

0150-12666-0000

TRANSMITTAL

TO The City Council	DATE 5/24/2024	COUNCIL FILE NO. -
FROM The Mayor	COUNCIL DISTRICT Citywide	

**Proposed Contract with Unisys Corporation for the design
and implementation of the Los Angeles City Permitting System.**

Transmitted for your consideration.
See the City Administrative Officer report attached.



MAYOR
(Carolyn Webb de Macias for)

Report From

OFFICE OF THE CITY ADMINISTRATIVE OFFICER

Analysis of Proposed Contract

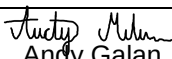
(\$25,000 or Greater and Longer than Three Months)

To: The Mayor	Date: 05-17-24	C.D. No. Citywide	CAO File No.: 0150-12666-0000
Contracting Department/Bureau: Department of Building and Safety		Contact: Tiffany Baltazar – (213) 482-6746	
Reference: Request from Department of Building and Safety dated March 18, 2024; Received by the City Administrative Officer on March 18, 2024			
Purpose of Contract: To provide design and implementation for the Los Angeles City Permitting System.			
Type of Contract: (X) New contract () Amendment, Contract No.		Contract Term Dates: 57 months from the date of execution.	
Contract/Amendment Amount: Not to exceed \$23,558,900			
Proposed amount \$ 23,558,900 + Prior award(s) \$ 0 = Total \$23,558,900			
Source of funds: Development Services Trust Fund (58V)			
Name of Contractor: Unisys Corporation			
Address: 801 Lakeview Drive, Suite 100, Blue Bell, PA 19422			
	Yes	No	N/A
1. Council has approved the purpose		X	
2. Appropriated funds are available	X		
3. Charter Section 1022 findings completed	X		
4. Proposals have been requested	X		
5. Risk Management review completed	X		
6. Standard Provisions for City Contracts included	X		
7. Workforce that resides in the City: 0%			
* Applicable to contracts of \$1,000,000 or more			
Contractor has complied with:		Yes	No
8. Business Inclusion Program		X	
9. Equal Benefits Ordinance		X	
10. First Source Hiring Ordinance		X	
11. Contractor Responsibility Ordinance		X	
12. Slavery Disclosure Ordinance		X	
13. Bidder Certification CEC Form 50		X	
14. Prohibited Contributors (Bidders) CEC Form 55		X	
15. CA Iran Contracting Act of 2010*		X	

RECOMMENDATIONS

That the Council, subject to the approval of the Mayor:

1. Authorize the General Manager of the Los Angeles Department of Building and Safety, or designee, to execute a contract with Unisys Corporation for the design and implementation of the Los Angeles City (LAC) Permitting System, in substantial conformance with the attached draft contract, which has been reviewed and approved by the City Attorney as to form. The proposed maximum compensation amount is \$23,558,900 with a term of 57 months from the date of execution;
2. Pursuant to Section 5.321(l) of the Los Angeles Administrative Code (LAAC), approve the allocation of \$23,558,900 from the Development Services Trust Fund (Fund 58V) for the design and implementation of the LAC Permitting System; and,
3. Request the Controller to appropriate \$23,558,900 from the cash balance of the Development Services Trust Fund (Fund 58V) to a new appropriation account titled LAC Permitting System Implementation Agreement, Account Number TBD, for design and implementation of the Los Angeles City Permitting System.

 Andy Galan	 Ylenda Chavez		
AG	Analyst	02240156C	City Administrative Officer

SUMMARY

The Los Angeles Department of Building and Safety (LADBS) requests authority to execute a contract with Unisys Corporation (Contractor) for the design and implementation of the Los Angeles City (LAC) Permitting System. LADBS needs to replace the current legacy permitting systems in an effort to integrate software and database solutions to support the LADBS capabilities of permitting, inspection, code enforcement, and licensing. The total not-to-exceed contract compensation amount of \$23,558,900 includes a contingency of \$3,072,900. LADBS selected the Contractor through a Request for Proposals (RFP) issued on October 19, 2021. Based on the RFP process, LADBS determined the Contractor was the most qualified proposer.

LADBS is proposing to enter into two separate contracts with the Contractor for the implementation and ongoing support of the LAC Permitting System implementation. This request is for the system design and implementation. A request for approval of the software license and maintenance contract will be transmitted concurrently for Council consideration.

The LAC Permitting System will replace LADBS existing legacy systems, including the Plan Check Inspection System, which supports permitting and inspections, and the Code Enforcement Information System, which supports code enforcement. The new system is anticipated to deliver a responsive solution that addresses business needs, integrations, enhancements, and provides ongoing support. The new system will be fully customizable, extendable, and sustainable for a long in-service life that supports the complex and unique requirements of the City and LADBS. The new system will provide an online customer portal and a mobile application for City staff to complete inspections, conduct code enforcement activities, and implement a modern integration capability that focuses on product-based services and data integration tools, supporting multiple endpoints. The new system will support the following major business capabilities: customer service, permitting, inspections, code enforcement, hearings, licensing, and general operations.

The implementation process will be in 15 phases, project startup phase, discovery phase, initial setup, 11 system deployment phases, and project close out. The entire process is anticipated to last four and a half years. The total estimated cost of the implementation is \$20.5 million over five years. The proposed contract also includes \$3.1 million in contingency funding.

In accordance with Charter Section 1022, the Personnel Department determined that the City has classifications with the qualifications necessary to provide the proposed work. However, this Office determined that the proposed intermittent work can be performed more feasibly by a contractor.

The proposed contract will be fully funded by the Development Services Trust Fund (58V) and there is no impact on the General Fund. The Development Services Trust Fund was created to fund expenditures related to the design, construction, and equipping of the City's Development Services Centers and their functional support services, as well as any incidental expenses associated with said projects. Pursuant to Administrative Code Section 10.5(a), Council approval is required as the proposed contract term is longer than three years.

FISCAL IMPACT STATEMENT

There is no impact to the General Fund. The proposed contract will be fully funded by the Development Services Trust Fund (Fund 58V).

FINANCIAL POLICIES STATEMENT

The recommendation in this report complies with the City's Financial Policies in that the proposed contract will be funded by a special fund supported by dedicated funding sources and expenditures will be limited to the mandates of the funding source.

MWS:ABG:02240156C

Attachments: Request from Building and Safety and Proposed Contract

for

CITY OF LOS ANGELES
INTER-DEPARTMENTAL CORRESPONDENCE

DATE: March 18, 2024

TO: The Honorable Karen Bass, Mayor
Attn: Heleen Ramirez, Legislative Coordinator

FROM: Ana Mae Yutan, Chief of Resource Management Bureau
Los Angeles Department of Building and Safety



SUBJECT: **EXECUTIVE DIRECTIVE NO. 3 REVIEW OF THE PROPOSED LOS ANGELES CITY (LAC) PERMITTING SYSTEM IMPLEMENTATION CONTRACT WITH UNISYS CORPORATION**

In accordance with the Mayor's Executive Directive No. 3, attached for your review is the proposed contract with Unisys Corporation for the design and implementation of the new LAC Permitting System. The Los Angeles Department of Building and Safety (LADBS) has a need to replace the current legacy permitting systems in an effort to integrate software and database solutions developed to support the Department's main business capabilities of permitting, inspection, code enforcement, and licensing.

LADBS issued a Request for Proposals (RFP) on October 19, 2021 to solicit proposals from interested firms to provide the services needed. As a result of the RFP process, LADBS determined Unisys Corporation to be the most qualified proposer.

The proposed contract has been approved by the City Attorney as to form.

The following information is provided to assist with your review of the attached proposed contract. Should you have questions or need additional information regarding this request, please contact Tiffany Baltazar, Sr. Management Analyst II, at (213) 482-6746.

General Information		
Item	Information Requested	Information Provided
1	Project Title	LA City Permitting System
2	Contractors	Unisys Corporation
3	Address of Contractors	801 Lakeview Dr, Ste 100, Blue Bell, PA 19422
4	Purpose	To replace the current legacy permitting systems to integrate software and database solutions developed to support the Department's main business capabilities of permitting, inspection, code enforcement, and licensing.
5	Term	Not to exceed 57 months, effective on the date of execution.
6	Amount of Compensation	\$23,558,900
7	New Contract or Amendment?	New Contract
8	Source of Funds	Development Services Trust Fund (58V)
9	Council Approval	Council approval is required.
10	Appropriated Funds Available?	Yes

General Information		
Item	Information Requested	Information Provided
11	Names of Proposers and Scores	Unisys Corporation79 Accenture, LLP74 Spruce Technology, Inc.65 3Di, Inc.49 Tyler Technologies, Inc.48.1 Visionary Integration Professionals47.3 CherryRoad Technology46.3 (Composite bid amounts)
12	RFP Advertisement Date	10/19/2021
13	Funding compliance with City Financial Policies?	Yes
14	Additional information showing necessity to contract with contractor	N/A

Compliance with City Contracting Requirements		
1	Charter Section 1022	CAO 1022 Determination Report dated 1/31/2022.
2	Risk Management Insurance Requirements	CAO Risk Management provided the following insurance requirements on 9/29/2021: • General Liability\$1,000,000 • Worker's Compensation\$1,000,000 • Cyber-Liability Coverage\$2,000,000
3	Standard Provisions	Standard Provisions (Rev. 10/21) [V.4] is included as an attachment to the Proposed Contract.
4	Business Inclusion Program	Unisys Corporation completed and passed all BIP indicators.
5	EBO/FSHO Compliance	Verified 12/11/2023
6	DO Compliance	Verified 12/11/2023
7	CRO Compliance	Submitted CRO Questionnaire to BCA on 3/23/2022.
8	City Attorney Review	City Attorney reviewed and approved on 3/6/2024.
9	Percent of Workforce Residing in the City	0%
10	MLO Bidder's Certification Forms 50 & 55	Sent Form 55 to Ethics Commission on 3/23/2022; Form 50 on file
11	CA Iran Contracting Act of 2010	On file

c: Matt Szabo, City Administrative Officer
Andy Galan, Office of the City Administrative Officer

Attachments: Proposed Contract

AMY:ER:TB:EH

CONTRACT NUMBER _____

BETWEEN

THE CITY OF LOS ANGELES

AND

UNISYS CORPORATION

FOR

IMPLEMENTATION OF THE LA CITY PERMITTING SYSTEM

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ATTACHMENTS

- Attachment 1 – Standard Provisions for City Contracts (Rev. 9/22) [V.1]
- Attachment 2 – Insurance Requirements
- Attachment 3 – City of Los Angeles Travel Policy (Rev. 4/19)

APPENDICES

- Appendix 1 – LA City Permitting System – Implementation Statement of Work
- Appendix 2 – Definitions and Acronyms
- Appendix 3 – Business Capabilities
- Appendix 4 – Configuration Items
- Appendix 5 – System Diagrams
- Appendix 6 – Project Schedule
- Appendix 7 – Functional Requirements Traceability Matrix
- Appendix 8 – Technical Requirements Traceability Matrix
- Appendix 9 – Staffing Plan

EXHIBITS

- Exhibit 1 – Cost and Payment Table – Implementation Services
- Exhibit 2 – Request to Authorize Fixed-Price Additional Services Form (Change Order Form)
- Exhibit 3-A – Deliverable Expectations Document (DED)
- Exhibit 3-B – Deliverable Acceptance Document (DAD)

CONTRACT BETWEEN
THE CITY OF LOS ANGELES
AND
UNISYS CORPORATION

This contract ("Contract" or "Agreement") is made and entered into by and between the City of Los Angeles, a municipal corporation ("City"), acting by and through the Los Angeles Department of Building and Safety ("Department" or "LADBS"), and Unisys Corporation ("Contractor"), for the services described herein.

WITNESSETH

Whereas, LADBS has a need to secure Information Technology (IT) professional services to develop an ecosystem of software and databases to support the Department's main business capabilities of permitting, inspection, code enforcement, and licensing ("LA City Permitting System", "Project", or "System");

Whereas, pursuant to Charter §1022, the City has determined that the required work can be performed more economically or feasibly by independent contractors than by City employees and it is, therefore, in the City's interest to secure these services by contract;

Whereas, the services required are of an expert and technical nature and are temporary and occasional in character, such that competitive bidding pursuant to Charter Section 371 is neither practicable, nor advantageous, nor consistent with City's interests;

Whereas, pursuant to Charter §372, a Request for Proposals (RFP) was issued on October 19, 2021 for the Permitting, Inspection, Code Enforcement and Licensing Replacement System Replacement Project (RFP No. 2021PIC008), and the City selected Unisys Corporation on April 24, 2023 as the most qualified vendor pursuant to the RFP;

Whereas, the City and Contractor desire to enter into two separate agreements as a result of the RFP, including (i) this professional services agreement for implementation of the System ("Implementation Agreement"), and (ii) a Software License and Maintenance Contract ("License and Maintenance Agreement") to license the Contractor's software and for support and upgrades of the System, subject to the approval of the City's administrative and legislative approval processes; and,

Whereas, Contractor has represented that it possesses the necessary experience, knowledge, skill, and personnel and is willing and able to provide these services to the City.

Now, therefore, in consideration of the mutual promises, covenants and agreements hereinafter set forth, the parties hereby promise, covenant and agree as follows:

(CONTINUED ON NEXT PAGE)

SECTION 1. INTRODUCTION

The following representative individuals and addresses shall serve as persons and places to which notices and other correspondence between the parties shall be sent.

1.1. Authorized Representatives

Formal notices, demands, and communications to be given hereunder by either party shall be made in writing and shall be effected by email, personal delivery or by United States mail, and shall be deemed communicated as of the date of mailing. If the name of the person designated to receive the notices, demands, or communications or the address of such person is changed, written notice shall be given, in accordance with this section, within five (5) business days of said change.

The representatives of the respective parties who are authorized to administer this Agreement and to whom formal notices, demands, and communications shall be given are as follows:

1.1.1. City's Representatives

The City hereby appoints Osama Younan, General Manager of LADBS, or designee, to represent the City on all matters related to this Contract.

All correspondence regarding this agreement shall be directed to:

Los Angeles Department of Building and Safety
Contract and Support Services Division
Attention: LADBS Contract Administrator
201 North Figueroa Street, Suite 760B
Los Angeles, CA 90012
(213) 482-6776
LADBS.Contracts@lacity.org

1.1.2. Contractor's Representative(s)

The Contractor's representative shall be:

Andrew Barkoff
Director, West Region Emerging Business Enterprise Solutions – US&C
Unisys Corporation
801 Lakeview Drive, Suite 100
Blue Bell, PA 19422-1961
(512) 586-4888
Andrew.Barkoff@unisys.com

1.2. Independent Contractor

Contractor is acting hereunder as an independent contractor and not as an agent or employee of the City. No employee of the Contractor has been, is, or shall be an employee of the City by virtue of this Agreement, and the Contractor shall so inform each employee organization and each employee who is hired or retained to perform services

under this Agreement. Contractor shall not represent or otherwise hold out itself or any of its directors, officers, partners, employees, or agents to be an agent or employee of the City.

1.3. Conditions Precedent to Execution of this Agreement

Contractor shall submit the following documents to the City:

- 1.3.1. Proof of insurance as required by the City in accordance with Section 7.2 of this Agreement and attached hereto as Attachment 2 and made a part hereof.
- 1.3.2. A Combined Equal Benefits Ordinance and First Source Hiring Ordinance Compliance Affidavit through the Regional Alliance Marketplace for Procurement ("RAMP"), <https://www.rampla.org>.
- 1.3.3. A Disclosure Ordinances Affidavit addressing requirements of the City's Slavery Disclosure Ordinance (SDO) and Disclosure of Border Wall Contracting Ordinance (DBWCO) through RAMP, <https://www.rampla.org>.
- 1.3.4. An Iran Contracting Act of 2010 Compliance Affidavit in accordance with PSC-36 of Attachment 1, Standard Provisions for City Contracts (Rev. 9/22) [V.1] ("Standard Provisions").

SECTION 2. TERM AND SERVICES TO BE PROVIDED

2.1. Period of Performance

The term of this Contract shall be for a period of fifty-seven (57) months effective on date of execution ("Effective Date"), unless terminated earlier as set forth in PSC-9, Termination, Standard Provisions of this Contract or any other termination right available in this Contract or under applicable law.

