The solution will be hosted at the County’s data center, operated by ITD. Proposers are required to meet the Miami-Dade County Technology Model and Hosting Requirements as defined in Appendix VI.

## **2.9.3 Minimum Maintenance Support Services Requirements**

### **A. Maintenance Support Agreement**

Proposer shall include their Software Maintenance Support Agreement and the cost for year two of the initial term and for the five (5) two-year periods of optional software maintenance support on a year-to-year basis, as separate line items, in Form B-1 along with the Proposal Submission Package. The Maintenance Support Agreement shall take effect after the Warranty period and commence on the 1st day of the 13th month after the date of the Certificate of Acceptance.

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During the term(s) of the Maintenance Agreement, Licensor agrees to provide the County with standard software maintenance services and technical support covering, at a minimum, the requirements set forth below.

## **B. Standard Software Maintenance Services**

1. All software must be of the most recent release and all software upgrades issued by the Licensor must be available to the County at no additional charge. The software maintenance plan shall include the option of installation of new releases by the licensor.
2. Corrections of substantial defects in the Software ("System") so that the System will operate according to specifications to be resolved as Severity Level 1 (See Section 2.10.2).
3. Periodic updates of the System may incorporate:
  - a. Corrections of any substantial defects;
  - b. Fixes of any minor bugs; and,
  - c. Fixes due to any conflicts with mandatory operating system security patches, to be resolved as Severity Level 1; and,
  - d. Licensor enhancements made to any system components that MDC has licensed.
4. Updates to the system must be provided as determined by legally mandated requests.
5. Remote Server Access to any County server providing the application services either by Citrix SSL VPN, Encrypted Connection, or dedicated IP address; access will require prior approval from Miami-Dade County.
6. Maintenance of other non-production County environments, such as test, development, and staging, will be included as part of support.

### **2.9.4 Minimum Configuration**

Proposers shall include in their proposal response their methodology for discovering and collecting all information needed to configure the proposed solution. Cross-reference any attached documentation in the response which applies to this solution configuration.

### **2.9.5 Minimum Data Conversion**

Proposers shall include in their proposal response their methodology and technology tools enabling data mapping, data extract, transformation, and loading of external system data to the proposed solution data structure/database (See Appendix IV: List of Current Automated Systems). Cross-reference any attached documentation in the response which applies to this data conversion.

### **2.9.6 Minimum Training**

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Proposers shall include in their proposal response training classes:

- For an estimated 1,500 users over three (3) shifts to accommodate a twenty-four hour, seven day (24/7) a week workforce.

Class shifts are as follows:

- 7:00 AM – 3:00 PM, all days excluding Sunday
- 3:00 PM – 11:00 PM, all days excluding Sunday
- 11:00 PM – 7:00 AM, all days excluding Sunday
- “Train the trainer” option for an estimated 20 trainers, provided Monday through Saturday 7:00 am – 7:00pm.
- For an estimated 1,700 users, vendor provided training Monday through Saturday 7:00 am – 7:00pm

Training shall be provided including but not limited to the following roles: end-users, configurators, report writers, and ITD system administrators. Classes are to be conducted within Miami-Dade County at various sites. The specific training sites are yet to be determined. All possible training options should be included in the proposal’s training plan.

## **2.10 FUNCTIONAL REQUIREMENTS**

Proposers are required to complete the chart below indicating whether their Proposed solution meets, or does not meet, the functional requirements listed below.

In order for the County to understand how Proposers intend to deliver the identified requirements, the Proposer’s response shall classify how the requirement is met by specifying the appropriate response code as defined below in the Response column of the chart below. In your proposal response you are to clearly define and provide screen shots, examples, etc. as applicable to your solution.

Comments that further clarify how the requirement is met should be included in the Response Comments column as well as your proposal response. The below table is to be included with your Proposal Submission package as further outlined in Section 3.0 “Proposal Submission Package”. Any requirement response, other than “N” – “No” and “F” – “Future”, must be completed within the proposed project timeline.

**“Y” – “Yes”** - Requirement will be FULLY met with the proposed solution (without code customizations, additional scripting, or additional code).

**“V” – “Vendor”** - If the proposed solution requires third party software or services to fully meet the requirement, please include documentation showing how the Proposer will fulfill the request including any alliances with other suppliers or use of third party software.

**“N” – “No”** - Requirement will not be met and why. A blank or N/A in any box will be interpreted as an "N". **This will not automatically disqualify the Proposer’s response.**

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**“G” - “Configuration”** – Subject matter expertise on the proposed solution is required in order to configure the solution to meet the requirement. In the Proposal response, please detail the nature of the configuration. Cross-reference any attached documentation in the response.

**“F” - “Future”**- Indicates that the requested functionality will be released with next major update to the solution. Proposer must include the anticipated date of availability.

**“C” - “Custom”** - Indicates that the requested functionality can be accommodated through a software customization. In the Proposal response, please provide a proposed start date, completion date, and any additional costs associated with the development of the request. Cross-reference any attached documentation in the response. Customizations typically should only apply to County specific integrations.

A Proposer awarded a contract as a result of this, agrees to comply with all County requests relating to the verification of compliance to Section 2.0.

**2.10.1 Enterprise Permitting, Licensing, Inspections, Code Enforcement, and Land Management Solution Requirements**

FUNCTIONAL REQUIREMENTS		Response (Y, V, N, G, F, C)	Module/Detailed Explanation
<b>General Functions and Core Features – Requirements</b>			
1.	The system shall have spell check and grammar check in all comment fields.		
2.	Ability to have pre-configured and free form comments.		
3.	Ability to associate or insert regulatory code text from a common library that is maintained within the enterprise solution.		
4.	Filter or sort queries by any key field. Example, filter violation code ordinance and/or reference codes by department.		
5.	Ability to view history of records by address, person, place, thing, animal, requestor, folio, contacts, permit/certificate type, enforcement case, license, any key field associated in workflow.		
6.	Ability to auto-generate and reset case numbers by fiscal or calendar year.		
7.	Ability to support Parent-Child License relationship for propagation of payments, status updates, and renewal reminders information. Example, a mechanic works for a business owner. It is necessary to know that the business owner is licensed appropriately in relationship to the mechanics and vice versa. In the case of a master permit with subsidiary		

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<b>FUNCTIONAL REQUIREMENTS</b>		<b>Response (Y, V, N, G, F, C)</b>	<b>Module/Detailed Explanation</b>
	permits, a building permit may have the requirement of a subsidiary electrical permit as a child.		
8.	The system shall display all activities (i.e. inspections, enforcement actions, complaints, and licensing activities) in a summary format within one screen.		
9.	The system shall include "on-line Help" reflective of the customization done for the implementation.		
10.	The system shall maintain records of all updates. These records must show what was changed, by whom, and when (auditing).		
11.	On-line viewing and reports shall be available based on date ranges and/or specific user(s).		
12.	All table driven elements (fields) shall maintain a historical record with a Date/Time Stamp whenever a value changes.		
13.	The system shall include fields to maintain/capture applicant's photo ID and signatures.		
14.	Ability to configure an unlimited number of user defined fields or data elements.		
15.	Comprehensive audit trail detailing every aspect of all processes.		
16.	Ability to configure what data fields, pictures, documents are displayed on the customer facing web portal.		
17.	Ability to test that an email address exists and is correctly typed when the email address is entered as an intake data field.		
18.	Search capability by partial data input into multiple fields.		
19.	System provides download data capability.		
20.	Capable of configuring personalized in-box.		
21.	Ability to load and retrieve pictures and documents and associate these with complaint/permit number/enforcement cases.		
22.	Ability to print documents.		
23.	Provide email and fax capabilities that will notify pre-selected recipients of scheduled activities. The distribution list may be altered as needed for a specific activity.		
24.	A method by which logical record sets (associated records across multiple tables) are archived and purged from the production database.		