Contractor and the City understand and agree that in the event the City has required the performance of Contractor's services prior to execution of this Contract and such performance has been approved by LADBS in accordance with the terms and conditions of this Contract, those services are hereby ratified.

2.2. Scope of Work

The Contractor shall provide the services set forth in Appendix 1 – LA City Permitting System Statement of Work – Implementation ("Appendix 1 – Implementation SOW"), which is incorporated by reference and made a part of this Agreement.

2.3. Contractor Personnel

2.3.1. Contractor Key Personnel

Contractor Key Personnel positions are considered to be essential to work performance herein ("Contractor Key Personnel" or "Key Personnel"). In addition to the Contractor's Project Manager, any additional Key Personnel positions shall be identified in the Appendix 9 – Staffing Plan.

Contractor assignment of an employee to a position designated as Key Personnel shall be subject to prior written approval of the City. The City's designated representative(s) shall have the right to review the qualifications and perform an interview of Key Personnel prior to their assignment under this Contract. Key Personnel so identified shall not be diverted or removed from this project by the Contractor without approval of the City. If the City does not approve the candidate suggested by Contractor, Contractor shall propose a qualified alternate(s) who shall be subject to the same approval process

Contractor shall provide a description of the location, position within the Contractor's project organizational hierarchy, and special expertise of each person identified to fill Key Personnel positions. Contractor shall ensure that all Contractor's personnel who perform any work for LADBS under this Contract are qualified, trained professionals in their fields and are able to perform the work to the City's satisfaction. Contractor project staff shall be available to perform under the terms and conditions of this Contract upon execution of this Contract, and through the end of the term of the Contract.

2.3.2. Contractor's Project Manager

On or before the start date for the Project, as mutually agreed upon between LADBS and Contractor, Contractor shall designate in writing and communicate to LADBS, an individual as its Project Manager ("Contractor Project Manager"), who shall serve as the single authoritative point of contact for the Contractor during the course of its activities pursuant to the Contract. The Contractor Project Manager shall be experienced in providing the services described in this Contract and in project management. The Contractor Project Manager shall be required to be available to LADBS in person or via phone within two (2) working hours of contact by LADBS.

The Contractor Project Manager shall have authority to: negotiate all change orders in accordance with Section 7.5, make reasonable project staff re-assignments, and make all communications to LADBS and its designated project manager as required to maintain efficient progress on the Project. Nothing herein, however, shall be construed as precluding communication between subordinate persons for the purpose of consultation and cooperation, provided that no subordinates shall have actual or ostensible authority to authorize change orders, except as expressly provided in this Agreement.

2.3.3. Contractor's Project Staff Termination

In the event that Contractor's project staff's employment is terminated either by Contractor or the individual, with or without cause, or if individual project staff are otherwise unavailable to perform services for the Contractor, Contractor shall, to the extent permitted by law, provide LADBS written notification of the unavailability of the project staff and designate replacement personnel. Written notification shall be provided to LADBS prior to the date of termination or unavailability, to the earliest extent possible, but no later than three (3) business days after the Contractor learns of the expected unavailability or termination of project staff.

2.3.4. Contractor's Project Staff Unavailability

The Contractor recognizes and agrees that early notification of project staff unavailability and proposed replacement personnel is essential to avoiding delays in completing the deliverables/work products established in this Contract.

2.3.5. Contractor's Project Staff Removal

The City shall maintain the right to have Contractor Key Personnel or other Contractor project staff replaced for performance that is detrimental to the timely and accurate completion of the work described in this Contract or is a physical threat to project members or City property ("Detrimental Behavior"). Detrimental Behavior shall include, but not be limited to, creating a hostile work environment, wasting time or other resources, working ineffectively or inefficiently, and not being available to perform assigned tasks. The City shall notify Contractor of Detrimental Behavior in writing and the parties shall discuss potential resolutions.

If the Contractor desires to replace Key Personnel, the Contractor shall deliver to the City ten (10) business days advance written notice of the proposed replacement. In the event it becomes necessary to replace Key Personnel for reasons beyond the control of Contractor (i.e. death, illness, individual suddenly left the employ, etc.), the Contractor shall immediately notify the City telephonically, in-person or by email that a replacement will be needed and then follow that notice within ten (10) business days with a written notice of proposed replacement.

Whatever the reason for replacing project staff, the Contractor shall designate the name and qualifications of the proposed replacement, whose qualifications and capabilities shall be at least equal to those of the person being replaced. All replacements of Key Personnel shall be subject to City's review and approval as described in Sections 2.3.1.

2.4. Work Not in Scope

2.4.1. Contractor shall not perform any work unless the work is within the scope of this Contract. Contractor acknowledges and agrees that City neither has, nor will have, any liability to Contractor for any work performed that is outside the scope of this Contract.

2.4.2. Contractor shall immediately notify the designated LADBS contract administrator in writing of any work that is requested to be performed that is outside the scope of work described in Appendix 1 – Implementation SOW. If it is determined that the request is outside the scope this Contract, Contractor shall not perform the requested work unless and until: (i) LADBS' designated contract administrator approves the request in writing and authorizes the use of any additional funds, if necessary, for the work; and (ii) a Contract amendment providing for an adjustment in Contractor's compensation and revision of the terms of the scope of work is approved by both parties.

2.5. Software License Terms

The software licenses necessary to accomplish the purposes of this Contract will be provided in the License and Maintenance Agreement, which will be executed prior to delivery of System access.

SECTION 3. PAYMENT INFORMATION

3.1. Cost of Work

3.1.1. The total amount to be paid by the City shall not exceed Twenty-Three Million Five Hundred Fifty-Eight Thousand and Nine Hundred Dollars (\$23,558,900.00) for the complete and satisfactory performance of the services and delivery of the deliverables stipulated herein. Contractor shall invoice the City in accordance Exhibit 1 – Cost and Payment Table – Implementation Services. Contractor shall not charge the City an amount that will exceed the total obligation under this Contract. Any increase in the total obligation under this Contract must be approved by a written amendment to the Contract. Contractor understands and agrees that execution of this Contract does not guarantee that any or all funds will be expended.

The Contract Ceiling amount includes Three Million, Seventy-Two Thousand and Nine Hundred Dollars (\$3,072,900) in contingency amount (“Contingency Amount”), against which the City may write change orders. Any work to be funded by the Contingency Amount must be approved by the City in accordance with a properly executed Request and Authorize Fixed-Price Additional Services Form (Exhibit 2), or amendment in advance of such work.

3.1.2. Contractor understands and agrees that the payment amount that Contractor receives for Contractor's delivery of, and City's acceptance of, a specific deliverable, may not exceed the amount listed in Exhibit 1, and the total aggregate amount received by the Contractor under this Agreement may not exceed the amount listed in Section 3.1.1. Contractor shall not invoice City for, nor shall City pay Contractor for, any time or materials that Contractor expends in the performance of Contractor's obligations under this Contract, except as expressly provided in this Section 3.

3.2. Payment

3.2.1. Invoices

3.2.1.1. In no event will payment be made prior to the City verifying and approving that: 1) the services were rendered to the satisfaction of the City; 2) the work was approved; 3) a proper invoice has been submitted; and, 4) insurance requirements have been met.

3.2.1.2. Unless specifically stated otherwise, 10% of the cost of each deliverable shall be withheld from each payment and collectively invoiced by Contractor within 30 days after the last deliverable has been accepted by the City.

3.2.1.3. Upon completion of the work designated by the Contract, the Contractor

may request full payment for the work. After acceptance of the work by the General Manager, or designee, as satisfactory, and upon receipt of invoice for satisfactory work performed from the Contractor, the City shall make one (1) lump-sum payment for each deliverable in the amount specified in Exhibit 1 – Cost and Payment Table – Implementation Services.

The making of any payment to the Contractor under the Contract shall not relieve the Contractor of the Contractor's obligations to (i) produce and deliver the deliverables and (ii) provide the services, as required under this Contract and at the time or times specified and does not waive any claims or defenses of the City. Contractor shall submit all invoices to the City for payment at the following address:

Los Angeles Department of Building and Safety
Attention: Contract Administrator
201 North Figueroa Street, Suite 760B
Los Angeles, CA 90012
LADBS.ASD@lacity.org

3.2.1.4. Billing and Invoicing Requirement:

Contractor is required to submit invoices that conform to City standards and include, at a minimum, the following information:

- Name and address of Contractor;
- Name and address of the City Department being billed;
- Date of the invoice and the period covered;
- Reference to the Contract number for this Contract;
- Description of the services performed and the amount due for the services;
- Copy of written approval from LADBS authorizing on-site work to be performed;
- Payment terms, total due, and due date;
- Certification by a duly authorized officer;
- Remittance Address (if different than Contractor's address);
- Contractor's City of Los Angeles Business Tax Registration Certificate Number.

All invoices shall be submitted on Contractor's letterhead, contain Contractor's official logo, or other unique and identifying information such as the name and address of Contractor. Evidence that tasks have been completed, in the form of a report, minutes from meeting and attendees, or photographs, shall be provided to the City prior to invoicing. Invoices shall be submitted within thirty (30) calendar days of service, or monthly, and shall be payable to Contractor no later than forty-five (45) calendar days after acknowledged receipt of a complete invoice. Invoices are considered complete when appropriate documentation or services provided are signed off as satisfactory by the General Manager, or designee. Notwithstanding the foregoing, City

shall not be responsible for, and Contractor waives the right to seek, any late fees, late charges, interest or penalties.

Invoices and supporting documentation shall be prepared at the sole expense and responsibility of Contractor. The City will not compensate Contractor for costs incurred for invoice preparation. The City may request, in writing, changes to the content and format of the invoice and supporting documentation at any time. The City reserves the right to request additional supporting documentation to substantiate costs at any time. Within 10 days of reaching 80 percent of the not to exceed amount of this Agreement, Contractor shall provide City with written notification that such threshold has been reached.

Failure to adhere to these policies may result in nonpayment or non-approval of demands, pursuant to Charter Section 262(a), which requires the Controller to inspect the quality, quantity, and condition of services, labor, materials, supplies, or equipment received by any City office or department, and approve demands before they are drawn on the Treasury.

3.2.2. Written Approval Required

Before services are provided for LADBS, Contractor must first receive written approval to proceed by LADBS ("Written Approval") in the form of an approved Request to Authorized Fixed-Price Additional Services Form (Exhibit 2). The Written Approval must include a detailed task order agreement defining the scope of services, duration of engagement, and the budget for the project. Contractor shall not exceed the approved scope or budget for any project, nor shall the City be liable for any work or charges exceeding the approved scope or budget unless prior written approval from LADBS is obtained pursuant to Section 7.5.

3.2.3. Travel Costs

Expenses for travel for onsite work, as required and pre-approved in writing by the City, shall be billed according to Attachment 3, City of Los Angeles Travel Policy.

3.2.4. Limitation of the Obligation of LADBS to Make Payment to Contractor

Notwithstanding any other provision of this Contract, including any exhibits or attachments incorporated therein, and in order for the City to comply with its governing legal requirements, the City shall have no obligation to make any payments to Contractor unless the City shall have first made an appropriation of funds equal to or in excess of its obligation to make any payments as provided in said Contract. Contractor agrees that any services provided by Contractor, purchases made by Contractor, or expenses incurred by Contractor in excess of said appropriation(s) shall be free and without charge to the City and the City shall have no obligation to pay for said services, purchases, or expenses. Contractor shall have no obligation to provide any services, provide any equipment, or incur any expenses in excess of the appropriated amount(s) until the City appropriates additional funds for this Contract.

SECTION 4. CITY AND CONTRACTOR RESPONSIBILITIES

4.1. Responsibilities of the City

The General Manager of LADBS, or designee, shall represent the City on all matters pertaining to this Contract.

The City, at its discretion and through LADBS, shall provide the following services, facilities and arrangements to Contractor:

- 4.1.1. Guidance and support of Contractor personnel relative to the work product required by LADBS pursuant to this Contract and Appendix 1 – Implementation SOW.
- 4.1.2. Office space, desks, chairs and working materials for staff while on-site, if applicable.
- 4.1.3. Related support services required for the performance of services under this Contract.

NOTE: Parking will not be provided without prior written approval from the City.

4.2. Responsibilities of the Contractor

4.2.1. Personnel

Contractor shall be solely responsible to pay all Contractor employee wages and benefits and subcontractor fees. Without any additional expense to LADBS, Contractor shall comply with the requirements of liability, worker's compensation, employment insurance, and social security. In addition to any obligations of Contractor to defend or indemnify City as set forth in this Agreement, including, but not limited to, PSC-18 of Attachment 1, Standard Provisions Contractor shall defend and hold City harmless from any liability, damages, claims, costs and expenses of any nature arising from alleged violations of any employment laws, labor laws, and personnel practices.

Contractor's personnel who provide services under this Contract shall be subject to LADBS approval as to qualifications and suitability for performance of the services described herein. Contractor understands that LADBS will request Contractor's services according to LADBS requirements and that such services may be required on a full or part-time basis.

Contractor's personnel must be available to come on-site to LADBS offices, when requested by the City.

4.2.2. Background Investigation

Contractor personnel who are selected to provide services under this Contract may be subject to a background investigation by the Los Angeles Police Department (LAPD). The individual may be authorized to begin working with the City prior to the completion of LAPD's investigation; however, Contractor shall immediately

remove the individual from the project should the candidate fail the background investigation.

4.2.3. Documentation

Contractor shall be required to maintain all project records. For the purpose of audit and investigation, LADBS, or any of its duly authorized representatives, shall have access upon advance, written request to all of Contractor's original books, documents, papers, and records that pertain to the contract, and must be retained by Contractor or with LADBS contract administrator for at least four (4) years following final payment under the Contract. All Contractor invoices and related records are subject to audit by the City. Such audit rights are in addition to any other audit rights of City under this Agreement. All project records prepared by Contractor shall be owned by the City and shall be made available to the City at no charge.

4.2.4. Monitoring and Reporting

Contractor shall meet with LADBS staff as needed, as determined by LADBS, to discuss issues that may arise with regard to the contracted work and will work closely with LADBS staff to resolve these issues.

4.2.5. Compliance with Privacy Laws

Contractor shall be responsible for ensuring that performance of its obligations and exercise of its rights under this Contract comply with all applicable privacy laws. If this Contract or any practices which could be, or are, employed in performance of this Contract are inconsistent with or do not satisfy the requirements of any privacy laws, (i) the Contractor shall agree in good faith upon an appropriate amendment to this Contract to comply with such laws and regulations and (ii) the Contractor shall execute and deliver any documents required to comply with such privacy laws.

SECTION 5. DELIVERABLES AND SYSTEM USER TESTING

5.1. Deliverables/Work Product

Deliverables are described within each task of the Statement of Work attached to this Contract. Additionally, if relevant, a separate list of minimum quantifiable deliverables has been provided for clarity at the end of each project task, listed by deliverable number (1.1 through 10.3). The Contractor may propose additional deliverables as needed.

It is assumed that the Contractor is responsible for all tasks listed in each subsection of the Statement of Work. However, whenever the successful completion of tasks or associated deliverables depends on work provided by both the Contractor and City, a notation of "Contractor Responsibilities" and "City Responsibilities" will also be provided.

The Department shall have the right to review each deliverable/work product provided by Contractor under this Contract. Upon written notification by Contractor to LADBS that the deliverable/work product is ready for review, LADBS shall have the right to either accept or reject such deliverable/work product based on fulfilling the requirements listed in Appendix 1 – Implementation SOW and/or the associated Deliverable Expectations

Document (DED). Payment for any deliverable(s) will be made, as specified in Section 3.1.

Contractor shall be responsible for the professional quality, technical accuracy, timely completion, and the coordination of all deliverables, reports, and other services furnished by Contractor under this Agreement. Contractor shall, at no additional cost to the City, correct or revise any errors, omissions, or other deficiencies in the deliverables, reports, and other services.

5.2. Deliverables Review and Acceptance Process

The Contractor shall develop the project deliverables acceptance process for all deliverables specified in the Statement of Work. The Contractor shall develop key deliverables in the form and format agreed to by the City and the Contractor using a DED (Exhibit 3-A). No work will be performed on any deliverable associated with a key deliverable until the DED has been approved in writing by the City. As each key deliverable for the Statement of Work is submitted by the Contractor, the Contractor shall include a completed copy of the project DED as the cover sheet.

5.3. Deliverable Reviews

All written deliverables will be presented in the form of an initial draft, followed by a final deliverable unless this is determined not necessary by the City during project planning. Deliverables that are not marked as requiring a DED in Exhibit 1 will be completed, reviewed and accepted based on the task and deliverable descriptions provided in the Statement of Work.

Deliverables that require a DED, also known as Key Deliverables, will be noted as such in Exhibit 1. Key Deliverables will be completed, reviewed and accepted according to the DED requirements agreed upon in advance by the City and Contractor. The Contractor shall use the DED template provided in each Statement of Work.

The City will make its best effort to complete its review of the deliverables within ten (10) days, unless otherwise stated in the DED. The City will accept or reject the deliverables in writing using the DED. The City shall notify the Contractor in writing, whenever it rejects a deliverable, citing the specific reason(s) for rejection. Unless otherwise specified in the City's rejection of a deliverable, the Contractor shall have ten (10) days, or such longer time period as mutually agreed to by the parties, to correct the rejected deliverable and resubmit it to the City for review and approval.

Deliverables must be tracked as detailed in a Statement of Work in a tracking sheet approved by the City.

5.4. Deliverable Final Acceptance

The City shall review each deliverable provided by the Contractor, upon written notification by the Contractor to the City that such deliverable is ready for review. The City has the right to either accept or reject such deliverable based on fulfilling the requirements listed in Appendix 1 and/or the associated DED. All Contractor deliverables will be reviewed by the City prior to final approval, acceptance, and payment, in that order. All deliverables placed in production, at City's direction, will be deemed approved and accepted.

5.5. Providing and Reviewing Non-Deliverable Materials Timely

Unless otherwise agreed to in writing for specific non-deliverable materials, the Contractor shall provide non-deliverable materials (such as agendas, minutes, presentation materials, and so forth) to the City a minimum of ten (10) days prior to the use of the non-deliverable materials. The City shall provide, within seven (7) days of receipt of these materials, a thorough review with enough details to the Contractor to finalize them. The Contractor shall review Contractor's proposed finalized materials with the City and obtain the City's approval before formally using the finalized materials.

5.6. Test Criteria

The test criteria/review process shall be as mutually agreed upon in Appendix 1 – Statement of Work, Section 3.9.

5.7. Acceptance of System User Testing

Notwithstanding anything in this Contract, including Appendix 1 – Implementation SOW to the contrary, Contractor understands and agrees to the following system user testing terms.

5.7.1. Upon Contractor's notification to LADBS that the System is ready for user acceptance testing, LADBS will begin testing the System in a non-production environment using the testing procedures, timeframes, and standards as are mutually agreed upon in writing. The testing shall determine whether the System meets all applicable specifications and acceptance criteria. The pre-live testing period ("Acceptance Period") for the System shall be thirty (30) days.

5.7.2. LADBS will promptly notify Contractor of any deficiencies found in the System during the testing period. Contractor shall utilize a defect tracking system to log, categorize, and report on all testing defects. Contractor shall track in a written log all test defects including the tracking of identification, prioritization, resolution, and re-testing of the System. Access to the tracking tool shall be made available to up to ten (10) City personnel designated as requiring access by the City in the Test Plan (Deliverable 7.1 of Appendix 1). Contractor shall make the necessary changes to resolve all defects discovered.

5.7.3. After LADBS has completed the pre-live testing for the System, LADBS will either notify Contractor in writing of its "Final Acceptance" of the System, or if LADBS determines (as a result of the foregoing testing or in any other manner) that the System has remaining deficiencies, then LADBS will deliver to Contractor a report describing the deficiencies remaining at the end of the Acceptance Period ("Outstanding Deficiency Notice"). Contractor shall correct each such deficiencies within fifteen (15) calendar days after receiving such notice, or if any deficiency is one that is not capable of being corrected within the fifteen (15) day period, then within such longer period of time as mutually agreed to by the parties, and thereafter LADBS may re-test the System in accordance with Section 5.8, "Failure of System User Testing".

5.7.4. If LADBS fails to provide written notice of Final Acceptance or an Outstanding Deficiency Notice within the requisite Acceptance Period or any Retest Period (as

defined in Section 5.8), as the case may be, Contractor will provide LADBS with a notice reminding LADBS that the Acceptance Period or Retest Period, has expired ("Reminder Notice") and LADBS shall then have five (5) additional business days to provide the required notice, failing which, a "Provisional Acceptance" will be deemed to have occurred. In the event of any Provisional Acceptance, Contractor shall be entitled to consider the deliverable conditionally accepted solely for the purpose of invoicing LADBS for completed deliverables/work products. However, if LADBS subsequently rejects such deliverable/work product: (i) Contractor shall be required to correct the identified deficiencies pursuant to Section 5.4; and (ii) Contractor may, within ten (10) business days after Contractor's receipt of LADBS' written notice of rejection, prepare and submit a written proposal for a change order to account for any impact on the Cost of Work (Section 3.1) and/or on the project schedule that has resulted from LADBS' delayed rejection of the subject deliverable.

- 5.7.5. LADBS agrees that, upon completion of the pre-live testing of the System as a whole, go-live will occur, provided there remains no uncorrected deficiency. Use of the System go-live shall be deemed Final Acceptance and if there remain any deficiencies upon go-live, Contractor shall diligently work to correct such errors.

5.8. Failure of System User Testing

- 5.8.1. If the System has not successfully completed user acceptance testing, LADBS' project manager (or designee) will notify Contractor of such failure, specifying with as much detail as possible the manner in which the System failed to pass such testing. Contractor shall immediately commence and diligently proceed to correct as quickly as possible the identified deficiencies and to permit the System to be ready for retesting. In any event, such corrections shall be completed within fifteen (15) calendar days except where the corrections are not capable of being made within such 15-day period, in which case Contractor will develop and submit, as promptly as possible but in any event within such 15-day period, for LADBS' written approval, a plan for correction. Such plan shall include a deadline for completing the corrections, and LADBS' approval of such plan will not be unreasonably withheld.
- 5.8.2. In the event that LADBS approves Contractor's plan, Contractor shall diligently proceed with corrections in accordance with the approved plan and shall complete such corrections by the deadline specified therein. Contractor shall promptly notify LADBS' project manager, in writing, when such corrections, repairs, and modifications have been completed, and the applicable testing shall begin again, provided that in the event any such retesting is to be performed LADBS shall have the right to modify or supplement such testing as it deems appropriate to ensure that any deficiencies in the System have in fact been corrected, both for the failed scenario and for use in scenarios beyond any presented in the previously failed testing. The amount of time during which LADBS may retest the System (the "Retest Period") shall be mutually determined by the parties based on the nature of the deficiencies that were to have been corrected, the possibility that the corrections may have affected other functionality or performance of the System and similar considerations, but in any event will not exceed the initial testing period.
- 5.8.3. If, after such retesting (including any such modifications or supplements) has been completed for a second time, LADBS' project manager makes a determination that

the System or System component again fails to pass the subject testing, LADBS' project manager (or designee) will notify Contractor, specifying with as much detail as possible the manner in which the System failed to pass the retesting. Such procedure shall continue for a reasonable period of time, subject to LADBS' rights under Attachment 1, Standard Provisions, PSC-9 Termination, until such time as LADBS notifies Contractor in writing either: (i) of the successful completion of such testing; or (ii) that LADBS has concluded in its sole and reasonable judgment that satisfactory progress toward correction of outstanding deficiencies in the System is not being made, in which latter event LADBS shall have the right to make a determination that a material default has occurred and to terminate this Contract in accordance with Attachment 1, Standard Provisions, PSC-9 Termination on the basis of such default. Such a termination by LADBS may be, in LADBS' sole judgment, either: (i) a termination with respect to one or more System components or (ii) if LADBS believes that the failure to pass the applicable testing affects the functionality, performance or desirability to LADBS of the System as a whole, a termination of the entire Contract.

SECTION 6. **INFORMATION SECURITY**

6.1. Data Ownership

As between the parties, City is the sole and exclusive owner of all data and information provided to Contractor by or on behalf of City pursuant to this Agreement and any and all updates or modifications thereto or derivatives thereof made by Contractor ("City Data"), and all intellectual property rights in the foregoing, whether or not provided to any other party under this Agreement. City Data is Confidential Information (as defined in Section 6.5) for the purposes of this Agreement. Contractor shall not use City Data for any purpose other than that of rendering the services under this Agreement, nor sell, assign, lease, dispose of or otherwise exploit City Data. Contractor shall not possess or assert any lien or other right against, or to City Data. During the term of this agreement, the City may request an export of City Data stored within the systems or held by Contractor using the native Salesforce.com tools to a location designated by the City as part of the License and Maintenance Agreement.

Subject to the restrictions articulated elsewhere in this Agreement, City grants Contractor a non-transferable, non-exclusive, terminable at-will license, solely for the term of this Agreement, to use City Data solely for purposes of performing the services pursuant to this Agreement for City's benefit.

6.2. Data Protection

The protection of personal privacy and data shall be an integral part of the business activities of Contractor, and Contractor shall use industry best practices to prevent inappropriate or unauthorized use of City Data at any time. To this end, Contractor shall safeguard the confidentiality, integrity, and availability of City Data and comply with the following conditions:

6.2.1. Contractor will employ industry standard or better protections to prevent unauthorized disclosure or exposure of City Data, including personally identifiable information that City provides.

6.2.2. The Contractor shall implement and maintain appropriate administrative, technical,

and organization security measures to safeguard against unauthorized access, disclosure, or theft of City Data. Such security measures shall be in accordance with recognized industry practice and the standard of care imposed by state and federal laws and regulations relating to the protection of such information. In the absence of any legally imposed standard of care and not less stringent than the measures Contractor applies to its own personal data and non-public data of similar kind.

- 6.2.3. Unless otherwise stipulated in writing, Contractor shall encrypt all content at rest and in transit and limit access to only those individuals whose access is essential for performance of the services contemplated by this Agreement. The Contractor shall apply and support at minimum 256-bit point-to-point encryption for credit card transactions and other payment-related content in transit and in use. Whenever and wherever applicable, Contractor shall apply and support industry standards for tokenization, fraud-use protection, format-preserving encryption, and data encryption technology.
- 6.2.4. At no time shall any content or City processes be copied, disclosed, or retained by Contractor or any party related to Contractor for subsequent use in any transaction that does not include the City.
- 6.2.5. No software or services licensed or otherwise provided hereunder will contain any undisclosed disabling code (defined as computer code designed to interfere with the normal operation of the software or City's hardware or software) or any program routine, device or other undisclosed feature, including but not limited to, a time bomb, virus, drip-dead device, malicious logic, worm, Trojan horse, or trap door which is designed to delete, disable, deactivate, interfere with or otherwise harm the software or City's hardware or software.

6.3. Compliance with Privacy Laws

Contractor shall ensure that Contractor's performance of Contractor's obligations under this Agreement complies with all applicable local, state, and federal privacy laws and regulations, including, but not limited to, laws relating to consent to make visual and audio recordings of individuals and consent to collect information from individuals. If this Agreement or any practices which could be, or are, employed in performance of this Agreement are inconsistent with or do not satisfy the requirements of any of these privacy laws and regulations, City and Contractor shall in good faith execute an amendment to this Agreement sufficient to comply with these laws and regulations and Contractor shall complete and deliver any documents necessary to compliance.

6.4. PCI Compliance

All Contractor software subject to Payment Application Data Security Standards (PA-DSS) shall be validated by Contractor in accordance with PCI Security Council published requirements. All software provided as a service which is subject to Payment Card Industry Data Security Standard shall be validated in accordance to the PCI Security Council published requirements.

6.5. Confidential Information

Contractor understands that Confidential Information means all original material created by Contractor for City and paid for by City, whether written or readable by machine, including written or recorded data, documents, graphic displays, reports, and other documentation or other materials which contain information relating to Contractor's performance hereunder are considered confidential property of City. Contractor understands the sensitive nature of the above and therefore agrees that neither its officers, partners, employees, agents, contractors or subcontractors will release, disseminate, or otherwise publish said reports or other such data, information, documents, graphic displays, nor other materials except as provided herein or as authorized, in writing, by City's representative. This section shall remain in effect after the termination of this Agreement until such time as the Confidential Information has been released by City. The provisions of this subsection shall survive expiration or termination of this Agreement.

6.6. Provision of Data

Upon termination of this Agreement for any cause or reason (including City's breach), Contractor shall provide City with a copy of all City Data in Contractor's possession in a mutually agreeable machine-readable format.

6.7. Data Location

Storage of City Data shall be located in the continental United States of America or Canada. The Contractor shall provide any hosting services pursuant to this Contract to the City and its end users solely from data centers in the U.S. and Canada. Storage of content at rest shall be located solely in data centers in the U.S. and Canada. The Contractor shall not allow its personnel or contractors to store City Data on portable devices, including personal computers, except for devices that are used and kept only at Contractor's continental United States of America or Canadian headquarters or data centers. Contractor shall neither access, nor allow a third party to access systems housing City Data from any location outside of the continental United States of America or Canada. Notwithstanding anything to the contrary in this Agreement, and only after obtaining prior written approval of City, Contractor may grant personnel and contractors located outside the continental United States or Canada remote read-only access to City Data only as required to provide proctoring and other technical support in relation to the services contemplated herein. Contractor shall obtain the City's prior written approval for each of its employees, contractors, officers, partners, consultants, principals, agents, affiliates, or subsidiaries who are essential for the purpose of providing the services under this Agreement ("Authorized Persons"). When Contractor submits a request for City's prior written approval, it shall describe the proposed Authorized Person's role and the necessity for the proposed Authorized Person to access City Data. Contractor shall at all times cause such Authorized Persons to abide strictly by Contractor's obligations under this Agreement and the industry standards for information security. Contractor hereby agrees that only Authorized Persons who are bound in writing by confidentiality and other obligations sufficient to protect City Data in accordance with the terms and conditions of this Agreement will access City Data, and will do so only for the purpose of enabling Contractor to perform its obligations under this Agreement.

6.8. Firewalls and Access Controls

- 6.8.1. Contractor shall use reasonable precautions, including but not limited to, physical software, and network security measures, employee screening, training and supervision, and appropriate agreements with employees, to:
 - 6.8.1.1. Prevent anyone other than City, Contractor, and authorized City or Contractor personnel from monitoring, using, gaining access to, or learning the import of City Data;
 - 6.8.1.2. Protect appropriate copies of City Data from loss, corruption, or unauthorized alteration; and
 - 6.8.1.3. Prevent the disclosure of City and Contractor passwords and other access control information to anyone other than authorized City persons.
- 6.8.2. Contractor shall implement the following security best practices with respect to any services provided:
 - 6.8.2.1. Least Privilege: Contractor shall authorize access only to the minimum amount of resources required for a function.
 - 6.8.2.2. Separation of Duties: Contractor shall divide functions among its staff members to reduce the risk of one person committing fraud undetected.
 - 6.8.2.3. Role-Based Security: Contractor shall restrict access to authorized users and base access control on the role a user plays in an organization.
- 6.8.3. Contractor shall perform pre-employment background screening of Contractor's personnel who have access to City's accounts, and agrees to adequately supervise, train, and manage them. Contractor shall restrict the use of, and access to, administrative access codes for City accounts and Contractor's systems to only those of Contractor's employees and other agents whose access is essential for the purpose of providing the services of this Agreement. Contractor shall require these personnel to log on using an assigned user name and password when administering City accounts or accessing City Data.

6.9. Right of Audit by City

Without limiting any other audit rights of the City, the City may review Contractor's data privacy and information security program prior to the commencement of this Contract and from time to time during the term of this Contract. In lieu of an on-site audit, upon request by the City, Contractor agrees to complete, within forty-five (45) days of receipt, an audit questionnaire provided by the City regarding Contractor's data privacy and information security program. In addition, Contractor shall deliver one (1) copy of each applicable audit report resulting from a Contractor site level SSAE-18, SOC 1, Type II Audit performed by the Contractor's auditors in its normal course of operations, or such standard as may replace the SSAE-18 Audit, to the City no later than thirty (30) days after the audit report is made available to Contractor by its auditors.