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<b>FUNCTIONAL REQUIREMENTS</b>		<b>Response (Y, V, N, G, F, C)</b>	<b>Module/Detailed Explanation</b>
25.	Ability to associate multiple versions of property or case attributes with a work product. Example, owner of property changes but that information cannot be changed in an enforcement case or as a GIS attribute until a workflow to verify that the owner change is valid has been completed.		
26.	Ability to log the value of key fields, case information and property attributes over time. Example, upon incorporation the municipality in the folio changes. The previous folio number and the effective date of the change shall be logged.		
27.	Ability to associate the effective date of municipal code with actions taken in workflows.		
28.	Ability to associate multiple contacts of different roles with an application/business process/workflow. Example, contractor, mortgage holder, attorney, architect, engineer, licensee, complainant etc.		
29.	Ability to configure user defined language for error messages.		
30.	Ability to integrate Microsoft Word templates enabling mail merge with system data while allowing dynamic update of certain variable portions of the template.		
31.	Automatically populate the County Code and/or Florida Statute text anywhere that the code number or statute number is associated with any licenses/permit/enforcement case.		
32.	The system shall have the ability to hotlink sound bites or video clips to features. These will be stored as part of the feature attributes. The mechanism for viewing sound and video files shall be limited to downloading an electronic document in a sound or video format for viewing by an appropriate viewer installed on each user's workstation.		
<b>Licensing &amp; Registrations &amp; Certifications - Requirements</b>			
33.	Categorize license applications by license type.		
34.	Ability to configure different license workflows, fees, checklist, and inspections per license type.		
35.	Automatic assignment of application/licensing numbering schemes by License Type.		
36.	Capable of issuing license based on licensee requirements met, payment status and inspection result.		
37.	Ability to configure license durations and trigger programmatic renew workflows upon expiration.		
38.	Ability to suspend or restrict license.		
39.	Ability to associate license with a person, place, animal or thing. Example, person = contractor, place = business location, animal = dog registration, thing = for hire vehicle.		

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40.	Ability to print a license card with picture, magnetic stripe data, RFID, barcode, or most secure method available at time of implementation.		
41.	Ability to support Parent-Child License relationship for propagation of payments, status updates, and renewal reminders information. Example, a mechanic works for a business owner. It is necessary to know that the business owner is licensed appropriately in relationship to the mechanics and vice versa. In the case of a master permit with subsidiary permits, a building permit may have the requirement of a subsidiary electrical permit as a child.		
42.	Ability to provide Parent-Child license relationships for the viewing of effective and termination dates for relationship, custom-defined child license fields that can be configured to qualify specific endorsements or fields on Parent licenses, and maintain audit trails of relationship changes. Example, a licensed mechanic works for a licensed shop. Mechanic certifications qualify the shop that employs them in order to provide certain types of repairs.		
43.	Ability to track, enforce, notify licensee of minimum requirements for license validity or renewal. Example, current insurance active, continuing education. Ability to schedule or track in-house training for any licensed or certified personnel, record grades and use training results to determine license/certification approvals or renewals		
44.	License/registration is issued periodically (i.e. yearly), or one time, or event.		
45.	Automatic assignment of application/licensing numbering schemes by License Type.		
46.	Ability to verify license/registration status online.		
47.	Ability to keep track of temporary variances issued		
48.	Ability to issue and renew license/registrations on web portal provided business rules allow.		
49.	Link licenses/registrations to a location as represented by GIS layers and as business rules apply.		
50.	Ability to print out license/registration details.		
<b>Permits (One time and Operating), Certifications &amp; Enforcement Cases - Requirements</b>			
51.	Configurable permit/certificate/violation/complaint types with associated attributes including but not limited to separate business rules workflow, fees, reviews, inspections.		

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FUNCTIONAL REQUIREMENTS		Response (Y, V, N, G, F, C)	Module/Detailed Explanation
52.	Ability to track activities for more than one permit/certificate/violation/complaint workflow simultaneously per address.		
53.	Ability to track more than one permit/certificate/violation/complaint per contact by role.		
54.	Ability to identify duplicate work based on workflow parameters.		
55.	Ability to print out permit/certificate/violation/complaint details.		
56.	Alert for work passed allotted time threshold, due date, or target date, user assigned to perform work, and review area/trade/discipline.		
57.	Ability to assign work to qualified staff based on scheduled activities that are due by review area/trade/discipline		
58.	Provides early warning, via automated communications, of expiring permits/certificates and other timed actions.		
59.	Ability to validate property profiles including address, parcel and owners where business rules workflow require.		
60.	Associate applicants, tenants, contacts, contractors, violators, architects, and engineers and any other contacts as business rules workflow require.		
61.	Free style work descriptions, such as plan review comment text or written communications with violator or other contact.		
62.	Automatic assignment of permit/certificate/violation/complaint numbering schemes by type and business requirements		
63.	Link permit/certificate/violation/complaint to a location as represented by GIS layer.		
64.	Ability to issue one-time permits, which may or may not be associated to an existing facility.		
65.	Ability to issue permit/certificate, release lien, un-record documents or close case based on workflow completion criteria and payment.		
66.	Ability to track Water Allocation usage and generate certificate.		
67.	Ability to configure permit/project status to account for the "Donation" aspect of the business unit.		
68.	Ability to associate a contract/service agreement between county and developer with a permit.		
<b>Intake - Requirements</b>			

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<b>FUNCTIONAL REQUIREMENTS</b>		<b>Response (Y, V, N, G, F, C)</b>	<b>Module/Detailed Explanation</b>
69.	Data intake processes whose forms populate a centralized database.		
70.	Common data items stored in the database populate all business workflow forms.		
71.	Similar forms entry shall be able to copy data from previously entered forms to reduce the data entry of the exact same data items.		
72.	Ability to configure user defined forms to serve a specific business function.		
73.	Ability to programmatically replicate an intake in its entirety with different key fields. Example, master model review that is reviewed once with fees, comments, holds, etc. and is then replicated to multiple applications for different properties with different processing numbers.		
74.	Ability to associate geo-location attributes with any intake form.		
75.	Ability to prevent users from adding new contacts unless a search locating suggested contacts is executed first.		
76.	Ability to prevent users from taking duplicate intakes by searching on address, geo-location, and other key fields prior to allowing the addition of new work items.		
77.	Validate addresses against the County's GIS street address layer.		
78.	<p>Automatically identify code violations, generate lists and upload expired permits, licenses, registrations, certifications, or inspections:</p> <ul style="list-style-type: none"> <li>• Permits – Public Works, Solid Waste, ERM, Building</li> <li>• License - animal shots and tag information, Business Affairs</li> <li>• Registrations – burglar alarm yearly renewal</li> <li>• Certifications – 40/50 Building and Boilers recertification</li> <li>• Inspections – Fire, Elevator Safety, Planning</li> </ul>		
<b>Inspections &amp; Dispatch - Requirements</b>			
79.	Ability to provide field staff all information regarding any activity against the location, person, item being inspected.		
80.	Validate programmatically that the requirements which determine if an inspection/investigation can be scheduled or performed have been satisfied prior to allowing the request for next inspection.		

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81.	Ability to schedule individual or multiple inspections/investigations per field staff or group of field staff.		
82.	Allow inspector/officer appointments for groups or single inspector/officer.		
83.	Allow inspection cancellations and rescheduling over the web portal, IVR and by staff with the appropriate user roles.		
84.	Allow programmatic assignment and reassignment of inspections/investigations to inspectors/officers by zone and shift both initially and while in the field.		
85.	Create inspector/officer route sheet with a suggested, optimized route sequence.		
86.	Ability to enter all attributes defined for a completed inspection/investigation. These attributes can be different for different inspection/investigation types.		
87.	Ability to programmatically distribute routes by GIS defined territory for different field staff skill sets.		
88.	Ability to enter all attributes defined for a completed inspection/investigation. These attributes can be different for different inspection/investigation types.		
89.	Ability to display the picture of the field worker, status of the route, and field worker's supervisor contact information over the web portal.		
90.	Track time between user-defined events.		
91.	Ability to transfer work from one field worker to another dynamically while workers are still in the field.		
92.	Ability to programmatically assess re-inspection fees (or investigation fees) based on business rules and prevent the scheduling of new inspections/investigations until fees are paid.		
93.	Provide daily work status reporting.		
94.	Intake beginning and ending vehicle mileage.		
95.	Provide drop downs, radio buttons, etc. for speed of entry for intake data.		
96.	Provide guide sheets checklist by discipline.		
97.	Ability to print work item related documents in the field. Examples, inspection report, NOV, citation, decal, letters, etc.		
98.	Ability to programmatically set a block of inspections to a particular result. Example, set result to "bad weather" for all remaining inspections during a current work period.		