6.10. Third Party Software

6.10.1. In the event the Contractor provides any third-party software ("Third-Party Software"), including Open Source Software (defined below), to the City in connection with this Contract, Contractor represents and warrants that:

6.10.1.1. Contractor has and will maintain the right to distribute any Third-Party Software licensed to the City under this Contract.

6.10.1.2. The Third-Party Software does not, and the use of the Third-Party Software by the City as contemplated by this Contract will not, infringe upon any intellectual property rights, including, without limitation, patents, copyrights, trademarks, trade secrets, rights of publicity, and proprietary information, of any third party in any way.

6.10.1.3. Unless specifically provided otherwise herein, the City is not obligated to pay any third party any fees, royalties, or other payments for the City's use of any Third-Party Software in accordance with the terms of this Contract.

6.10.2. To the extent permitted by law or contract, the Contractor shall pass through to the City the warranties for the Third-Party Software.

6.10.3. For purposes of this Section, "Open Source Software" means any software, programming, or other intellectual property that is subject to (i) the GNU General Public License, GNU Library General Public License, Artistic License, BSD license, Mozilla Public License, or any similar license, including, but not limited to, those licenses listed at www.opensource.org/licenses, or (ii) any agreement with terms requiring any intellectual property owned or licensed by the City to be (a) disclosed or distributed in source code or object code form; (b) licensed for the purpose of making derivative works; or (c) redistributable.

6.11. Data Breach

Contractor shall protect City Data using the most secure means and technology that is consistent with industry standards for the type of data at issue. Contractor shall notify City as soon as reasonably feasible, but in any event within twenty-four (24) hours of learning of such breach, in writing and telephonically of Contractor's discovery or reasonable belief of any unauthorized access of City Data ("Data Breach"), or of any incident affecting, or potentially affecting City Data related to cyber security ("Security Incident"), including, but not limited to, denial of service attack, system outage, instability, or degradation due to computer malware or virus. Contractor shall begin remediation immediately. Contractor shall provide daily updates, or more frequently if required by City, regarding findings and actions performed by Contractor until the Data Breach or Security Incident has been effectively resolved to City's satisfaction. Contractor shall conduct an investigation of the Data Breach or Security Incident and shall share the report of the investigation with City. If directed by City, Contractor shall retain an independent third party to conduct the investigation at Contractor's sole cost. At City's sole discretion, City and/or its authorized agents shall have the right to lead or participate in the investigation. Contractor shall cooperate fully with City, its agents and law enforcement. Contractor is responsible for the costs associated with a Data Breach or Security Incident, including, if directed by City, the provision of identity theft protection and/or credit monitoring services to individuals

affected by the Security Incident. If required by law or directed by City, Contractor will be responsible for notifying individuals impacted by the Security Incident or Data Breach, with City having final approval of the content of the notification. In the event City incurs any direct costs related to the Contractor's breach referenced above, City will seek reimbursement from Contractor or reduce Contractor's invoice for costs associated with breach of security. If, during the course of the investigation of the Data Breach or Security Incident, the Parties determine that City was responsible for the breach, City shall assume responsibility for all remediation efforts, with Contractor to provide reasonable assistance as requested.

6.11.1. Data Breach Liability

If City is subject to any third-party claims relating to any Data Breach or Security Incident, Contractor shall fully indemnify and hold harmless City and defend City against any such claims, including reimbursement of any costs incurred by City relating to those claims, up to the amount recoverable under Section 7.13. This obligation is in addition to any of Contractor's other indemnification obligations in this Agreement.

6.12. Written Information Security Policy

Contractor shall establish and maintain a formal, documented, mandated, company-wide information security program, including security policies, standards, and procedures (collectively "Information Security Policy"), and communicate the Information Security Policy to all of its respective employees and contractors in a relevant, accessible, and understandable form. Contractor shall regularly review and evaluate the Information Security Policy to ensure its operational effectiveness, compliance with all applicable laws and regulations, and to address new threats and risks. Upon execution of this Agreement and thereafter within three (3) business days of City's request, Contractor shall make available for City's review Contractor's Information Security Policy and any related SOC audits, information security certifications, or other evidence that Contractor has in place appropriate policies and procedures regarding information protection and security.

6.13. Change in Service

Contractor shall notify City of any changes, enhancement, and upgrades to Contractor's systems, or changes in other related software services, as applicable, which can impact the security of the services.

SECTION 7. CONTRACT PROVISIONS AND CERTIFICATIONS

7.1. City's Standard Provisions for City Contracts

The Contractor agrees to comply with the Standard Provisions which are attached as Attachment 1 and incorporated into this Contract as though fully stated herein, except as follows:

7.1.1. PSC-18 Indemnification

PSC-18 is removed in its entirety and replaced with the following:

Except for the active negligence or willful misconduct of CITY, or any of its boards, officers, agents, employees, assigns and successors in interest, CONTRACTOR shall defend, indemnify and hold harmless CITY and any of its boards, officers, agents, employees, assigns, and successors in interest from and against all lawsuits and causes of action, claims, losses, demands and expenses, including, but not limited to, attorney's fees (both in house and outside counsel) and cost of litigation (including all actual litigation costs incurred by CITY, including but not limited to, costs of experts and consultants), damages or liability of any nature whatsoever, for death or injury to any person, including CONTRACTOR'S employees and agents, or damage or destruction of any property of either party hereto or of third parties, to the extent caused by any negligent act, error, or omission by CONTRACTOR, Subcontractors, or their boards, officers, agents, employees, assigns, and successors in interest. The rights and remedies of CITY provided in this section shall not be exclusive and are in addition to any other rights and remedies provided by law or under this Contract. This provision will survive expiration or termination of this Contract.

In addition to the Standard Provisions, the Contractor shall comply with the following:

7.1.2. Disclosure of Border Wall Contracting Ordinance (DBWCO)

Contractor shall comply with Los Angeles Administrative Code (LAAC) Section 10.50 et seq., "Disclosure of Border Wall Contracting." City may terminate this Contract at any time if City determines that Contractor failed to fully and accurately complete the required affidavit and disclose all Border Wall Bids and Border Wall Contracts, as defined in LAAC Section 10.50.1.

7.2. Insurance Requirements

The Contractor shall maintain the required insurance with the identified limits of insurance requirements which are attached hereto this Contract and as required in the Standard Provisions for the entirety of the Contract. Contractor shall submit proof of the required insurance coverage prior to any specific job/task being awarded.

Electronic submission is the required method of submitting the Contractor's insurance documents. The Contractor shall register with the City's online insurance compliance system KwikComply at <https://kwikcomply.org/> and submit the appropriate proof of insurance (Attachment 2).

7.3. Care and Custody

The Contractor accepts full responsibility for the security against loss or damage to the materials and equipment involved in the processes related to this Contract while in their possession or the possession of any of their agents. Contractor shall reimburse the City for any loss or damage to City materials or equipment in their agents' care or custody.

7.4. Subcontracting

- 7.4.1. All subcontractors shall be recognized as such, shall be considered agents of the Contractor, and the Contractor shall be held responsible for their work. Nothing herein is intended to create a third-party beneficiary in any subcontractor. The City has no obligation to any subcontractor. No privity is created with any subcontractor by this Agreement. Even if the Contractor uses subcontractors, Contractor remains responsible for complete and satisfactory performance of the terms of this Agreement.

7.5. Amendments/Modifications/Change Orders

Any amendments, adjustments, alterations, additions, deletions, or modifications to the terms and/or conditions of this Contract must be made by written amendment signed and approved by all necessary parties and signatories. If Contractor performs any modification without an approved amendment, the City shall neither pay for nor be obligated to accept said modification.

No change orders shall lead to a change in the quality and quantity of work product/deliverable, the deterioration of materials, or an increase in the Contract price ceiling. Change orders may not alter the established deliverables without explicit written agreement by the City.

The following process shall be used to initiate and authorize changes which can be initiated by the Contractor or City:

- 7.5.1. A Request to Authorize Fixed-Price Additional Services Form (Exhibit 2) must be used by the change initiator to request, analyze the impact to the work described in this Contract (time, other deliverables, and cost), and authorize the requested change.
- 7.5.2. The change initiator will deliver the completed Request to Authorize Fixed-Price Additional Services Form to the City.
- 7.5.3. The City will have ten (10) days from receipt of the request to analyze the requested change, determine the next steps, and inform the change initiator of those next steps.
- 7.5.4. No work on changes shall commence until the request has been fully vetted and the Request to Authorize Fixed-Price Additional Services Form approved by the City.
- 7.5.5. Change Suggestions by Contractor

Contractor may suggest changes to requested deliverables within the general scope of the work contemplated in this Agreement. Suggested changes shall be communicated to the City and made in accordance with the applicable provisions of Section 7.5.1 through 7.5.3.

7.6. General Manager's Decision Is Binding

In determining whether there has been such non-compliance with the Contract as to warrant termination/suspension, the decision of the General Manager of LADBS shall be binding to both parties.

7.7. Non-Exclusive Agreement

Contractor understands and agrees that this is a non-exclusive agreement to provide services to the City and that the City has entered into and/or may enter into contracts with other contractors to provide similar services. City may use any of the contractors with which City has contracts and, therefore, the City cannot estimate nor guarantee the volume or amount of work, if any, to be received by Contractor under this Contract.

7.8. Conflict of Interest

The City may cancel any contract or agreement, without penalty or obligation, if any person significantly involved in initiating, negotiating, securing, drafting or creating the contract on behalf of the City's departments or agencies is, at any time while the contract or any extension of the contract is in effect, an employee or independent contractor of any other party of the contract with respect to the subject matter of the contract. The cancellation shall be effective when written notice from the City is received by all parties to the contract, unless the notice specifies a later time.

7.9. Gratuities

Contractor represents and warrants that no gratuities (in the form of entertainment, gifts, or otherwise) were offered or given by Contractor, or any agent or representative, of Contractor, to any officer or employee of the City with a view toward securing a contract or securing favorable treatment with respect to any determinations concerning the performance of the contract. For breach or violation of this representation of this warranty, City may terminate the Contract, either in whole or in part, and any loss or damage sustained by City in procuring on the open market any items which Contractor agreed to supply shall be borne and paid for by Contractor. The rights and remedies of City provided in this section shall not be exclusive and are in addition to any other rights and remedies available to City under law or contract.

7.10. Assignment Agreement

Upon completion of deliverables and services under this Contract, Contractor shall, pursuant to PSC-21, Ownership and License, of the Standard Provisions, execute at City's request any additional agreements necessary (i) to assign to City the intellectual property rights to the completed deliverables or other work products (as defined in PSC-21), or (ii) to otherwise perfect, memorialize, or record City ownership of intellectual property rights as provided in PSC-21. This section will survive termination of this Contract.

To the extent, if any, that this Contract does not provide City with full ownership, right, title, and interest in and to the work products, Contractor hereby grants City a perpetual, irrevocable, fully paid, royalty-free, worldwide license to reproduce, create derivative works from, distribute, publicly display, publicly perform, use, make, have made, offer for

sale, sell or otherwise dispose of the work products, with the right to sublicense each and every such right.

7.11. Representation and Warranties

- 7.11.1. Contractor has the full right and authority to enter into, execute, and perform its obligations under this Contract and that no pending or threatened claim or litigation known to it would have a material adverse impact on its ability to perform as required by this Contract.
- 7.11.2. Contractor represents and warrants that its performance of all obligations under this Contract does not infringe in any way, directly or contributorily, upon any third party's intellectual property rights, including, without limitation, patents, copyrights, trademarks, trade secrets, rights of publicity and proprietary information.
- 7.11.3. Contractor shall maintain all professional licenses and/or certifications throughout the duration of this contract if such professional license and/or certification are required to perform a particular task project.
- 7.11.4. All professional services will be performed in a professional manner, according to industry standards, and performed by competent personnel.

7.12. Contractor Evaluation Program

At the end of this Contract, the City will conduct an evaluation of the Contractor's performance. The City may also conduct evaluations of the Contractor's performance during the term of the Contract. As required by Section 10.39.2 of the Los Angeles Administrative Code, evaluations will be based on a number of criteria, including the quality of the work product or service performed, the timeliness of performance, the financial issues, and the expertise of personnel that the Contractor assigns to the Contract. A Contractor who receives a "Marginal" or "Unsatisfactory" rating will be provided with a copy of the final City evaluation and allowed fourteen (14) calendar days to respond. The City will use the final City evaluation, and any response from the Contractor, to evaluate proposals and to conduct reference checks when awarding other contracts.

7.13. Limitation of Liability

Notwithstanding anything to the contrary of PSC-18 and to the extent permissible by law, a party's liability for damages to the other party for any cause whatsoever, and regardless of the form of action, whether in contract or in tort, shall be limited to three times the purchase price (\$23,558,900). For purposes of this section, purchase price will mean the aggregate contract price (\$23,558,900). The foregoing limitation of liability shall not apply to claims arising under provisions herein calling for indemnification for claims against the City for death, bodily injury to persons or damage to personal property caused by the Contractor's negligence or willful misconduct.

7.14. Attachments/Order of Precedence

All Attachments to which reference is made in this Contract are deemed incorporated in this Contract, whether or not actually attached. This Contract, and the Attachments

hereto, are to be interpreted so that all of the provisions are given as full effect as possible. In the event of a conflict between these documents, the order of precedence shall be as follows:

1. The paragraphs in the body of this Contract;
2. Standard Provisions;
3. Appendix 1 – LA City Permitting System Statement of Work - Implementation; and
4. Any other attachments to the Contract in the order in which they are attached.

7.15. Entire Agreement

This Contract, and any attachments or documents incorporated herein by inclusion or by reference, constitutes the complete and entire agreement between LADBS and the Contractor and supersedes all other agreements between parties pertaining to the subject matter thereof. Contractor and the City acknowledge that they have reviewed and understood this Agreement and had an opportunity to consult with counsel of their choosing. To the extent any provision of the Agreement is ambiguous, no such provision shall be construed against either party as drafter of the provision.

(SIGNATURE PAGE FOLLOWS)

This Agreement may be executed in one or more counterparts, and by the parties in separate counterparts, each of which when executed shall be deemed to be an original but all of which taken together shall constitute one and the same agreement. The parties further agree that facsimile signatures or signatures scanned into .pdf (or signatures in another electronic format designated by City) and sent by e-mail shall be deemed original signatures.

APPROVED AND AGREED TO:

FOR THE CITY OF LOS ANGELES

BY _____
OSAMA YOUNAN
General Manager
Los Angeles Department of Building and Safety

Date

FOR UNISYS CORPORATION

BY _____
CHRISTOPHER REEVE
Vice President, Public Sector
Unisys Corporation

Date

(Corporate Seal)

APPROVED AS TO FORM:
Hydee Feldstein Soto, City Attorney

ATTEST:

BY _____
BRENT NICHOLS
Deputy City Attorney
Office of the City Attorney

BY _____
HOLLY L. WOLCOTT
City Clerk
Office of the City Clerk

Date _____

Date _____

Contractor's Los Angeles Business Tax Registration Certificate No. _____

CONTRACT NO. _____

ATTACHMENT 1

Standard Provisions for City Contracts (Rev. 9/22) [v.1]

STANDARD PROVISIONS FOR CITY CONTRACTS

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STANDARD PROVISIONS FOR CITY CONTRACTS

PSC-1. Construction of Provisions and Titles Herein

All titles, subtitles, or headings in this Contract have been inserted for convenience, and shall not be deemed to affect the meaning or construction of any of the terms or provisions of this Contract. The language of this Contract shall be construed according to its fair meaning and not strictly for or against **CITY** or **CONTRACTOR**. The word "**CONTRACTOR**" includes the party or parties identified in this Contract. The singular shall include the plural and if there is more than one **CONTRACTOR**, unless expressly stated otherwise, their obligations and liabilities shall be joint and several. Use of the feminine, masculine, or neuter genders shall be deemed to include the genders not used.

PSC-2. Applicable Law, Interpretation and Enforcement

Each party's performance shall comply with all applicable laws of the United States of America, the State of California, and **CITY**, including but not limited to, laws regarding health and safety, labor and employment, wage and hours and licensing. This Contract shall be enforced and interpreted under the laws of the State of California without regard to conflict of law principles. **CONTRACTOR** shall comply with new, amended, or revised laws, regulations, or procedures that apply to the performance of this Contract with no additional compensation paid to **CONTRACTOR**.