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99.	Ability to configure a result type that programmatically reschedules inspections/investigations to the next working day with priority.		
100.	Feature for the field worker to “clock in” and “clock out” so that the time spent on the work item is recorded, possibly to assess fees based on actual time spent.		
101.	Ability to notify management staff of performance statistics with configurable warning, escalation, and time thresholds.		
102.	Ability to provide electronic notification to field staff via email, text messaging, Skype like VOIP calls.		
103.	Issue programmatic notification of a transferred assignment to individuals, organizations, agencies, departments, divisions, sections, workgroups, or offices.		
104.	Query of workload, work in progress, and work completion by individual.		
105.	Query of workload, work in progress, and work completion by organization, agency, department, division, section, workgroup, or office.		
106.	Query of workload, work in progress, and work completion by date.		
107.	Query of workload, work in progress, and work completion by milestone.		
108.	Query of workload, work in progress, and work completion by disposition.		
109.	Alert for work passed allotted time, due date, or target date.		
110.	Ability to configure task reminders within the workflow to ensure that deliverables are done in the appropriate order and without any required work task skipped.		
<b>Mobile - Requirements</b>			
111.	Allow review of daily assignments from the field.		
112.	Allow Code/Ordinance query from the field.		
113.	Ability to create, retrieve and print electronic documents in the field. (NOV, citations, history data, checklists, etc.)		
114.	Provide email capabilities from the mobile device in the field.		

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115.	Create, modify, edit or reassign to other staff work assignments while in the field.		
116.	Cancel, reschedule, or reassign work assignments and/or scheduled additional work assignments from the field.		
117.	Mark work assignments as completed from the field on the mobile device (inspection results, citation issuance, investigations, certifications, etc.) and begin work on next assignment.		
118.	Ability to track/enter activities performed in the field such as: pictures, warning, citations, affidavits of compliance and non-compliance, inspections, investigations, and their details.		
119.	Ability to conduct thorough investigations, issue/utilize computer generated documents and collateral material as needed directly from the field (i.e. Forms, Letters, Decals, Permits, etc.)		
120.	Ability to interface with a mobile device's GPS feature to validate location data.		
121.	Ability to verify the location is within the business unit's jurisdiction based on pre-defined user configuration.		
122.	Field based printer capability (wireless/remote).		
123.	Ability to scan QR code or other barcode identifiers that allow for automatic population of data upon scanning.		
124.	Ability to swipe driver's license and have information populate data fields on mobile device app.		
125.	Mobile app incorporates digital pictures with meta data containing GPS location of picture and date/time stamp of the picture. Ability to load and retrieve pictures.		
126.	Ability to capture e-signature.		
127.	Full features of the solution shall be available within the mobile device optimized interface as well as from a web browser based interface. Both user interfaces shall be configurable based on user role and business rules. Example, in order to avoid having an enforcement officer use two different screens interfaces to complete a field work assignment, the mobile interface solution shall be configurable to provide all the required information needed to perform the assignment in one optimized interface screen for the mobile device. An enforcement officer needs license information to initiate a field inspection/action this information shall display with the required		

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	intake data rather than having the officer switch back and forth between screen interfaces.		
128.	Ability to swipe a credit card for payment collection and print receipts for the transaction in the field.		
129.	Tools which enhance the view ability of digital plans in the field, such as pan, zoom on a specific area only, spyglass. Anything that improves the viewing of architectural drawings in the field.		
130.	Ability to make voice notes and associate them with work assignments.		
131.	Ability to engage in a face to face digital meeting with MDC employees only (such as Skype) from the field.		
132.	Have the capability to continue to work off-line on the mobile if connectivity is lost.		
133.	Default for mobile app is real time updates to back office systems.		
134.	Mobile functional changes, software upgrades, and patches shall have capability to be applied over the network.		
<b>Reports Board meetings &amp; Agenda Management – Requirements</b>			
135.	Record motions, votes, notes, conditions of hearing/meeting events. Record roll call and discussion. Digital signatures shall be supported.		
136.	Add supporting documents at any time including at hearing/board. Example, citizen letters, aerial photos, schematics. etc.		
137.	Cross-reference items to agendas and minutes.		
138.	Set electronic approval routing via user specified workflow.		
139.	Review agenda item history.		
140.	Automatically assemble and publish agenda packets. Allow for paperless agenda packages.		
141.	Auto-number agenda items.		
142.	Create document templates for each meeting body.		
143.	Automatic item referral routing to hearing/board members.		
144.	Publish minutes to the web programmatically.		

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145.	Full text search of all documents associated with the meeting body.		
146.	Organize, store and retrieve electronic documents		
147.	Video streaming integration and/or official recording of meetings.		
148.	Dynamic calendar of past and upcoming meetings with programmatic notification to any meeting participants.		
149.	Ability to create, review and approve a proposed calendar.		
150.	Search, track and print legislative data.		
<b>Fee Assessment, Penalty Accrual &amp; Collections – Requirements</b>			
151.	Ability to configure multiple fee schedules based on business process workflow or activity.		
152.	Automatically calculate all fees based on configurable formula definition, examples, by valuation criteria, fixed formula, and number of units, flat fee, unit range, spatial definition, measurements, and fee schedule. Example, a flat fee can be a predefined fee looked up in a table or an amount entered by the user.		
153.	Process and track full and/or partial payments.		
154.	Apply previous payments as credit for line items, grouping of line items or fee code, for example crediting an upfront fee payment toward final payment line items.		
155.	Apply minimum fee/maximum fee validation per line items, grouping of line items or fee code.		
156.	Allow credit or administrative adjustments and refunds with proper security role.		
157.	Ability to establish and track approved payment plans by business process attributes.		
158.	Ability to establish and track negotiated agreement terms in lieu of partial or full payment. For example, perform community service hours in lieu of payment; donate land, issue bond, improve infrastructure in lieu of payment.		
159.	Create invoices for immediate payment as well as for “bill me later” (deferred payment) status.		
160.	Create aging invoices.		

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161.	Capable of processing multiple payments for one invoice.		
162.	Have voiding process for invoices based on configurable business rules. Example, voids shall only be configured to occur for same day transactions.		
163.	Provide batch invoice printing.		
164.	Ability to associate fee codes in order to aggregate collections from these specific fee codes into a higher level grouping to facilitate funds distribution.		
165.	Ability to prevent or ensure the assessment and collection of fees that are configured to apply to a specific business process. Example, stop accrual of penalty when specified business rule conditions are met (partial payments, dormant, bankruptcy case).		
166.	Ability to specify a no charge transaction with proper security approvals and required justifications based on user role.		
167.	Ability to add, modify and delete fees with proper security approvals and required justifications based on user role.		
168.	Ability to define customizable work flow for bad check processing or any default in payment.		
169.	Ability to prevent the acceptance of any type of payment method from any given contact and relate that restriction to POS cashiering.		
170.	Ability to prevent the completion of any business workflow if the contact, address, property, license, any attribute associated with a work product is marked with any uncollected debt. Example, patron paid with a bad check for permit. Workflow rules are configured to prevent any further service to the patron until the debt is satisfied. A property has an unpaid ticket or fine. Workflow rules prevent service on this property until ticket/fine is paid.		
171.	Ability to assess and collect recurring fees based on contact subscription to this service or a business workflow.		
172.	Ability to maintain multiple fee schedules with different rate effective dates.		
173.	Ability to modify fees in an active fee schedule at any time and define a new effective date to this fee. Previously assessed or collected fees of the same type are not altered. Fee		