In any action arising out of this Contract, **CONTRACTOR** consents to personal jurisdiction, and agrees to bring all such actions, exclusively in state or federal courts located in Los Angeles County, California.

If any part, term or provision of this Contract is held void, illegal, unenforceable, or in conflict with any federal, state or local law or regulation, the validity of the remaining parts, terms or provisions of this Contract shall not be affected.

PSC-3. Time of Effectiveness

Unless otherwise provided, this Contract shall take effect when all of the following events have occurred:

- A. This Contract has been signed on behalf of **CONTRACTOR** by the person or persons authorized to bind **CONTRACTOR**;
- B. This Contract has been approved by the City Council or by the board, officer or employee authorized to give such approval;
- C. The Office of the City Attorney has indicated in writing its approval of this Contract as to form; and
- D. This Contract has been signed on behalf of **CITY** by the person designated by the City Council, or by the board, officer or employee authorized to enter into this Contract.

PSC-4. Integrated Contract

This Contract sets forth all of the rights and duties of the parties with respect to the subject matter of this Contract, and replaces any and all previous Contracts or understandings, whether written or oral, relating thereto. This Contract may be amended only as provided for in the provisions of PSC-5 hereof.

PSC-5. Amendment

All amendments to this Contract shall be in writing and signed and approved pursuant to the provisions of PSC-3.

PSC-6. Excusable Delays

Neither party shall be liable for its delay or failure to perform any obligation under and in accordance with this Contract, if the delay or failure arises out of fires, floods, earthquakes, epidemics, quarantine restrictions, other natural occurrences, strikes, lockouts (other than a lockout by the party or any of the party's Subcontractors), freight embargoes, terrorist acts, insurrections or other civil disturbances, or other similar events to those described above, but in each case the delay or failure to perform must be beyond the control and without any fault or negligence of the party delayed or failing to perform (these events are referred to in this provision as "Force Majeure Events").

Notwithstanding the foregoing, a delay or failure to perform by a Subcontractor of **CONTRACTOR** shall not constitute a Force Majeure Event, unless the delay or failure arises out of causes beyond the control of both **CONTRACTOR** and Subcontractor, and without any fault or negligence of either of them. In such case, **CONTRACTOR** shall not be liable for the delay or failure to perform, unless the goods or services to be furnished by the Subcontractor were obtainable from other sources in sufficient time to permit **CONTRACTOR** to perform timely. As used in this Contract, the term "Subcontractor" means a subcontractor at any tier.

In the event **CONTRACTOR'S** delay or failure to perform arises out of a Force Majeure Event, **CONTRACTOR** agrees to use commercially reasonable best efforts to obtain the goods or services from other sources, and to otherwise mitigate the damages and reduce the delay caused by the Force Majeure Event.

PSC-7. Waiver

A waiver of a default of any part, term or provision of this Contract shall not be construed as a waiver of any succeeding default or as a waiver of the part, term or provision itself. A party's performance after the other party's default shall not be construed as a waiver of that default.

PSC-8. Suspension

At **CITY'S** sole discretion, **CITY** may suspend any or all services provided under this Contract by providing **CONTRACTOR** with written notice of suspension. Upon receipt of the notice of suspension, **CONTRACTOR** shall immediately cease the services suspended and shall not incur any additional obligations, costs or expenses to **CITY** until **CITY** gives written notice to recommence the services.

PSC-9. Termination**A. Termination for Convenience**

CITY may terminate this Contract for **CITY'S** convenience at any time by providing **CONTRACTOR** thirty days written notice. Upon receipt of the notice of termination, **CONTRACTOR** shall immediately take action not to incur any additional obligations, costs or expenses, except as may be necessary to terminate its activities. **CITY** shall pay **CONTRACTOR** its reasonable and allowable costs through the effective date of termination and those reasonable and necessary costs incurred by **CONTRACTOR** to effect the termination. Thereafter, **CONTRACTOR** shall have no further claims against **CITY** under this Contract. All finished and unfinished documents and materials procured for or produced under this Contract, including all intellectual property rights **CITY** is entitled to, shall become **CITY** property upon the date of the termination. **CONTRACTOR** agrees to execute any documents necessary for **CITY** to perfect, memorialize, or record **CITY'S** ownership of rights provided herein.

B. Termination for Breach of Contract

1. Except as provided in PSC-6, if **CONTRACTOR** fails to perform any of the provisions of this Contract or so fails to make progress as to endanger timely performance of this Contract, **CITY** may give **CONTRACTOR** written notice of the default. **CITY'S** default notice will indicate whether the default may be cured and the time period to cure the default to the sole satisfaction of **CITY**. Additionally, **CITY'S** default notice may offer **CONTRACTOR** an opportunity to provide **CITY** with a plan to cure the default, which shall be submitted to **CITY** within the time period allowed by **CITY**. At **CITY'S** sole discretion, **CITY** may accept or reject **CONTRACTOR'S** plan. If the default cannot be cured or if **CONTRACTOR** fails to cure within the period allowed by **CITY**, then **CITY** may terminate this Contract due to **CONTRACTOR'S** breach of this Contract.
2. If the default under this Contract is due to **CONTRACTOR'S** failure to maintain the insurance required under this Contract, **CONTRACTOR** shall immediately: (1) suspend performance of any services under this Contract for which insurance was required; and (2) notify its employees and Subcontractors of the loss of insurance coverage and Contractor's obligation to suspend performance of

services. **CONTRACTOR** shall not recommence performance until **CONTRACTOR** is fully insured and in compliance with **CITY'S** requirements.

3. If a federal or state proceeding for relief of debtors is undertaken by or against **CONTRACTOR**, or if **CONTRACTOR** makes an assignment for the benefit of creditors, then **CITY** may immediately terminate this Contract.
4. If **CONTRACTOR** engages in any dishonest conduct related to the performance or administration of this Contract or violates **CITY'S** laws, regulations or policies relating to lobbying, then **CITY** may immediately terminate this Contract.
5. Acts of Moral Turpitude
 - a. **CONTRACTOR** shall immediately notify **CITY** if **CONTRACTOR** or any Key Person, as defined below, is charged with, indicted for, convicted of, pleads nolo contendere to, or forfeits bail or fails to appear in court for a hearing related to, any act which constitutes an offense involving moral turpitude under federal, state, or local laws ("Act of Moral Turpitude").
 - b. If **CONTRACTOR** or a Key Person is convicted of, pleads nolo contendere to, or forfeits bail or fails to appear in court for a hearing related to, an Act of Moral Turpitude, **CITY** may immediately terminate this Contract.
 - c. If **CONTRACTOR** or a Key Person is charged with or indicted for an Act of Moral Turpitude, **CITY** may terminate this Contract after providing **CONTRACTOR** an opportunity to present evidence of **CONTRACTOR'S** ability to perform under the terms of this Contract.
 - d. Acts of Moral Turpitude include, but are not limited to: violent felonies as defined by Penal Code Section 667.5, crimes involving weapons, crimes resulting in serious bodily injury or death, serious felonies as defined by Penal Code Section 1192.7, and those crimes referenced in the Penal Code and articulated in California Public Resources Code Section 5164(a)(2); in addition to and including acts of murder, rape, sexual assault, robbery, kidnapping, human trafficking, pimping, voluntary manslaughter, aggravated assault, assault on a peace officer, mayhem, fraud, domestic abuse, elderly abuse, and child abuse, regardless of whether such acts are punishable by felony or misdemeanor conviction.

- e. For the purposes of this provision, a Key Person is a principal, officer, or employee assigned to this Contract, or owner (directly or indirectly, through one or more intermediaries) of ten percent or more of the voting power or equity interests of **CONTRACTOR**.
- 6. In the event **CITY** terminates this Contract as provided in this section, **CITY** may procure, upon such terms and in the manner as **CITY** may deem appropriate, services similar in scope and level of effort to those so terminated, and **CONTRACTOR** shall be liable to **CITY** for all of its costs and damages, including, but not limited to, any excess costs for such services.
- 7. If, after notice of termination of this Contract under the provisions of this section, it is determined for any reason that **CONTRACTOR** was not in default under the provisions of this section, or that the default was excusable under the terms of this Contract, the rights and obligations of the parties shall be the same as if the notice of termination had been issued pursuant to PSC-9(A) Termination for Convenience.
- 8. The rights and remedies of **CITY** provided in this section shall not be exclusive and are in addition to any other rights and remedies provided by law or under this Contract.
- C. In the event that this Contract is terminated, **CONTRACTOR** shall immediately notify all employees and Subcontractors, and shall notify in writing all other parties contracted with under the terms of this Contract within five working days of the termination.

PSC-10. Independent Contractor

CONTRACTOR is an independent contractor and not an agent or employee of **CITY**. **CONTRACTOR** shall not represent or otherwise hold out itself or any of its directors, officers, partners, employees, or agents to be an agent or employee of **CITY**.

PSC-11. Contractor's Personnel

Unless otherwise approved by **CITY**, **CONTRACTOR** shall use its own employees to perform the services described in this Contract. **CITY** has the right to review and approve any personnel who are assigned to work under this Contract. **CONTRACTOR** shall remove personnel from performing work under this Contract if requested to do so by **CITY**.

CONTRACTOR shall not use Subcontractors to assist in performance of this Contract without the prior written approval of **CITY**. If **CITY** permits the use of Subcontractors, **CONTRACTOR** shall remain responsible for performing all aspects of this Contract and paying all Subcontractors. **CITY** has the right to approve **CONTRACTOR'S** Subcontractors, and **CITY** reserves the right to request replacement of any

Subcontractor. **CITY** does not have any obligation to pay **CONTRACTOR'S** Subcontractors, and nothing herein creates any privity of contract between **CITY** and any Subcontractor.

PSC-12. Assignment and Delegation

CONTRACTOR may not, unless it has first obtained the written permission of **CITY**:

- A. Assign or otherwise alienate any of its rights under this Contract, including the right to payment; or
- B. Delegate, subcontract, or otherwise transfer any of its duties under this Contract.

PSC-13. Permits

CONTRACTOR and its directors, officers, partners, agents, employees, and Subcontractors, shall obtain and maintain all licenses, permits, certifications and other documents necessary for **CONTRACTOR'S** performance of this Contract. **CONTRACTOR** shall immediately notify **CITY** of any suspension, termination, lapses, non-renewals, or restrictions of licenses, permits, certificates, or other documents that relate to **CONTRACTOR'S** performance of this Contract.

PSC-14. Claims for Labor and Materials

CONTRACTOR shall promptly pay when due all amounts owed for labor and materials furnished in the performance of this Contract so as to prevent any lien or other claim under any provision of law from arising against any **CITY** property (including reports, documents, and other tangible or intangible matter produced by **CONTRACTOR** hereunder), and shall pay all amounts due under the Unemployment Insurance Act or any other applicable law with respect to labor used to perform under this Contract.

PSC-15. Current Los Angeles City Business Tax Registration Certificate Required

For the duration of this Contract, **CONTRACTOR** shall maintain valid Business Tax Registration Certificate(s) as required by **CITY'S** Business Tax Ordinance, Section 21.00 *et seq.* of the Los Angeles Municipal Code ("LAMC"), and shall not allow the Certificate to lapse or be revoked or suspended.

PSC-16. Retention of Records, Audit and Reports

CONTRACTOR shall maintain all records, including records of financial transactions, pertaining to the performance of this Contract, in their original form or as otherwise approved by **CITY**. These records shall be retained for a period of no less than three years from the later of the following: (1) final payment made by **CITY**, (2) the expiration of this Contract or (3) termination of this Contract. The records will be subject to examination and audit by authorized **CITY** personnel or **CITY'S** representatives at any time. **CONTRACTOR** shall provide any reports requested by **CITY** regarding

performance of this Contract. Any subcontract entered into by **CONTRACTOR** for work to be performed under this Contract must include an identical provision.

In lieu of retaining the records for the term as prescribed in this provision, **CONTRACTOR** may, upon **CITY'S** written approval, submit the required information to **CITY** in an electronic format, e.g. USB flash drive, at the expiration or termination of this Contract.

PSC-17. Bonds

All bonds required by **CITY** shall be filed with the Office of the City Administrative Officer, Risk Management for its review and acceptance in accordance with Los Angeles Administrative Code ("LAAC") Sections 11.47 *et seq.*, as amended from time to time.

PSC-18. Indemnification

Except for the active negligence or willful misconduct of **CITY**, or any of its boards, officers, agents, employees, assigns and successors in interest, **CONTRACTOR** shall defend, indemnify and hold harmless **CITY** and any of its boards, officers, agents, employees, assigns, and successors in interest from and against all lawsuits and causes of action, claims, losses, demands and expenses, including, but not limited to, attorney's fees (both in house and outside counsel) and cost of litigation (including all actual litigation costs incurred by **CITY**, including but not limited to, costs of experts and consultants), damages or liability of any nature whatsoever, for death or injury to any person, including **CONTRACTOR'S** employees and agents, or damage or destruction of any property of either party hereto or of third parties, arising in any manner by reason of an act, error, or omission by **CONTRACTOR**, Subcontractors, or their boards, officers, agents, employees, assigns, and successors in interest. The rights and remedies of **CITY** provided in this section shall not be exclusive and are in addition to any other rights and remedies provided by law or under this Contract. This provision will survive expiration or termination of this Contract.

PSC-19. Intellectual Property Indemnification

CONTRACTOR, at its own expense, shall defend, indemnify, and hold harmless the **CITY**, and any of its boards, officers, agents, employees, assigns, and successors in interest from and against all lawsuits and causes of action, claims, losses, demands and expenses, including, but not limited to, attorney's fees (both in house and outside counsel) and cost of litigation (including all actual litigation costs incurred by **CITY**, including but not limited to, costs of experts and consultants), damages or liability of any nature arising out of the infringement, actual or alleged, direct or contributory, of any intellectual property rights, including, without limitation, patent, copyright, trademark, trade secret, right of publicity, and proprietary information: (1) on or in any design, medium, matter, article, process, method, application, equipment, device, instrumentation, software, hardware, or firmware used by **CONTRACTOR**, or its Subcontractors, in performing the work under this Contract; or (2) as a result of **CITY'S** actual or intended use of any Work Product (as defined in PSC-21) furnished by **CONTRACTOR**, or its Subcontractors, under this Contract. The rights and remedies of **CITY** provided in this section shall not be exclusive

and are in addition to any other rights and remedies provided by law or under this Contract. This provision will survive expiration or termination of this Contract.

PSC-20. Intellectual Property Warranty

CONTRACTOR represents and warrants that its performance of all obligations under this Contract does not infringe in any way, directly or contributorily, upon any third party's intellectual property rights, including, without limitation, patent, copyright, trademark, trade secret, right of publicity and proprietary information.

PSC-21. Ownership and License

Unless otherwise provided for herein, all finished and unfinished works, tangible or not, created under this Contract including, without limitation, documents, materials, data, reports, manuals, specifications, artwork, drawings, sketches, blueprints, studies, memoranda, computation sheets, computer programs and databases, schematics, photographs, video and audiovisual recordings, sound recordings, marks, logos, graphic designs, notes, websites, domain names, inventions, processes, formulas, matters and combinations thereof, and all forms of intellectual property originated and prepared by **CONTRACTOR** or its Subcontractors under this Contract (each a "Work Product"; collectively "Work Products") shall be and remain the exclusive property of **CITY** for its use in any manner **CITY** deems appropriate. **CONTRACTOR** hereby assigns to **CITY** all goodwill, copyright, trademark, patent, trade secret and all other intellectual property rights worldwide in any Work Products originated and prepared under this Contract. **CONTRACTOR** further agrees to execute any documents necessary for **CITY** to perfect, memorialize, or record **CITY'S** ownership of rights provided herein.

CONTRACTOR agrees that a monetary remedy for breach of this Contract may be inadequate, impracticable, or difficult to prove and that a breach may cause **CITY** irreparable harm. **CITY** may therefore enforce this requirement by seeking injunctive relief and specific performance, without any necessity of showing actual damage or irreparable harm. Seeking injunctive relief or specific performance does not preclude **CITY** from seeking or obtaining any other relief to which **CITY** may be entitled.