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	assessment that occurs from the new effective date applies the new fee value.		
174.	Ability to associate a fee schedule with the application intake date to lock in the fee rates in effect on that date. If the fee rates change the application retains the fees effective on the date of intake.		
175.	Ability to define rules for the assessment of any fee based on the categorization of that fee. Example, some fees are assessed based on application intake date; others are assessed based on the value at time of assessment. When a fee rate changes for a fee assessed based on the value at time of assessment then the old fee rate applies to previously assessed items and the new fee rate applies to items assessed as the date of the fee change.		
176.	Ability to programmatically apply a new fee rate to any assessed fees that are uncollected.		
177.	Allow a new fee amount to supersede an original fee amount (settlements).		
<b>Cashiering – Requirements</b>			
178.	Ability to perform any point of sale activities to include open/close/balance register activities.		
179.	Accept multiple methods of payment to include journal entries with validation of chargeback index code and/or account against financial systems, checks, debit cards, credit cards, electronic fund transfers, cash, money order, certified/cashier's check, letter of credit, intergovernmental chargeback or deferred payment. Example, permit is issued to the Water & Sewer Department with the tender type of "deferred for billing".		
180.	Create receipt numbers and print receipts.		
181.	Have voiding process for payments.		
182.	Audit all payments.		
183.	Reverse payment for specific line items.		
184.	Handle deposit accounts.		
185.	Limit the payment method that can be taken for any specific fee.		
186.	Ability to mark a fee in a status that directs the collection of said fee by another agency.		
187.	Shopping cart capability at both the POS cashier and on the County's web portal 24/7. For example, ability to group 20		

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	permit applications into a shopping cart and pay once for all fees.		
188.	Real time bi-directional data exchange with back office systems to determine rules by which all transactions fees are to be collected, paid for, and reconciled with financial systems daily via the use of online functions or reporting. Especially for reversals and voids which complete workflows and provide contacts with products.		
189.	Ability to configure the distribution of funds collected to the appropriate County entities via programmatic interfaces with financial systems and receive reconciliation reporting of this process.		
190.	Ability to configure how a payment can and cannot be taken depending on the user role logged in and the location/device in use by the user. Example, field worker cannot take cash for a fee but a POS cashier can take cash and is a POS cashier is roaming in a building with a mobile device they cannot take cash.		
191.	Interactive voice response (IVR) real time integration for acceptance of e-check and credit/debit cards as payment methods.		
192.	Lockbox capability.		
193.	Ability to apply more than one payment method for one transaction.		
194.	Ability to process payments from international customers over the web and through cashier.		
<b>Reports, Forms, and Documents - Requirements</b>			
195.	An end user friendly query tool capable of generating ad hoc reports with all available data.		
196.	Be able to produce prepopulated forms with systems data to be printed and provided to patrons in County offices or in the field and record that this document was produced as an activity.		
197.	Ability to configure user defined report templates to augment reports that are basic to the solution. Examples of standard daily, monthly, and annual financial reports include: <ul style="list-style-type: none"> <li>• Outstanding Balances Per Citation with Grand Total</li> <li>• Activity Report – Detailed Assessments, Collections, Disbursements, Settlement, and Adjustments with Grand Totals</li> <li>• Permit Revenue Performance by Index Code</li> </ul>		
198.	Ability to generate any report, document or system form as a PDF and/or TFF file.		

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199.	Provide the solution data model as a reference for user defined reporting using third party tools such as for the development of reports using SSRS.		
200.	Freely and easily merges data into Word and Excel templates.		
201.	Provide real-time dashboard to display dynamic charts & graphs. Allow for integration with the County's Cognos BI solution.		
202.	Create mail merge notifications from GIS data.		
203.	Ability to query or report on Key Performance Indicators (KPI).		
<b>Portal - Requirements</b>			
204.	System must utilize / hook into the County's existing portal LDAP to facilitate personalized displays of data on the County's web portal and other mobile devices.		
205.	In addition to the portal/web solution provided by the vendor, Solution must have an associated query-able interface that is consumable by web clients whereby one (anyone) can build a custom branded page with similar content to that of the vendor's solution.		
206.	Allow patrons to conduct all business on-line to include but not limited to self-service data entry into applications, file uploads, and file downloads.		
207.	Ability to configure anonymous access for self-service capability and self-service capability that is only provided upon registration/validation of user.		
208.	Allow patrons to query information via a web portal which displays the real-time data that is in use by all business processes.		
209.	Allow patrons to submit payments online 24 hours, 7 days per week.		
210.	Fully integrate/comply with the County's Portal branding policies and standards. But also need the ability to apply custom CSS schemes to portal web forms where applicable. For example, Film permitting has specific branding.		
211.	Ability to extract and provide open government data files in CSV, Excel on the portal.		
212.	Ability to apply for or file a complaint and issue permits/certificate on the web portal or query case status where business rules allow.		

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213.	Ability to track the workflow status via web portal and easily viewable in the solution through entire workflow process. Example, application acceptance through permit/certificate issuance, compliant receipt through case closure.		
214.	Portal self-service features shall populate the same database as forms used in daily operations.		
215.	Ability to protect and prevent the display of confidential information/documents on portal forms or pages.		
216.	Ability for patrons to make appointments with MDC staff from specific business areas via the web for future scheduled appointments and walk-ins. This includes reserving the location, time, day with the requested individual based on the business area's rules.		
217.	Ability to have e-meetings between patrons and MDC staff that allow digital viewing of documents over the web. MDC staff only can mark-up these documents during an e-meeting.		
<b>Workflow &amp; Business Rules - Requirements</b>			
218.	Ability to assign a system administrator that can configure workflow based on user defined processes.		
219.	Ability to configure workflow based on vendor provided sample workflows or patterns that are best practices within the solution.		
220.	Ability to configure workflow based on business rules that are dependent on changes to data entered at various times within the workflow. Example, assess a penalty based upon how long a violation has been non-compliant.		
221.	Ability to configure workflow for serial processes.		
222.	Ability to configure workflow for parallel processes.		
223.	Ability to configure workflow based on Boolean/Tree Logic.		
224.	Ability to programmatically trigger a workflow based on a change in data event. For example, an enforcement hold is placed on property. All plan reviews are suspended within the workflow until the hold is release. Upon hold release all reviewers are reactivated in the workflow. Example, UCVN to COC Code enforcement Section for adjudication processing and delinquent accounts to FIN Credit and Collection for lien processing.		

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<b>FUNCTIONAL REQUIREMENTS</b>	<b>Response (Y, V, N, G, F, C)</b>	<b>Module/Detailed Explanation</b>
225. Ability to trigger the next process within a single workflow either by a human task consisting of data intake and/or a programmatically generated data changes. For example, a paper plan set is manually moved by a clerk by checking out from previous area, checking into the next review area scanning a barcode. The reviewer entered the review disposition as a separate action. Both of these activities shall complete before the plan set is available to the next reviewer.		
226. Ability to configure the workflow to assign work based on user or user role attributes. For example, users with the role of “plumbing inspector” can only be assigned plumbing inspections.		
227. Ability to configure workflow to assign work to user queues based on FIFO, and prevent the user from altering this work item order.		
228. Ability to bypass the FIFO work item order on exception basis. For example, expedited review criteria are met and the work item becomes first in the work queue. Or a plan set is returned for rework and needs to be assigned to the queue of the previous reviewer.		
229. Ability to configure workflow to prevent the assignment of work to individual users that are currently in unavailable status and place work items in the user delegate’s queue or a queue for the user’s role to be picked by any other users with that role.		
230. Ability to configure workflow to trigger a system generated email containing dynamically replaced data and/or outbound dialer telephone call with text to speech for dynamic data imbedded in the message based on a workflow event. This contact needs to be logged as a workflow deliverable with a date/time stamp. Example, an email is programmatically created and sent to the contractor notifying them of an inspection result.		
231. Ability to configure the workflow to execute interface tasks that are external to the vendor solution at any point within the workflow. For example, programmatically generate XML to be passed to the County’s payment gateway for e-commerce payment authorization and receiving returned data from the payment gateway upon completion of the transaction. Generating XML to interface with the Clerk of the Courts e-Recording module and attach TIFF documents for e-recording, process returns book/page.		