For all Work Products delivered to **CITY** that are not originated or prepared by **CONTRACTOR** or its Subcontractors under this Contract, **CONTRACTOR** shall secure a grant, at no cost to **CITY**, for a non-exclusive perpetual license to use such Work Products for any **CITY** purposes.

CONTRACTOR shall not provide or disclose any Work Product to any third party without prior written consent of **CITY**.

Any subcontract entered into by **CONTRACTOR** relating to this Contract shall include this provision to contractually bind its Subcontractors performing work under this Contract such that **CITY'S** ownership and license rights of all Work Products are preserved and protected as intended herein.

PSC-22. Data Protection

- A. **CONTRACTOR** shall protect, using the most secure means and technology that is commercially available, **CITY**-provided data or consumer-provided data acquired in the course and scope of this Contract, including but not limited to customer lists and customer credit card or consumer data, (collectively, the “City Data”). **CONTRACTOR** shall notify **CITY** in writing as soon as reasonably feasible, and in any event within twenty-four hours, of **CONTRACTOR’S** discovery or reasonable belief of any unauthorized access of City Data (a “Data Breach”), or of any incident affecting, or potentially affecting City Data related to cyber security (a “Security Incident”), including, but not limited to, denial of service attack, and system outage, instability or degradation due to computer malware or virus. **CONTRACTOR** shall begin remediation immediately. **CONTRACTOR** shall provide daily updates, or more frequently if required by **CITY**, regarding findings and actions performed by **CONTRACTOR** until the Data Breach or Security Incident has been effectively resolved to **CITY’S** satisfaction. **CONTRACTOR** shall conduct an investigation of the Data Breach or Security Incident and shall share the report of the investigation with **CITY**. At **CITY’S** sole discretion, **CITY** and its authorized agents shall have the right to lead or participate in the investigation. **CONTRACTOR** shall cooperate fully with **CITY**, its agents and law enforcement.
- B. If **CITY** is subject to liability for any Data Breach or Security Incident, then **CONTRACTOR** shall fully indemnify and hold harmless **CITY** and defend against any resulting actions.

PSC-23. Insurance

During the term of this Contract and without limiting **CONTRACTOR’S** obligation to indemnify, hold harmless and defend **CITY**, **CONTRACTOR** shall provide and maintain at its own expense a program of insurance having the coverages and limits not less than the required amounts and types as determined by the Office of the City Administrative Officer of Los Angeles, Risk Management (template Form General 146 in Exhibit 1 hereto). The insurance must: (1) conform to **CITY’S** requirements; (2) comply with the Insurance Contractual Requirements (Form General 133 in Exhibit 1 hereto); and (3) otherwise be in a form acceptable to the Office of the City Administrative Officer, Risk Management. **CONTRACTOR** shall comply with all Insurance Contractual Requirements shown on Exhibit 1 hereto. Exhibit 1 is hereby incorporated by reference and made a part of this Contract.

PSC-24. Best Terms

Throughout the term of this Contract, **CONTRACTOR**, shall offer **CITY** the best terms, prices, and discounts that are offered to any of **CONTRACTOR’S** customers for similar goods and services provided under this Contract.

PSC-25. Warranty and Responsibility of Contractor

CONTRACTOR warrants that the work performed hereunder shall be completed in a manner consistent with professional standards practiced among those firms within **CONTRACTOR'S** profession, doing the same or similar work under the same or similar circumstances.

PSC-26. Mandatory Provisions Pertaining to Non-Discrimination in Employment

Unless otherwise exempt, this Contract is subject to the applicable non-discrimination, equal benefits, equal employment practices, and affirmative action program provisions in LAAC Section 10.8 et seq., as amended from time to time.

- A. **CONTRACTOR** shall comply with the applicable non-discrimination and affirmative action provisions of the laws of the United States of America, the State of California, and **CITY**. In performing this Contract, **CONTRACTOR** shall not discriminate in any of its hiring or employment practices against any employee or applicant for employment because of such person's race, color, religion, national origin, ancestry, sex, sexual orientation, gender, gender identity, age, disability, domestic partner status, marital status or medical condition.
- B. The requirements of Section 10.8.2.1 of the LAAC, the Equal Benefits Ordinance, and the provisions of Section 10.8.2.1(f) are incorporated and made a part of this Contract by reference.
- C. The provisions of Section 10.8.3 of the LAAC are incorporated and made a part of this Contract by reference and will be known as the "Equal Employment Practices" provisions of this Contract.
- D. The provisions of Section 10.8.4 of the LAAC are incorporated and made a part of this Contract by reference and will be known as the "Affirmative Action Program" provisions of this Contract.

Any subcontract entered into by **CONTRACTOR** for work to be performed under this Contract must include an identical provision.

PSC-27. Child Support Assignment Orders

CONTRACTOR shall comply with the Child Support Assignment Orders Ordinance, Section 10.10 of the LAAC, as amended from time to time. Pursuant to Section 10.10(b) of the LAAC, **CONTRACTOR** shall fully comply with all applicable State and Federal employment reporting requirements. Failure of **CONTRACTOR** to comply with all applicable reporting requirements or to implement lawfully served Wage and Earnings Assignment or Notices of Assignment, or the failure of any principal owner(s) of **CONTRACTOR** to comply with any Wage and Earnings Assignment or Notices of Assignment applicable to them personally, shall constitute a default by the **CONTRACTOR** under this Contract. Failure of **CONTRACTOR** or principal owner to cure

the default within 90 days of the notice of default will subject this Contract to termination for breach. Any subcontract entered into by **CONTRACTOR** for work to be performed under this Contract must include an identical provision.

PSC-28. Living Wage Ordinance

CONTRACTOR shall comply with the Living Wage Ordinance, LAAC Section 10.37 *et seq.*, as amended from time to time. **CONTRACTOR** further agrees that it shall comply with federal law proscribing retaliation for union organizing. Any subcontract entered into by **CONTRACTOR** for work to be performed under this Contract must include an identical provision.

PSC-29. Service Contractor Worker Retention Ordinance

CONTRACTOR shall comply with the Service Contractor Worker Retention Ordinance, LAAC Section 10.36 *et seq.*, as amended from time to time. Any subcontract entered into by **CONTRACTOR** for work to be performed under this Contract must include an identical provision.

PSC-30. Access and Accommodations

CONTRACTOR represents and certifies that:

- A. **CONTRACTOR** shall comply with the Americans with Disabilities Act, as amended, 42 U.S.C. Section 12101 *et seq.*, the Rehabilitation Act of 1973, as amended, 29 U.S.C. Section 701 *et seq.*, the Fair Housing Act, and its implementing regulations and any subsequent amendments, and California Government Code Section 11135;
- B. **CONTRACTOR** shall not discriminate on the basis of disability or on the basis of a person's relationship to, or association with, a person who has a disability;
- C. **CONTRACTOR** shall provide reasonable accommodation upon request to ensure equal access to **CITY**-funded programs, services and activities;
- D. Construction will be performed in accordance with the Uniform Federal Accessibility Standards (UFAS), 24 C.F.R. Part 40; and
- E. The buildings and facilities used to provide services under this Contract are in compliance with the federal and state standards for accessibility as set forth in the 2010 ADA Standards, California Title 24, Chapter 11, or other applicable federal and state law.

CONTRACTOR understands that **CITY** is relying upon these certifications and representations as a condition to funding this Contract. Any subcontract entered into by **CONTRACTOR** for work to be performed under this Contract must include an identical provision.

PSC-31. Contractor Responsibility Ordinance

CONTRACTOR shall comply with the Contractor Responsibility Ordinance, LAAC Section 10.40 *et seq.*, as amended from time to time.

PSC-32. Business Inclusion Program

Unless otherwise exempted prior to bid submission, **CONTRACTOR** shall comply with all aspects of the Business Inclusion Program as described in the Request for Proposal/Qualification process, throughout the duration of this Contract. **CONTRACTOR** shall utilize the Business Assistance Virtual Network (“BAVN”) at <https://www.labavn.org/>, to perform and document outreach to Minority, Women, and Other Business Enterprises. **CONTRACTOR** shall perform subcontractor outreach activities through BAVN. **CONTRACTOR** shall not change any of its designated Subcontractors or pledged specific items of work to be performed by these Subcontractors, nor shall **CONTRACTOR** reduce their level of effort, without prior written approval of **CITY**.

PSC-33. Slavery Disclosure Ordinance

CONTRACTOR shall comply with the Slavery Disclosure Ordinance, LAAC Section 10.41 *et seq.*, as amended from time to time. Any subcontract entered into by **CONTRACTOR** for work to be performed under this Contract must include an identical provision.

PSC-34. First Source Hiring Ordinance

CONTRACTOR shall comply with the First Source Hiring Ordinance, LAAC Section 10.44 *et seq.*, as amended from time to time. Any subcontract entered into by **CONTRACTOR** for work to be performed under this Contract must include an identical provision.

PSC-35. Local Business Preference Ordinance

CONTRACTOR shall comply with the Local Business Preference Ordinance, LAAC Section 10.47 *et seq.*, as amended from time to time. Any subcontract entered into by **CONTRACTOR** for work to be performed under this Contract must include an identical provision.

PSC-36. Iran Contracting Act

In accordance with California Public Contract Code Sections 2200-2208, all contractors entering into, or renewing contracts with **CITY** for goods and services estimated at \$1,000,000 or more are required to complete, sign, and submit the "Iran Contracting Act of 2010 Compliance Affidavit."

PSC-37. Restrictions on Campaign Contributions and Fundraising in City Elections

Unless otherwise exempt, if this Contract is valued at \$100,000 or more and requires approval by an elected **CITY** office, **CONTRACTOR**, **CONTRACTOR'S** principals, and **CONTRACTOR'S** Subcontractors expected to receive at least \$100,000 for performance under the Contract, and the principals of those Subcontractors (the “Restricted Persons”)

shall comply with Charter Section 470(c)(12) and LAMC Section 49.7.35. Failure to comply entitles **CITY** to terminate this Contract and to pursue all available legal remedies. Charter Section 470(c)(12) and LAMC Section 49.7.35 limit the ability of the Restricted Persons to make campaign contributions to and engage in fundraising for certain elected **CITY** officials or candidates for elected **CITY** office for twelve months after this Contract is signed. Additionally, a **CONTRACTOR** subject to Charter Section 470(c)(12) is required to comply with disclosure requirements by submitting a completed and signed Ethics Commission Form 55 and to amend the information in that form as specified by law. Any **CONTRACTOR** subject to Charter Section 470(c)(12) shall include the following notice in any contract with any Subcontractor expected to receive at least \$100,000 for performance under this Contract:

“Notice Regarding Restrictions on Campaign Contributions and Fundraising in City Elections

You are a subcontractor on City of Los Angeles Contract # _____ . Pursuant to the City of Los Angeles Charter Section 470(c)(12) and related ordinances, you and your principals are prohibited from making campaign contributions to and fundraising for certain elected City of Los Angeles (“**CITY**”) officials and candidates for elected **CITY** office for twelve months after the **CITY** contract is signed. You are required to provide the names and contact information of your principals to the **CONTRACTOR** and to amend that information within ten business days if it changes during the twelve month time period. Failure to comply may result in termination of this Contract and any other available legal remedies. Information about the restrictions may be found online at ethics.lacity.org or by calling the Los Angeles City Ethics Commission at (213) 978-1960.”

PSC-38. Contractors’ Use of Criminal History for Consideration of Employment Applications

CONTRACTOR shall comply with the City Contractors’ Use of Criminal History for Consideration of Employment Applications Ordinance, LAAC Section 10.48 *et seq.*, as amended from time to time. Any subcontract entered into by **CONTRACTOR** for work to be performed under this Contract must include an identical provision.

PSC-39. Limitation of City’s Obligation to Make Payment to Contractor

Notwithstanding any other provision of this Contract, including any exhibits or attachments incorporated therein, and in order for **CITY** to comply with its governing legal requirements, **CITY** shall have no obligation to make any payments to **CONTRACTOR** unless **CITY** shall have first made an appropriation of funds equal to or in excess of its obligation to make any payments as provided in this Contract. **CONTRACTOR** agrees that any services provided by **CONTRACTOR**, purchases made by **CONTRACTOR** or expenses incurred by **CONTRACTOR** in excess of the appropriation(s) shall be free and without charge to **CITY** and **CITY** shall have no obligation to pay for the services, purchases or expenses. **CONTRACTOR** shall have no obligation to provide any services,

provide any equipment or incur any expenses in excess of the appropriated amount(s) until **CITY** appropriates additional funds for this Contract.

PSC-40. Compliance with Identity Theft Laws and Payment Card Data Security Standards

CONTRACTOR shall comply with all identity theft laws including without limitation, laws related to: (1) payment devices; (2) credit and debit card fraud; and (3) the Fair and Accurate Credit Transactions Act ("FACTA"), including its requirement relating to the content of transaction receipts provided to Customers. **CONTRACTOR** also shall comply with all requirements related to maintaining compliance with Payment Card Industry Data Security Standards ("PCI DSS"). During the performance of any service to install, program or update payment devices equipped to conduct credit or debit card transactions, including PCI DSS services, **CONTRACTOR** shall verify proper truncation of receipts in compliance with FACTA.

PSC-41. Compliance with California Public Resources Code Section 5164

California Public Resources Code Section 5164 prohibits a public agency from hiring a person for employment or as a volunteer to perform services at any park, playground, or community center used for recreational purposes in a position that has supervisory or disciplinary authority over any minor, if the person has been convicted of certain crimes as referenced in the Penal Code, and articulated in California Public Resources Code Section 5164(a)(2).

If applicable, **CONTRACTOR** shall comply with California Public Resources Code Section 5164, and shall additionally adhere to all rules and regulations that have been adopted or that may be adopted by **CITY**. **CONTRACTOR** is required to have all employees, volunteers and Subcontractors (including all employees and volunteers of any Subcontractor) of **CONTRACTOR** working on premises to pass a fingerprint and background check through the California Department of Justice at **CONTRACTOR'S** sole expense, indicating that such individuals have never been convicted of certain crimes as referenced in the Penal Code and articulated in California Public Resources Code Section 5164(a)(2), if the individual will have supervisory or disciplinary authority over any minor.

PSC-42. Possessory Interests Tax

Rights granted to **CONTRACTOR** by **CITY** may create a possessory interest. **CONTRACTOR** agrees that any possessory interest created may be subject to California Revenue and Taxation Code Section 107.6 and a property tax may be levied on that possessory interest. If applicable, **CONTRACTOR** shall pay the property tax. **CONTRACTOR** acknowledges that the notice required under California Revenue and Taxation Code Section 107.6 has been provided.

PSC-43. Confidentiality

All documents, information and materials provided to **CONTRACTOR** by **CITY** or developed by **CONTRACTOR** pursuant to this Contract (collectively “Confidential Information”) are confidential. **CONTRACTOR** shall not provide or disclose any Confidential Information or their contents or any information therein, either orally or in writing, to any person or entity, except as authorized by **CITY** or as required by law. **CONTRACTOR** shall immediately notify **CITY** of any attempt by a third party to obtain access to any Confidential Information. This provision will survive expiration or termination of this Contract.

PSC-44. COVID-19

Employees of Contractor and/or persons working on its behalf, including, but not limited to, subcontractors (collectively, “Contractor Personnel”), while performing services under this Agreement and prior to interacting in person with City employees, contractors, volunteers, or members of the public (collectively, “In-Person Services”) must be fully vaccinated against the novel coronavirus 2019 (“COVID-19”). “Fully vaccinated” means that 14 or more days have passed since Contractor Personnel have received the final dose of a two-dose COVID-19 vaccine series (Moderna or Pfizer-BioNTech) or a single dose of a one-dose COVID-19 vaccine (Johnson & Johnson/Janssen) and all booster doses recommended by the Centers for Disease Control and Prevention. Prior to assigning Contractor Personnel to perform In-Person Services, Contractor shall obtain proof that such Contractor Personnel have been fully vaccinated. Contractor shall retain such proof for the document retention period set forth in this Agreement. Contractor shall grant medical or religious exemptions (“Exemptions”) to Contractor Personnel as required by law. If Contractor wishes to assign Contractor Personnel with Exemptions to perform In-Person Services, Contractor shall require such Contractor Personnel to undergo weekly COVID-19 testing, with the full cost of testing to be borne by Contractor. If Contractor Personnel test positive, they shall not be assigned to perform In-Person Services or, to the extent they have already been performing In-Person Services, shall be immediately removed from those assignments. Furthermore, Contractor shall immediately notify City if Contractor Personnel performing In-Person Services (1) have tested positive for or have been diagnosed with COVID-19, (2) have been informed by a medical professional that they are likely to have COVID-19, or (3) meet the criteria for isolation under applicable government orders.