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232.	Ability to configure geo-based rules that initiate and automate concurrent or parallel workflows for the geo-location being referenced. Example, CDMP (comprehensive development master plan) amendment review workflows for all departments and agencies with an interest in the parcel.		
233.	Ability to configure Geo-based rules to prevent user roles with insufficient permissions to perform work on a protected (government facility, Homeland Security non-viewable) property.		
234.	Ability to track questionnaires and scores within the workflow. For example, Green Business Certification questionnaire.		
<b>Security - Requirements</b>			
235.	Ability to provide security at a database level by role and by row.		
236.	Ability to provide security at a web page, form and field level within web pages and forms by user role with an unlimited number of user roles.		
237.	Personal identification information and other sensitive data shall be encrypted at the database field level.		
238.	Solution shall allow single sign on capability integrated with Active Directory or some LDAP.		
239.	Ability to provide two factor authentication.		
240.	Based on the configuration of the user role, some roles shall be able to sign on in more than one location simultaneously while others are prevented from signing on multiple sessions.		
241.	Ability to configure a sign out timeout interval by user role.		
242.	Ability to assign attributes to a user or a user role that can be used within workflow configuration to assign work. For example, users with the role of "plumbing inspector" can only be assigned plumbing inspections.		
243.	Ability to globally define individual users as available or unavailable for work assignments and define a delegate for that user's work.		
<b>Geographical Information System (GIS) - Requirements</b>			
244.	All views of geometric spatial data shall be provided by existing preinstalled ESRI software systems, with the produced graphic output being integrated into such combined views of GIS data and data from the software.		
245.	Be compliant with the ESRI version roadmap and have a strong relationship with ESRI.		

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246.	Apply new ESRI releases to production within 3 months of release availability.		
247.	Have a seamless integration methodology with the County's GIS without duplication of data.		
248.	Follow the County's GIS address standards and use the County GIS Address Locators.		
249.	All layer creation by the application shall be done in an ArcSDE environment.		
250.	All layer data creation shall produce points, lines or polygons, and associated attributes, on which permits, enforcement actions or other related activities maintained within the software.		
251.	Create new features on the map and store them in SDE.		
252.	The application shall support on-screen digitizing of points, linear, or polygon layers using existing raster (tiff, MrSID) or vector layers as backdrops. Attributing the digitized features shall occur simultaneously as the features are being digitized. Digitization of spatial data shall be limited to the display of spatial geometry to the user, measurement of spatial relationships such as distance or area, and input of coordinates for new point, line, or polygon features on which permits or activities can be based.		
253.	Create GIS layer that shows specific types of certifications. For example, a Green Business GIS layer with the rating score results from the online questionnaire.		
254.	Users shall be able to query features in all layers and have the application return the results of the queries and allow the ability to view both features and attributes simultaneously.		
255.	Able to simultaneously within one window, show the spatial data on part of the window and its corresponding tabular data on the other part.		
256.	Spatial queries shall include but not be limited to the following: Location – Clicking on a map and querying features within a certain radius based on user specified layers Polygon – Ability to select features within a defined area Layer on layer selection – Ability to query features in one layer based on features in another layer (spatial overlay)		
257.	Attributes queries shall include but not limited to the following: Permit number/type Case or Citation number Parcel ID (Folio number) Address Ownership (name)		

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	Location (X,Y, Z coordinates) Latitude / Longitude Intersection		
258.	The system shall allow the user to select combinations of spatial data layers.		
259.	The system shall allow historical representation of the spatial data as it relates to the tabular data and spatial features contingent on SDE.		
260.	One polygon, point, or line may have many permits or activities associated with it.		
261.	One permit or activity may have many polygons, points, or lines associated with it.		
262.	The GIS module shall drive the rest of the modules by using the GIS interface to associate geo-location, thereby updating a layer with any attributes stored in the appropriate database table(s).		
263.	Integrate business logic associated with the spatial data (ex. Cone of Influence of the Wellfield Protection Area, Covenants, and EQCB). All covenants (restrictions on land use) and EQCB rulings shall be expressible as business rules that can be evaluated based on data stored within the software database, as attributes within the GIS system's data, or as spatial distance, or containment relations between geometric features stored in the GIS system's data.		
264.	Users shall be able to create/print reports through spatial or attribute queries. The data to be displayed for such reports shall come from within the software database.		
265.	Users shall be able to create/print maps of selected areas in different map sizes (8.5 x 11, 11x17, poster size) with minimum maps elements such as scale bars, north arrows, and legend.		
266.	The system shall have the ability to perform statistical analysis on selected features attributes. All such statistical analysis shall be limited to relational queries, or standard numerical analysis operations provided by ESRI software.		
<b>Integrations - Requirements</b>			
<b>Enterprise Integrations</b>			
267.	<b>311 CiRM Call Center</b> – The Solution must provide a bi-directional web services interface to receive, monitor and update all citizen reported complaints/requests from the county's centralized 311 Hub/CiRM Call Center and send service request updates.  A complaint received via 311 results in a service request or case that is assigned to an officer. The assigned officer investigates		

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<p>the complaint to identify the violation and tie a person or property owner to the case. Examples of Request Intake calls via 311 include:</p> <ul style="list-style-type: none"> <li>▪ <i>Bulky Trash Request</i> – Citizens are provided two (2) bulky trash pick-up services annually. Requests for Bulky Trash pick-up may be submitted on-line, by call to the 311 Call Center, or direct call to PWWM.</li> <li>▪ <i>Recycling Enforcement (Multifamily &amp; Commercial)</i> – Outreach Business Recycling violations (15-2.3) and Multifamily Recycling violations (15-2.2) service requests can be opened by 311 staff or proactively by PWWM staff.</li> </ul> <p>Examples of Complaints received via 311 include:</p> <ul style="list-style-type: none"> <li>▪ <b>Reporting work conducted</b> without a permit that requires code enforcement staff response and/or follow-up.</li> <li>▪ Stray dog</li> <li>▪ Junk, trash, or overgrowth</li> <li>▪ Unauthorized debris on right of way</li> <li>▪ Illegal dumping.</li> </ul> <p>For request intake, automatically send the status update (i.e. assigned, in-progress, completed) to update the 311 service request. Once investigation of the complaint is completed, automatically submit results to 311.</p>		
268. <b>Business Intelligence</b> - The solution's data model shall be open, not proprietary, in the event that MDC chooses to create a data warehouse leveraging outside of the components of the proposed solution.		
269. <b>Cashiering</b> – The Solution shall provide bi-directional automated web service interfaces with the County's standardized iNovah cashiering POS solution by Systems Innovators (Version 2.50.851.1). The iNovah cashiering solution is integrated with the County's current payment gateway and shall be used in lieu of any other proposed.		
270. <b>eCertify &amp; Regular Mailings</b> - The Solution must provide an automated bi-directional integration to send and track certified mail or regular mail via ISD Materials Management Graphics Services, as well as capture and store tracking numbers, return receipts for certified mail tracking and mailing information from USPS.  The daily documents that need to be mailed are sent to ISD at the end of the day. These documents include the PDF document images and the XML (to describe the contents of the document such as the case number, address, and property owner name.) ISD uses the XML in the process to mail out the letters (PDFs).		

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<p>Once the document mailing process is completed, ISD provides a file with mailing and return receipt information to update in the corresponding application.</p> <p>Certified mail documents are updated with return receipt information and uploaded to the enterprise document management system.</p>		
<p>271. <b>Enterprise Content Management (ECM)</b> - The solution shall provide automated bi-directional web services integration with the County's standard ECM Documentum (Version 7.1) electronic content management system to load, store and retrieve documents and pictures. Documents are saved as PDFs. Uploaded images are cataloged. Document status is tracked.</p> <p>Process return receipt information for documents mailed via certified mail and load updated documents to the ECM.</p>		
<p>272. <b>eRecording</b> – The eRecording integration must follow the guidelines established by the Clerk of Courts (COC) for the <i>New Vision</i> software used for electronic recording of official documents.</p> <p>The Solution shall provide automated real time bi-directional web services integration with eRecording to:</p> <ul style="list-style-type: none"> <li>▪ Permanently record documents within the Clerk of Courts (COC) Recording system. The Solution must send official documents in PDF format with required filing information.</li> <li>▪ Automatically receive and update the Enterprise Solution with the Book, Page, recording results, and Recording Reference Number for future document display queries.</li> <li>▪ Allow query and display of recorded documents from the Enterprise Solution based on Book/Page and Reference number.</li> </ul>		
<p>273. <b>Financial System FAMIS/ADPICS</b> - The Solution must provide an automated bi-directional nightly FTP integration with the County's FAMIS/ADPICS financial information system (Version 5.1).</p>		
<p>274. <b>Financial System PeopleSoft ERP</b> - The Solution must provide automated bi-directional web services integration with the County's PeopleSoft ERP (Version 9.1 moving towards 9.2) financial information system.</p>		
<p>275. <b>GIS Integration</b> – The Solution must use the County's existing enterprise GIS layers in any business workflow. (ESRI GIS Version 10.0 migrating to release 10.2.2)</p>		
<p>276. <b>IVR</b> – The Solution must automatically interface with the County's enterprise standard interactive voice response system, which is the Avaya Aura Experience Portal or the solution must offer an alternative integrated IVR solution.</p>		
<p>277. <b>PeopleSoft HR or Payroll IDMS</b> – The Solution must programmatically interface with the County's PeopleSoft HR</p>		

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(Version 9.1 moving towards 9.2) or IDMS Payroll systems to flag staff that has been terminated from the County or with work role changes. Within the Enterprise Solution, the flag will suspend the user's ability to use the system until a workflow to review the role change is executed.		
<p>278. <b>Property Information</b> - Allow the user to specify a reference or a physical address and validate it via GIS functions. The Solution should allow a property search by <b>Address</b>: (user must provide the house number, prefix, street name, suffix, unit number or zip code), Intersection (user must provide the corner of the intersection: prefix, street name, suffix or zip code), or Folio number.</p> <p>An address validated in GIS may be found as a single parcel address, multiple parcel address, out of the service area address, or not valid address or intersection.</p> <p>If the folio number in GIS has changed it is updated in the application. If the Owner information has changed, a new owner record is created and the existing owner is inactivated.</p> <p>The location history shall show all cases at a current location.</p>		
<p>279. <b>Tax Collector Integration</b> – The Solution shall provide real time automated function to obtain and/or validate Local Business Tax information (previously known as OCLA - Occupational License) from the Finance TaxSys System.</p> <p>Escrow information shall be extracted daily from the Tax Collector database for mailings to mortgage companies and property owners.</p>		
<b>Departmental Integration Requirements</b>		
<p>280. <b>Clerk of Courts (COC) Financial System (CFS)</b> – The Solution shall provide automated bi-directional real time web services interface with the COC Financial System (CFS) to obtain payment status information from CFS and provide citation status information.</p>		
<p>281. <b>Clerk of Courts (COC) Web Query</b> - The Solution shall provide automated real time web services to provide COC citation, party, breakdown of fees due, and address information to display on the COC Web portal.</p>		
<p>282. <b>Clerk of Courts (COC) / Finance Credit and Collection</b> - The Solution shall provide automated bi-directional web services integration with the Finance Credit and Collection System (ADVANTEDGE Version 1.44c) to obtain payment status and lien Information for delinquent accounts, and provide Citation status and Lien Information.</p>		
<p>283. <b>MDFR and MDPD / 911 CAD System False Alarm</b> - The Solution must provide a bi-directional real-time web service interface with</p>		

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<p>the County's CAD 911 system (Motorola CAD 911 Version 7.0.0.1203) for False Alarm information.</p> <p>The Enterprise Solution must provide the status of the yearly burglar alarm registration information to CAD 911 via automated real time web service integration.</p> <p>CAD 911 provides automated real-time information for each false alarm where Police and/or Fire first responders have been dispatched. Each false alarm is tracked within the Enterprise solution. Citations are issued upon the forth false alarm where Police has responded, on the third false alarm where Fire has responded, or for unregistered false alarms. The false alarm count is reset yearly.</p>		
<p>284. <b>MDPD / Community Service Tracking System</b> – The MDPD allows violators the option to enroll in the Diversion Program to serve community service hours in lieu of monetary payment of the citation fee. The Community Service Tracking system is used by the MDPD Diversion Program business unit and the Clerk of Courts to keep track of community service hours.</p> <p>This integration is an automated web services interface of the Enterprise Solution with the MDPD Community Service Tracking system triggered by approval to participate in the Diversion Program and update of hours served.</p>		
<p>285. <b>Port of Miami (POM) System Integrations including but not limited to:</b></p> <ul style="list-style-type: none"> <li>• Gatekeeper System / Ground Transportation (GTS)</li> <li>• Berth Planning System (BPS)</li> <li>• Web Badge ID Renewal System</li> <li>• Revenue Management System (RMS)</li> </ul> <p><b>Port of Miami (POM) / Company Information</b> - Automated real-time web service integration with Seaport Systems to retrieve and validate all company information such as permit status, application, address, phone, fax, bond, insurance, category, and performance. Provide the ability to identify the type of company or category, i.e. trucking company.</p>		
<p>286. <b>Port of Miami (POM) / Company Permit Status Validation</b> - Automated integration with Seaport Systems to validate the company has a valid permit and insurance.</p>		
<p>287. <b>Port of Miami (POM) / Financial Information</b> – Automated integration with the Seaport systems, such as the Revenue Management System (RMS), to query permit fee, payment balance, and payment history. The integration shall allow for the calculation of permit fees owed, paid, credits, and debits.</p>		
<p>288. <b>PWWM SW / Compuweigh</b> - Automated daily interface with the Compuweigh Scalehouse Software System (Paradigm LLC)</p>		

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FUNCTIONAL REQUIREMENTS	Response (Y, V, N, G, F, C)	Module/Detailed Explanation
<p>(Version 5.0) whenever a new permit account is created or when any common fields have been modified within the Enterprise Solution.</p> <p>This interface is required for the PWWM Solid Waste Scalehouse Operation to synchronize the permitted hauler accounts in the proposed Solution with the permit accounts in CompuWeigh. It will assist Enforcement Officers in flagging permitted haulers that have expired or invalid permit accounts when entering Scalehouse facilities.</p> <p>The following common data fields will be synchronized each time a permit account is added or modified: permit account number, permit status, expiration date, and tare weight sticker number.</p>		
<p>289. <b>RER DERM / IPACS</b> - Automated web service integration to validate a permit number used in the Internet based POTW Administration and Compliance System (IPACS) (Version: 1.3010.0131.15053) system matches a permit number for Industrial Waste Permits (IWP) permits in the enterprise solution. POTW = Publicly Owned Treatment Works</p>		
<p>290. <b>RER DERM / LIMS</b> – The Solution shall provide an automated nightly batch integration to obtain laboratory data maintained in the Environmental department’s Laboratory Information Management System (<i>LIMS</i>) Oracle system (Perkin-Elmer Labworks Version 5.8.0.119). Lab results documents become part of the permit inspection results. Lab result reports are analyzed to determine any enforcement actions needed.</p> <p>Current Process:</p> <ul style="list-style-type: none"> <li>▪ When DERM wants to submit a sample for analysis to the ERM lab, the inspector will fill a blue card.</li> <li>▪ Optionally (only certain work groups) print labels generated from LIMS using an external web application. The labels are placed on the sample bottles.</li> <li>▪ Once samples are analyzed by the ERM LAB an official copy of lab results report for the submitted sample is sent to the DERM permitting group.</li> <li>▪ The DERM permitting group scans this document into EDMS (ERM document management system) and it remains part of the permit inspection results.</li> <li>▪ The DERM permitting group further analyzes the report and will create any needed enforcement actions.</li> </ul>		
<p>291. <b>RER Development Services and Planning</b> - The solution must provide an automated, bi-directional integration with the Tyler Energov (Release 9.8.1 moving towards 9.9) Permitting &amp; Land Management Suite (PLM) and Licensing &amp; Regulatory Management Suite (LRM) in use for land management business processes.</p>		
<p>292. <b>WASD New Customer Division / WASD Enterprise Asset Management System (EAMS)</b> (Version 10.1.2 moving towards</p>		