PSC-45. Contractor Data Reporting

If Contractor is a for-profit, privately owned business, Contractor shall, within 30 days of the effective date of the Contract and on an annual basis thereafter (i.e., within 30 days of the annual anniversary of the effective date of the Contract), report the following information to City via the Regional Alliance Marketplace for Procurement (“RAMP”) or via another method specified by City: Contractor’s and any Subcontractor’s annual revenue, number of employees, location, industry, race/ethnicity and gender of majority owner (“Contractor/Subcontractor Information”). Contractor shall further request, on an annual basis, that any Subcontractor input or update its business profile, including the Contractor/Subcontractor Information, on RAMP or via another method prescribed by City.

STANDARD PROVISIONS

EXHIBIT 1**INSURANCE CONTRACTUAL REQUIREMENTS**

CONTACT For additional information about compliance with City Insurance and Bond requirements, contact the Office of the City Administrative Officer, Risk Management at (213) 978-RISK (7475) or go online at www.lacity.org/cao/risk. The City approved Bond Assistance Program is available for those contractors who are unable to obtain the City-required performance bonds. A City approved insurance program may be available as a low cost alternative for contractors who are unable to obtain City-required insurance.

CONTRACTUAL REQUIREMENTS**CONTRACTOR AGREES THAT:**

- 1. Additional Insured/Loss Payee.** The CITY must be included as an Additional Insured in applicable liability policies to cover the CITY'S liability arising out of the acts or omissions of the named insured. The CITY is to be named as an Additional Named Insured and a Loss Payee As Its Interests May Appear in property insurance in which the CITY has an interest, e.g., as a lien holder.
- 2. Notice of Cancellation.** All required insurance will be maintained in full force for the duration of its business with the CITY. By ordinance, all required insurance must provide at least thirty (30) days' prior written notice (ten (10) days for non-payment of premium) directly to the CITY if your insurance company elects to cancel or materially reduce coverage or limits prior to the policy expiration date, for any reason except impairment of an aggregate limit due to prior claims.
- 3. Primary Coverage.** CONTRACTOR will provide coverage that is primary with respect to any insurance or self-insurance of the CITY. The CITY'S program shall be excess of this insurance and non-contributing.
- 4. Modification of Coverage.** The CITY reserves the right at any time during the term of this Contract to change the amounts and types of insurance required hereunder by giving CONTRACTOR ninety (90) days' advance written notice of such change. If such change should result in substantial additional cost to CONTRACTOR, the CITY agrees to negotiate additional compensation proportional to the increased benefit to the CITY.
- 5. Failure to Procure Insurance.** All required insurance must be submitted and approved by the Office of the City Administrative Officer, Risk Management prior to the inception of any operations by CONTRACTOR.

CONTRACTOR'S failure to procure or maintain required insurance or a self-insurance program during the entire term of this Contract shall constitute a material breach of this Contract under which the CITY may immediately suspend or terminate this Contract or, at its discretion, procure or renew such insurance to protect the CITY'S interests and pay any and all premiums in connection therewith and recover all monies so paid from CONTRACTOR.

- 6. Workers' Compensation.** By signing this Contract, CONTRACTOR hereby certifies that it is aware of the provisions of Section 3700 *et seq.*, of the California Labor Code which require every employer to be insured against liability for Workers' Compensation or to undertake

STANDARD PROVISIONS

self-insurance in accordance with the provisions of that Code, and that it will comply with such provisions at all time during the performance of the work pursuant to this Contract.

7. California Licensee. All insurance must be provided by an insurer admitted to do business in California or written through a California-licensed surplus lines broker or through an insurer otherwise acceptable to the CITY. Non-admitted coverage must contain a **Service of Suit** clause in which the underwriters agree to submit as necessary to the jurisdiction of a California court in the event of a coverage dispute. Service of process for this purpose must be allowed upon an agent in California designated by the insurer or upon the California Insurance Commissioner.

8. Aggregate Limits/Impairment. If any of the required insurance coverages contain annual aggregate limits, CONTRACTOR must give the CITY written notice of any pending claim or lawsuit which will materially diminish the aggregate within thirty (30) days of knowledge of same. You must take appropriate steps to restore the impaired aggregates or provide replacement insurance protection within thirty (30) days of knowledge of same. The CITY has the option to specify the minimum acceptable aggregate limit for each line of coverage required. No substantial reductions in scope of coverage which may affect the CITY'S protection are allowed without the CITY'S prior written consent.

9. Commencement of Work. For purposes of insurance coverage only, this Contract will be deemed to have been executed immediately upon any party hereto taking any steps that can be considered to be in furtherance of or towards performance of this Contract. The requirements in this Section supersede all other sections and provisions of this Contract, including, but not limited to, PSC-3, to the extent that any other section or provision conflicts with or impairs the provisions of this Section.

Required Insurance and Minimum Limits

ATTACHMENT 1

Name: _____

Date: _____

Agreement/Reference: _____

Evidence of coverages checked below, with the specified minimum limits, must be submitted and approved prior to occupancy/start of operations. Amounts shown are Combined Single Limits ("CSLs"). For Automobile Liability, split limits may be substituted for a CSL if the total per occurrence equals or exceeds the CSL amount.

Limits**Workers' Compensation (WC) and Employer's Liability (EL)**

WC _____ Statutory

EL _____

☐ Waiver of Subrogation in favor of City☐ Longshore & Harbor Workers☐ Jones Act**General Liability**☐ Products/Completed Operations☐ Sexual Misconduct _____☐ Fire Legal Liability _____☐**Automobile Liability** (for any and all vehicles used for this contract, other than commuting to/from work)**Professional Liability** (Errors and Omissions)

Discovery Period _____

Property Insurance (to cover replacement cost of building - as determined by insurance company)☐ All Risk Coverage☐ Boiler and Machinery☐ Flood _____☐ Builder's Risk☐ Earthquake _____☐ _____**Pollution Liability**☐**Surety Bonds** - Performance and Payment (Labor and Materials) Bonds**Crime Insurance**

Other: _____

Required Insurance and Minimum Limits

Name: _____

Date: 09/29/2021Agreement/Reference: RFP (2021PIC008) for LADBS Core Software System Replacement (main business capabilities: Permitting, Inspections, Code Enforcement, Licensing)

Evidence of coverages checked below, with the specified minimum limits, must be submitted and approved prior to occupancy/start of operations. Amounts shown are Combined Single Limits ("CSLs"). For Automobile Liability, split limits may be substituted for a CSL if the total per occurrence equals or exceeds the CSL amount.

Limits


Workers' Compensation - Workers' Compensation (WC) and Employer's Liability (EL)
WC StatutoryEL \$1,000,000
☐ Waiver of Subrogation in favor of City

☐ Longshore & Harbor Workers

☐ Jones Act

General Liability City of Los Angeles must be named as an additional insured party.
\$1,000,000
☒ Products/Completed Operations

☐ Sexual Misconduct _____

☐ Fire Legal Liability _____

☒ Cyber-liability coverage with a \$2,000,000 limit is required.

☐ **Automobile Liability** (for any and all vehicles used for this contract, other than commuting to/from work)

☐ **Professional Liability** (Errors and Omissions)

Discovery Period _____

☐ **Property Insurance** (to cover replacement cost of building - as determined by insurance company)

☐ All Risk Coverage

☐ Boiler and Machinery

☐ Flood _____

☐ Builder's Risk

☐ Earthquake _____

☐ _____

☐ **Pollution Liability**
☐ _____

☐ **Surety Bonds** - Performance and Payment (Labor and Materials) Bonds

100% of the contract price

☐ **Crime Insurance**
Other: Submitted to: Husam Zakharia @ Building & Safety (LADBS) (213-482-6739), Sept 29, 2021.
**Insurance certificates MUST be submitted on the City's KwikComply site: <https://kwikcomply.org/>
**If awarded firm has no employees (only firm owners/officers) and wishes to have the workers' comp requirement waived, please complete the "Request for Waiver of Workers' Compensation Insurance Requirement" form located at <http://cao.lacity.org/risk/InsuranceForms.htm> (and submit it to: cao.insurance.bonds@lacity.org)

1.8 TRAVEL

1.8.1 Overview and General Guidelines

City employees and elected officials may be required to travel on official City business in the performance of their duties and responsibilities. The City Travel Policy provides guidelines in conformity with the Los Angeles Administrative Code (LAAC) Division 4, Chapter 5, Article 4 and the Internal Revenue Service (IRS) “Accountable Plan” criteria for allowable travel expenses.

The City Travel Policy provides guidelines for City employees traveling on official City business. Individual departments may, at their discretion, develop their own travel policies and impose greater restrictions and/or controls beyond what is required by the City Travel Policy. Departments should provide the Controller’s Office with a copy of their internal travel policies. Departments and travelers should be mindful that documents related to City travel expenditures are public records and may be subject to disclosure under the California Public Records Act.

General guidelines:

- City employees or elected officials will only incur expenses that a reasonable and prudent person would incur if traveling on personal business.
- Before a City employee or elected official incurs travel expenses, due consideration must be given to such factors as suitability, convenience, and the nature of the business involved. Travelers should book their travel arrangements sufficiently in advance to minimize the cost of travel.
- Per LAAC 4.242.2(f), travel expenses are those incurred outside the geographic boundaries of Los Angeles County for official City business. In line with best practices of other governmental entities, the City follows the “50-mile” rule and will reimburse travel expenses if the travel destination is farther than 50 miles from both the individual’s primary residence and headquarters.
- Travelers should use the most economical method of transportation. Departments should consider the cost of time employees will be away from headquarters before approving a method of transportation.
- Deviations from the City Travel Policy are generally not reimbursable. Per LAAC 4.242.3(j), travelers should be prepared to absorb the cost of unapproved expenses as a personal expenditure.

The City Travel Policy also applies to non-City employees whose travel expenses are paid by the City, such as individuals from non-profit organizations or other jurisdictions

requested by the City to sit on interview or selection panels. For travel by City contractors, the City Travel Policy only applies in the absence of specific provisions in the contract regarding travel.

1.8.2 Terms and Definitions

Authorized Approvers: Generally, the Department Head, or other approvers designated by the Department Head, with the responsibility of reviewing and approving travel authorities and expenditures and ensuring compliance with the City Travel Policy.

Headquarters: This is where employees spend the largest part of their regular working time, or where the employee returns upon completion of a special assignment, or a specifically assigned geographic area regularly traveled.

Official City Business: Activities of an employee or elected official that demonstrates:

- A valid City interest to be served or gained thereby; or
- Relevance to the City operations or the individual's role in such operations; or
- The promotion or development of City programs, methods, or administration; or,
- Compliance with instructions or authorization from the Mayor or the Council.

Per Diem Expenses: Lodging, meals, and incidental expenses while traveling on official City business.

Primary Residence: This is the dwelling where the employee lives, which bears the most logical relationship to the employee's headquarters, regardless of other legal or mailing addresses. If an employee maintains more than one dwelling, the Department will designate the employee's primary/permanent residence.

Other Travel Expenses: These are costs, other than per diem and transportation that are necessary for the conduct of official City business. Examples include registration, seminar, or meeting fees, telephone calls, parking fees, and supplies.

Transportation Expenses: Costs to transport the employee for official City business.

Travel: Official City business that requires the traveler to be away from the general area of the individual's primary residence substantially longer than an ordinary day's work, and which requires the traveler to sleep or rest to meet the demands of work while away from the individual's primary residence.

Travel Days: Days spent en route between the primary residence/headquarter and a destination city (i.e., the first and last day of a trip).

Travel Expenses: Per diem, transportation, and other travel expenses incurred while traveling on official City business.

1.8.3 Controller Responsibilities

In accordance with Charter Section 262, the Controller has delegated the pre-review and approval of travel authorities and expenditures to Council-controlled Departments. The Controller will conduct periodic reviews of Departmental compliance with the City Travel Policy, as well as post-review of travel transactions. The Controller may suspend delegated travel approval authority until review findings are corrected.

The proprietary departments, the Los Angeles Fire and Police Pension (LAFPP), and the Los Angeles City Employees Retirement System (LACERS) are governed by their respective boards. The Controller review will be in accordance with the respective board-adopted travel policies.

1.8.4 Department Responsibilities

Departments are responsible for establishing a system of internal controls to ensure that its travel expenses are reasonable, economical, justified, a prudent use of public funds, and in compliance with the City Travel Policy. Department Heads may designate other Authorized Approvers for travel. For the purpose of this policy, Department Head generally means the general manager, board, body, or elected or appointed officer having control and management of the department.

Department Heads shall designate a Department Travel Coordinator who will:

- Serve as the primary contact for travel coordination and processing;
- Ensure travelers have read and understood the City Travel Policy;
- Review travel authority and expense documents for compliance with City policies;
- Identify exceptions to the City Travel Policy and obtain Department Head approval of written justification and supporting documentation for the exceptions;
- Ensure that unallowable and/or unapproved expenses are not paid;
- Track credits from canceled airline reservations;

- Monitor travel advances, and ensure that outstanding advances are collected and adjusted in a timely manner; and,
- Respond to Controller travel-related questions

1.8.5 Documenting and Approving Travel Plans (Travel Authorities)

A completed travel authority documenting the travel plan and estimated costs must be approved by the Department Head ten (10) business days prior to the commencement of travel. Supporting documentation as to the necessity and importance of the travel must be included with the travel authority. Travel arrangements should not be made until the travel authority has been approved.

Travel blanket authorities may be established when Departments have large groups of employees that travel throughout the year to perform functions or attend activities for the same purpose. Departments must include written justification explaining the recurring and same purpose nature of the requested trips. Departments may encumber the total estimated dollar amount needed to cover these trips for the entire fiscal year.

1.8.6 Other Required Approvals and Notifications

A. Travel for Department Heads and Commissioners

Department Heads and Commissioners must not review and approve travel authorities and travel expenses related to their own travel. Per the Mayor's 2014 Executive Directive No. 4 (2014 ED-4), travel authority documents for all Department Heads and Commissioners, including proprietary departments, must be approved by the Mayor's Office. Personal expense statements (PES) of Department Heads and Commissioners that have exceptions to the City Travel Policy also require approval by the Mayor's Office. The Department Heads and Commissioners for LAFPP and LACERS are exempt from these Executive Directive's requirements. Travel authorities and PES documents for Department Heads and Commissioners that do not require approval from the Mayor's Office must be reviewed and approved by an Authorized Approver other than the Department Head or Commissioners that are traveling.

B. Travel to Sacramento or Washington D.C.

Per LAAC 4.242.9, all non-elected City officials and all other City employees must notify the Mayor, the Chair of the Committee that oversees the Intergovernmental Relations function, and the Chief Legislative Analyst *prior to traveling on official City business* to Sacramento or Washington, D.C. Employees of the City Council or Office of the Mayor are exempt from this requirement.

C. Travel Related to Advocacy and Intergovernmental Relations

Per 2014 ED-4, travel to Sacramento and Washington, D.C. by City employees and non-elected officials for the purposes of advocacy on behalf of the City requires approval from the Mayor's Office. Mayoral approval is also required for any travel by any City employee outside of the State of California for the purpose of conducting official City business with any other government entity, commission, agency or department. Elected officials and their staff are exempt from this requirement.

D. Foreign Travel involving more than one City Commissioner

Per LAAC 4.242.9, advance Council approval must be obtained for foreign travel (except to Canada or Mexico) involving more than one City commissioner. A request for such foreign travel must be filed with the City Clerk for placement on the next available Council agenda.

1.8.7 Transportation Expenses

A. Transportation Selection Criteria

Travelers are expected to select the least costly method of transportation after considering total travel expenses and employee time away from headquarters. Travelers may use a more costly form of transportation, but will be reimbursed at the less costly rate. In such cases, the Traveler should prepare and document a cost-comparison to determine the less costly rate. Travelers should consider and document their justification for choice of transportation based on the following criteria:

1. The cost of personnel hours lost in travel.
 2. Total travel costs (airline, rental vehicle, ground transportation, private or department vehicle, etc.).
 3. Added per diem costs
-

B. Airline Travel

Airline travel expenses are reimbursable at the lowest regular fare available (coach or economy class) for regularly scheduled airlines for the date and time selected.