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FUNCTIONAL REQUIREMENTS	Response (Y, V, N, G, F, C)	Module/Detailed Explanation
11.1) work order integration. Automated web services integration to create a work order in the Enterprise Asset Management System for the Water Distribution Division, generated by the New Business Division.		
293. <b>WASD Retail Division / CC&amp;B Customer Care and Billing –</b> Automated integration with WASD’s Customer Care and Billing (CC&B) system to provide payment information from the Enterprise Solution for code enforcement violations fees and replacement costs.		
<b>External Systems Integration - Requirements</b>		
294. <b>Florida Department of Law Enforcement (FDLE) -</b> External integration with the Florida Department of Law Enforcement (FDLE) system for applicant screening background checks.		
295. <b>South Florida Water Management District (SFWMD) system -</b> External integration with South Florida Water Management District (SFWMD) system.		
296. <b>State of Florida Department of Business and Professional Regulation (DBPR) -</b> External integration with the State of Florida Department of Business and Professional Regulation (DBPR) system for validation of professional licenses (i.e. State of Florida elevator contractors, inspectors and technicians licenses).		
297. <b>State of Florida Department of Environmental Protection Compliance and Enforcement Tracking System (COMET)</b>		
298. <b>State of Florida Department of Environmental Protection Florida Green Lodging Program Certification -</b> Interface with the Florida Green Lodging Program Certification as businesses achieving this certification are automatically granted Green Business Certification (GBC) status.		
299. <b>State of Florida Department of Environmental Protection - Permitting Application (PA)</b>		
300. <b>State of Florida Department of Environmental Protection Wastewater Facility Regulation (WAFR) system</b>		
301. <b>State of Florida Department of Highway Safety and Motor Vehicle (DHSMV) Driver’s License Check -</b> External state system integration with the State of Florida Driver’s License - FL DHSMV. Ability to provide security to limit access to external integrations that incur charges per transaction. For example, integration with the FL DHSMV for driver’s license verification requires an established Memorandum of Understanding (MOU) and each request charges \$10 to charge code (index code) set up by Finance for the business unit.		
302. <b>State of Florida Department of Highway Safety and Motor Vehicle (DHSMV) Motor Vehicle Tags and Titles –</b> External state system integration with the Division of Motor Vehicle.		

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303.	<b>Sunbiz</b> – External integration with the Florida Department of Corporations (Sunbiz) system.		
304.	External federal system integration to administer general permit SAJ-42 for federal government for different types of work within tidal waters.		

**2.10.2 Enterprise Permitting, Licensing, Inspections, Code Enforcement, and Land Management Solution Key Fields**

The proposed software should provide the ability to process permitting, licensing, inspections, code enforcement, and land management, including but not limited to the following key fields:

Field Name	Response (Y, N)
1. 40/50 Recertification Number	
2. Account Number	
3. Address	
4. Appealed Date	
5. Application Date	
6. Application Type	
7. Architect Name	
8. Boiler Number	
9. Bond Number	
10. Business Address	
11. Business Contact Information	
12. Business Name	
13. Case Status	
14. Certificate of Occupancy (CO) / Certificate of Completion Date	
15. Certificate of Occupancy/ Certificate of Completion process Number	
16. Certificate of Occupancy/ Certificate of Completion Certificate Number	
17. Certificate of Use Date	
18. Certificate of Use Number	
19. Check Number	

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<b>Field Name</b>	<b>Response (Y, N)</b>
20. Citation Number	
21. Complainant Source	
22. Complied Date	
23. Contractor License Number	
24. Contractor Name	
25. County Department Identifier	
26. Decal Number	
27. eMail Address	
28. Enforcement Case Number	
29. Engineer Name	
30. Escrow Account Number	
31. Fee Payer Phone Number	
32. Folio	
33. Hearing Date	
34. Hearing Disposition	
35. Index Code (chart of accounts code)	
36. Inspection Date	
37. Inspection Disposition	
38. Inspection Type	
39. Intersection	
40. Invoice Number	
41. Latitude / Longitude	
42. Local Business Tax Receipt Number	
43. Location (X,Y, Z coordinates)	
44. Microfilm Reel and Frame	
45. NAICS Number	
46. Name on Check	
47. Notice of Violation (NOV) Warning Number	
48. Ordinance or Code Reference Number	
49. Paid Date	
50. Payment Type	

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<b>Field Name</b>	<b>Response (Y, N)</b>
51. Permit Category	
52. Permit Issue Date	
53. Permit Number	
54. Permit Type	
55. Plan Review Date	
56. Plans Tracking Number	
57. Process Number	
58. Property Current Use	
59. Property Owner name	
60. Property Proposed Use	
61. Recorded Book and Page	
62. Review Disposition	
63. Review Type	
64. Serial Number	
65. Square Footage	
66. Tradesman Number	
67. User Name Across all Roles	
68. User ID Across all Roles	
69. Subdivision Name	
70. Various Expiration Dates	
71. Various Due Dates	
72. Vehicle Identification Number (VIN)	
73. Vehicle Status	
74. Vehicle Tag Number	
75. Vehicle Type	
76. Violation Code	
77. Violation Type	
78. Violator Name	
79. Work Order	

**2.11 DESIRED MAINTENANCE AND SUPPORT, FUNCTIONAL REQUIREMENTS, NETWORK AND TRANSACTION LOAD TEST**

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**2.11.1 Maintenance and Support Pricing**

The County prefers that the Software Maintenance fees be adjusted based on actual deployment. If new licenses are purchased during different phases, the County prefers that the maintenance fees be pro-rated to make them coterminous with the maintenance of the original licenses purchased. The County prefers software maintenance that is coterminous with the fiscal year.

Furthermore, the County prefers to pay for software maintenance and support for the actual number of licenses deployed and being used during any one-year maintenance and support renewal period. At the beginning of each maintenance renewal period, the County would like to have the right to adjust the number of licenses kept under maintenance according to actual usage, without incurring any type of additional fees or penalties if the number of licenses under maintenance is to be reduced based on usage.

**2.11.2 Technical Support Services**

Technical Support

1. Help Desk Services

Live support for all severity levels available 24 hours a day, 7 days per week. The County desires an escalation and response time as listed below:

Severity	Definition	Response Time	Resolution Time	Status Frequency Update
1=Critical	A major component of the System, whether hardware or software, is in a non-responsive state and severely affects Users' productivity or operations.  A high impact problem which affects the Users.	15 minutes	One (1) Hour	15 minutes
2=Urgent	Any component failure or loss of functionality not covered in Severity 1, which is hindering operations, such as, but not limited to: excessively slow response time; functionality degradation; error messages; backup problems; or issues affecting the use of a module or the data.	One (1) Hour	Four (4) Hours	30 minutes
3=Important	Lesser issues, questions, or items that minimally impact the work flow or require a work around.	4 hours	Twenty-four (24) Hours	Four (4) Hours
4=Minor	Issues, questions, or items that don't impact the work flow.  Issues that can easily be scheduled such as an upgrade or patch.	8 hours	72 hours for an acceptable work around	Weekly Status Call

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<b>Severity</b>	<b>Definition</b>	<b>Response Time</b>	<b>Resolution Time</b>	<b>Status Frequency Update</b>
			until final resolution	

### **2.11.3 Portal Usability Requirements**

The selected proposer is required to provide a self-service user interface that allows patrons to conduct all business on the County's [miamidade.gov](http://miamidade.gov) web portal. The interface shall comply with modern web standards that accommodate both desktop and mobile web browsing. It must also comply with web standards for the ADA (American Disabilities Act). In addition, the proposer must provide an interface whereby the County can access a query-able interface to consume application data enabling it to produce its own custom branded user interface for the portal, mobile applications, and other web-based applications.

### **2.11.4 Network, Transaction Load Test, and Security Scan**

The selected Proposer will be required to conduct a Transaction Load test, which simulates the volume of transactions using performance testing tools provided with the Solution. This is to be factored into the proposed implementation timeline and price proposal.

Prior to Final Acceptance, the Solution must pass the following mutually agreed upon Acceptance Tests: Hardware Functionality, Data Load, Module Functionality, Third-Party Integration, Reliability and Response Time Tests and Security Scan. Final Acceptance will be dependent upon a fully functioning, operational Solution as specified in the resulting Agreement and Appendix A, "Scope of Services."

## **2.12 OPTIONAL FUNCTIONAL REQUIREMENTS**

Proposers are encouraged but not required, to offer "Optional Functional Requirements." **If a Proposer offers "Optional Functional and Related Services", it must use the attached Form B-1, Section D, "Optional Functional and Related Services."** The "Optional Functional Requirements" are considered optional services not included in the Scope of Services or cost proposal. These optional services may be contracted at the sole discretion of the County throughout the resultant contract term.

Proposers should indicate their capability of fulfilling each *OPTIONAL* functionality below. In order to respond to each optional requirement, the Proposer is requested to enter a code in the space provided that best corresponds to the intended response for the requests listed. Comments that further clarify how the requirement is met should be included in the Response Comments column as well as your proposal response. The below table is to be included with your Proposal Submission package as further outlined in Section 3.0 "Proposal Submission Package". Any requirement response, other than "N" – "No" and "F" – "Future", must be completed within the proposed project timeline.

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Optional functionality and related services **will not be evaluated and scored** by the Evaluation/Selection Committee.

The acceptable codes are as follows:

**“Y” – “Yes”** - Requirement will be FULLY met with the proposed solution (without code customizations, additional scripting, or additional code).

**“V” – “Vendor”** - If the proposed solution requires third party software or services to fully meet the requirement, please include documentation showing how the Proposer will fulfill the request, including any alliances with other suppliers or use of third party software.

**“N” – “No”** - Requirement will not be met and why. A blank or N/A in any box will be interpreted as an "N". **This will not automatically disqualify the Proposer’s response.**

**“G” - “Configuration”** – Subject matter expertise on the proposed solution is required in order to configure the solution to meet the requirement. In the Proposal response, please in detail the nature of the configuration. Cross-reference any attached documentation in the response.

**“F”- “Future”**- Indicates that the requested functionality will be released with next major update to the solution. Proposer must include the anticipated date of availability.

**“C” - “Custom”** - Indicates that the requested functionality can be accommodated through a software customization. In the Proposal response, please provide a proposed start date, completion date, and any additional costs associated with the development of the request. Cross-reference any attached documentation in the response. Customizations typically should only apply to County specific integrations.

Optional Functionality		Response (Y, V, N, G, F, C)	Module/Detail ed Explanation
<b>Patron Flow &amp; Queue Management – Optional</b>			
1.	Ability for patrons to view the status of their position of their queue over the internet		
2.	Ability for clerical staff to assign the next person in their queue to the location and remove them from the pending queue. This solution should distribute patron to queue area randomly		
3.	Activity for queue areas should be displayed in a big monitor in the lobby area		
4.	Prevent clerks from modifying the order and content of the queue		
5.	Ability to organize and queue walk-ins by area patrons need to visit		
6.	Ability for patrons to view the status of their position of their queue over the internet		

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7.	Ability to rate the customer experience.		
<b>Integrations – Optional</b>			
8.	<b>ASE</b> – External integration with the Automotive Service Excellence (ASE) testing agency for mechanic certification.		
9.	<b>AATI</b> - External integration with the American Advanced Technicians Institute (AATI) testing agency for continuing education.		
10.	<b>IVR</b> – The Solution must automatically interface with the County’s enterprise standard interactive voice response system, which is the Avaya Aura Experience Portal or the solution must offer an integrated IVR component.		
<b>Plans Review - Requirements</b>			
11.	Ability to track location of plans and other documents via barcode scan by review location, reviewer, time-in and time-out of each location including all time outside of RER with patrons. System should calculate plan review deadlines for all review areas and have 24 hours early warnings and late escalation emails.		
12.	Ability to provide reports, statistical graphs on performance by review area, reviewer as well as a summary of key performance indicators for the entire process.		
13.	Self-service viewing and printing of plans review status, disapproval comments, and plans markup (with inspector notes and/or field changes) for patrons via the web portal.		
14.	Ability to handle sequential paper process as well as concurrent digital process.		
15.	Ability to define plan review workflow based on application, permit type attributes and categories. Example, zoning hearing is applied for, plans are distributed to review parties based on business rules workflow, attributes are gathered that explain the status of the reviews.		
16.	Ability to assign plan review by skill level/security role within review area		
17.	Ability to configure work distribution based on FIFO, LIFO, priority, or dynamically re-assign individual work items.		
18.	Ability to place requirements for additional permit categories to be obtained after permit issuance (subsidiary permits).		
19.	Ability to place completion holds making inspections scheduling contingent upon future submittal of documents.		
20.	Alert plans examiners of active enforcement cases on property being reviewed.		
21.	Ability to upload plans and documents in digital format and place them in a shared location for retrieval by multiple plan		

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	reviewers.		
22.	Ability to mark-up digitally signed PDF documents as part of the plan review process with one layer per plan review area to include reviewer ID, review disposition and date/time stamp.		
23.	Ability to digitally measure distance and radius link from a point during the review mark-up process. Example, Fire sprinkler review requires the measurement of a radius distance for a circle from a sprinkler head in order to ensure proper water coverage.		
24.	Ability to determine plans review discipline requirements from intake data.		
25.	Place the plans in a digital queue for reviewers to select based on a FIFO model, but allow for dynamic prioritization by user with proper permissions for special projects.		
26.	Ability to render final work deliverables in PDF format including the flattening of all markup layers then store the document of record into the digital plan library (Enterprise Content Management - ECM) for retrieval by patrons over the web portal.		
27.	Ability to validate the signature of digitally signed protected PDFs to ensure the original document is not altered.		
28.	Ability to impose a file naming convention and perform validation of file types for digital documents and plans submitted for the plan review process.		
29.	Ability to expose documents upload and intake over the web portal for municipalities to submit applications and upload digital documents requiring review by Miami-Dade County.		
30.	Ability to remove plans from the reviewers queue automatically once the review process is completed.		

**2.13 OPTIONAL PROFESSIONAL SERVICES, PRODUCTS, AND MAINTENANCE**

**2.13.1 Optional Professional Services**

Proposers are encouraged but not required, to offer “Optional Professional Services, Products, and Maintenance Support.” **If a Proposer offers optional services it must use the attached Form B-1, Table E1, “Optional Professional Services.”** The “Optional Professional Services, Products, and Maintenance Support” are considered optional services not included in the Scope of Services to be contracted at the sole discretion of the County.

**2.13.2 Optional Software Products Not Included In Proposed Solution**

Proposers are encouraged but not required, to offer “Optional Software Products Not Included in Proposed Solution.” **If a Proposer offers optional products it must use the attached Form B-1, Table F, “Optional**

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**Software Products Not Included In Proposed Solution.** The “Optional Software Products Not Included in Proposed Solution” is considered optional products not included in the Scope of Services to be contracted at the sole discretion of the County.

**2.14 OPTIONAL ENTERPRISE SOFTWARE LICENSE, MAINTENANCE SUPPORT, AND ESCROW FEES**

Proposers shall provide all possible licensing models for their solution. **If a Proposer offers an “Optional Enterprise Software License, Maintenance Support, and Escrow Fees”, it must use the attached Form B-1, Section G, “Optional Enterprise Software License, Maintenance Support, and Escrow Fees.”** The “Optional Enterprise Software License, Maintenance Support, and Escrow Fees” are considered optional services not included in the Scope of Services to be contracted at the sole discretion of the County.

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