Travelers should do the following to avoid paying higher airfares:

- Use the City's authorized business travel service provider to make airline travel arrangements. If booking a flight using a personal credit card, the traveler must provide sufficient proof that selected airfare is at least equal to or lower than airfare available from City's authorized business travel service.
- Make airline reservations in advance to minimize the cost of travel
- Purchase non-refundable tickets, unless the risk of changes in travel plans outweigh the benefit of booking a non-refundable ticket
- Select an arrival/departure airport that is closest to the destination, unless flights are not available or airfare is more expensive than the additional ground transportation costs to reach the destination

Departments shall not reimburse its travelers for using of frequent flier points or other promotional benefits for official City business. Frequent flier points or any other promotional benefits earned by the traveler from official City business travel are the property of the employee. Although travelers may use frequent traveler benefits earned on official or personal travel for a subsequent City travel, the City will only reimburse for actual out-of-pocket expenses incurred.

C. Alternate Mode of Transportation (other than airline travel)

Departments should consider using a City car before using a private automobile or automobile rental. In addition, the use of a private automobile for travel is discouraged unless the Department can demonstrate a business need and has compared it to other alternatives such as a City car. The use of modes of transportation other than airline travel must be approved by Department Heads in advance and the allowable cost shall be the actual cost of the alternate mode of transportation (including incidental costs such as parking fees) or the cost allowable under a regularly scheduled airline, whichever is less. Parking tickets, traffic violations or other penalties for infractions of any law that occur during travel are not reimbursable.

When choosing to drive to a non-adjacent county, Departments should prepare a cost comparison between air travel and driving. A cost comparison is not necessary when the destination is in an adjacent county to Los Angeles since air travel is generally not

the most economical or convenient. Adjacent counties include Orange, Riverside, San Diego, San Bernardino, Ventura, Kern, Santa Barbara, and San Luis Obispo.

Travelers should comply with the following guidelines for the chosen alternate mode of transportation:

- 1) Private automobile
 - a) Travelers operating the vehicle must have a valid driver's license and comply with LAAC section 4.232 insurance requirements.
 - b) Documentation of miles traveled, such as a map print-out with the number of miles is required.
 - c) Reimbursement for private automobile use shall be in accordance with the mileage provisions under the LAAC Division 4, Chapter 5, Article 2.
 - d) Reimbursement for use of a personal automobile will be payable to only one employee when traveling together with other employees on the same trip and in the same vehicle.
 - e) Reimbursement is not allowable if the traveler already receives a car allowance or any type of vehicle subsidy from the City on a regular basis through payroll.
 - f) Travel mileage should be claimed on the PES and not on the mileage reimbursement form.
- 2) Automobile rental
 - a) Travelers should select a mid-size or smaller rental car
 - b) Domestic rental car insurance is not reimbursable. Expenses arising from auto accidents will be reimbursed by the City through the self-insurance program. Travelers should consult with the City Administrative Officer (CAO) Risk Management Section for additional guidance.
 - c) For foreign travel, travelers should purchase that country's liability insurance from a reliable source.
 - d) Receipts are required for reimbursement of rental car, gasoline, parking, and toll expenses. If receipts for toll and/or parking meter expenses are not available, provide printouts from official websites, credit card receipts, or other appropriate documentation.
 - e) Travelers must fill the gas tank before returning a rental vehicle to avoid fuel surcharges.
 - f) Add-ons (e.g., GPS device) or other rental fees are not reimbursable expenses.

1.8.8 Per Diem Expenses (Lodging, Meals and Incidentals)

Per LAAC 4.242.3(b), travelers are expected to seek moderately priced establishments of acceptable quality when selecting restaurants and hotel rooms. Per CF 82-0944, reimbursements for food and lodging shall not exceed the per diem limits expressed in the City Budget Manual published by the CAO. These limits do not apply to conferences or legislative activities. In the absence of per diem limits set by the CAO, travelers must use the federal per diem rate applicable to their location of travel and comply with the guidelines described below.

A. Lodging/Hotel

The traveler must select the most economical and practical accommodations taking into consideration transportation costs, time, and other relevant factors. The following guidelines apply to lodging for travel:

- The rate must be for single occupancy standard room and, if available, at the government-rate.
- Generally, lodging should be limited to the actual dates of official City business. Additional lodging for one day before and/or after the event may be authorized to mitigate hardship for the traveler.
- Reimbursement will be for actual hotel expenses but not to exceed the total of the applicable federal per diem rate (plus fees and taxes, if applicable) for the destination and length of stay for the individual traveler.
- If the traveler is staying at the meeting/convention hotel or “authorized/sponsor” hotel for the conference or convention, supporting documentation must be submitted with the travel request package in order to receive reimbursement for actual costs up to 200% of the per diem limits. Acceptable documentation include confirmation letter indicating the meeting will be held at a particular hotel, or brochure/literature indicating the selected hotel is an “authorized/sponsor” hotel.
- If a room is not available at the meeting/convention hotel or any of the “authorized/sponsor” hotels, reimbursement for actual costs up to 200% of the per diem limits is allowed. The traveler must select the most economical among three hotels within reasonable distance from the event.
- If travel is for the purpose of assisting an agency/municipality in a federal, state or local emergency incident and there is no alternative lodging, reimbursement of actual costs up to 200% of the per diem limits may be allowed.
- An itemized original lodging receipt (listing all expenses such as meals, phone calls, services charged to the room) must be provided for reimbursement to be made in all instances.

B. Meals and Incidental Expenses (M&IE)

Travelers may claim reimbursement for up to three meals per day. M&IE will be reimbursed at claimed amount but not to exceed the applicable federal per diem rate for the destination with certain exceptions.

The applicable federal per diem rates are as follow:

- First day of the trip, use the per diem rate for the destination city.
- Last day of the trip, use the per diem rate for the last location where the traveler stayed overnight.
- The first and last day of the trip are considered travel days and will be reimbursed at a prorated amount of 75% of the applicable federal per diem amount for M&IE.
- If traveler is in more than one city/location per day, use the per diem for the city/location in which the traveler spends the night.

The per diem rates for M&IE include gratuities for restaurant service, as well as fees and tips to porters, baggage carriers, hotel staff and staff on ships. Per IRS Bulletin 2013-44, transportation between places of lodging and places where meals are taken are no longer included in the definition of incidental expenses, and may be authorized by the Department Head for reimbursement up to \$5 per day.

1) M&IE Reimbursement Limits – Travel with Overnight Lodging

Travelers may select one of three M&IE reimbursement methods shown in the table for the entire trip. Travelers must follow the requirements for receipts, maximum and prorated reimbursable amounts, and allowable exceptions for meals and incidentals for the selected method. All three methods require the traveler to note the date, time, place, amount, and business purpose of the expense.

Receipts are required for any single meal exceeding \$25 in accordance with LAAC 4.242.7, and for all meals when the traveler is using one of the actual costs methods. Traveler must use actual costs reimbursement method if the travel funding source requires receipts. In such cases, the travelers must submit receipts and will be reimbursed based on requirements specified by the funding source.

<u>M&IE Reimbursement Methods for Travel with Overnight Lodging</u>				
Selected Reimbursement Method (1, 2 or 3) must be used for the entire trip				
Methodology	Receipts Required	Reimbursement Cap at Destination	Prorated Reimbursement Cap for Travel Day/Conference Provided Meal⁽¹⁾/"50-mile" Rule Exceptions	Exception: Full Reimbursement Cap for Travel Day/Conference Provided Meal ⁽²⁾
Method 1: Federal Per Diem	No	Reimburse at federal per diem amount for destination	75% proration of federal per diem amount	No exceptions allowed
Method 2: Actual costs capped at federal per diem	Yes	Reimburse actual costs <i>up to</i> federal per diem amount for destination	Reimburse actual costs <i>up to</i> 75% of federal per diem amount for destination	Reimburse actual costs <i>up to</i> full federal per diem amount for destination
Method 3: Actual costs capped at \$60/day	Yes	Reimburse actual costs <i>up to</i> \$60 per day	Reimburse actual costs <i>up to</i> \$45 per day	Reimburse actual costs <i>up to</i> \$60 per day
(1) Hotel complimentary breakfasts do not constitute a meal.				
(2) Exceptions to proration for travel days may be granted for full days spent at destination or in transit. Exceptions to proration for conference-provided meals may be granted if conference cannot accommodate medical or religious restrictions.				

A traveler who stayed with a friend or family member overnight can be reimbursed for meals if traveler provides a signed statement as proof of overnight stay. Meal reimbursement will be subject to IRS taxable income reporting requirements without the signed statement.

2) M&IE Reimbursement Limits – One-Day Travel (Travel without Overnight Lodging)

Meal reimbursements for travel not involving an overnight stay must be reported as taxable income in accordance with IRS regulations. Departments are required

to report one-day meal reimbursements to the Controller at the end of the calendar year for W-2 adjustment in the payroll system.

The following guidelines apply to one-day meal reimbursements:

- Travel destination must meet the “50-mile” rule.
- Reimbursement cannot exceed 75 percent of the federal per diem for the destination.
- No meal reimbursement is allowed when the host provides meals at the event throughout the day.
- Receipts are required for any single meal exceeding \$25.
- Traveler must attach a signed “One-Day Travel Meals Reimbursement – Taxable Income Acknowledgement” form to the PES.

1.8.9 Other Travel Expenses

Expenses other than per-diem and transportation that are necessary for the conduct of official City business, with receipts, are allowable and may be reimbursed separately from M&IE limits. Below are guidelines for certain types of expenses.

- **Airline Checked-In Baggage Fee:** Airline fee for the first checked-in baggage is reimbursable.
- **Airport Parking:** Airport parking fees are reimbursable up to 125% of the lowest rates for the following airport parking lots:
 - Burbank Airport Lot A
 - John Wayne Airport Main Street Lot
 - Long Beach Airport Lot B
 - LA International Airport Lot C
 - Ontario International Airport Lot 5

For airports not listed above, traveler should use the lowest airport parking lot rate for that airport.

In addition, travelers should consider alternatives to airport parking, such as public transportation, shuttles, rideshare services, other options to get to and from the airport. Travelers should compare the total cost of airport parking to the cost of these alternatives and select the most economic choice.

- **Hosting While Traveling:** Food and beverage expenses for persons other than the traveler must be certified by the Department Head as expenditures for a public purpose and necessary for official City business. The provisions for lodging and M&IE reimbursements will apply to persons hosted by City officials or employees. Alcoholic drinks are NOT reimbursable expenses. It is the responsibility of City employees to comply with Personnel Department policy regarding consumption of alcoholic beverages while on duty. The name(s) and organization(s) of the person(s) hosted and the nature of the City business discussed must be specified in the travel authority and other travel expense documentation.
- **Registration, Seminar or Meeting Fees:** Reimbursement of registration, seminar or meeting fees where required is allowed.
- **Ground Transportation:** Transportation expenses to and from the airport or hotel are allowable with receipts or supporting documentation. Travelers should use free or courtesy shuttle services offered by airports and hotels whenever available.
- **Gratuities:** Gratuities are allowable expenses, where reasonable and customary. Tips to waiters (up to 15 percent of the restaurant bill exclusive of taxes), and drivers (up to 15 percent of the fare) are considered customary. Service charges required by service providers (e.g., gratuity added to restaurant bill for large parties) are fully reimbursable. **However, gratuities to porters, bell hops and housekeeping are included in the IRS definition of “incidental expenses” and therefore not reimbursed separately from the M&IE limit.**
- **Laundry Service:** Expenses for laundry service are allowable if the duration of the trip is four consecutive nights or longer.
- **Telephone Calls:** One personal telephone call to the employee’s immediate family in the locale of the residence of the employee is allowed if travel is in excess of three days. One such call is permitted for each successive three days thereafter.

Per LAAC 4.242.3(j), other expenses not specified in these guidelines or in the LAAC deemed necessary in the conduct of City business are allowable provided the reasons for such expenses have been reviewed and certified by the Department Head as reasonable, proper, and incurred in pursuit of City business.

1.8.10 Special Circumstances Requiring Exceptions to Standard Guidelines

There may be special circumstances that require exceptions to the standard guidelines set forth in this policy. In such instances, exceptions may be allowed when the

Department Head finds the expenses to be necessary in the conduct of official City business and reasonable. Allowed exceptions must be noted as “exceptions” on the travel authority and/or PES documents, along with the justification for the exception.

A. Airline Travel

- Airfare other than for coach class may be allowed under any of the following conditions:
 - Medical necessity certified by a competent medical authority
 - Exceptional security circumstances
 - The origin and/or destination are outside the Continental United States and the scheduled flight time, including non-overnight layovers and change of planes, is in excess of 14 hours and the traveler is required to report to duty the following day or sooner
 - No coach class seats are available on any airline that is scheduled to leave within 24 hours of the proposed departure time, or scheduled to arrive within 24 hours of the proposed arrival time
 - Use of other than coach-class accommodations results in overall cost savings.
 - Seating upgrade in coach class may be allowed to accommodate a medical necessity certified by a competent medical authority.

B. Alternate Modes of Transportation

- Reimbursements for rental cars other than mid-size or smaller may be allowed under any of the following conditions:
 - Insufficient car space for the number of City employees traveling together
 - Insufficient car space to accommodate work-related equipment
 - Terrain of destination requires a certain type of vehicle
 - Medical necessity certified by a competent medical authority
 - No extra cost for upgrade.
 - Reimbursement for fueling City vehicles may be allowed by the Department Head if the traveler presents documentation of efforts to obtain a Voyager Card from GSD prior to travel.

C. Lodging/Hotel

- Department Heads may approve reimbursements of actual lodging costs for non-conference travel up to 200% of the per diem limit.
- Department Heads may approve reimbursements of actual lodging costs in excess of 200% of the per diem limit if the travel is for the purpose of assisting an

agency/municipality in a federal, state, or local emergency incident and there is no alternative lodging.

- If two City authorized travelers choose to share a room, the cost of a double occupancy room cannot exceed 300 percent of the federal per diem rate for the destination. The traveler who paid the bill should claim the total paid for the room on their PES and note the name of the other traveler. The other traveler should also note the name of the traveler that their shared lodging with on their PES.
- On rare occasions, the actual lodging costs may be higher than the limits outlined in this policy. Upon demonstration that the higher lodging cost is justified, Department Heads may use their discretion and judgment to approve reimbursements of actual lodging costs that exceed the limits established in this policy. If necessary, Department Heads may delegate the approval for such reimbursements to Assistant Department Heads. A detailed justification or explanation why the extra cost lodging cost was necessary to carry out official City business must be fully documented in the "Excess Lodging Reimbursement Justification" form. The form must be signed by the Department Head or Assistant Department Head and, together with supporting documentation, attached to the PES. These exceptions must be tracked by Department Travel Coordinators and reported to the Controller's Office at the end of the calendar year.

D. Other Travel Expenses

- Fees for additional checked-in baggage may be allowed for special equipment or extended travel.
- Airport parking rate that exceeds the applicable airport lot rate by more than 25% may be allowed with justification approved by the Department Head.
- Full reimbursement for meals may be allowed for long travel days. The traveler must use one of the actual cost methods to receive full reimbursement up to the federal per diem limit or \$60 per day.
- Whenever possible, travelers with special meal requirements should contact conference host to obtain reasonable meal accommodation. Full reimbursement for meals may be allowed if the traveler is unable to consume conference-furnished meals due to medical reasons or religious beliefs. The traveler must use one of the actual cost methods to receive full reimbursement up to the federal per diem limit or \$60 per day.

- Laundry service when travel is for less than four consecutive nights may be authorized when traveling conditions or special circumstances dictate.
- Department Heads may authorize reimbursement of internet connection service if free internet connection service is not available to conduct City business.

E. Lodging and Meals and Incidental Expenses for travel under 50 miles

- Reimbursements for lodging and M&IE may be authorized by the Department Head when the travel destination does not meet the “50-mile” rule under one of the following conditions:
- Conference/meeting starts before 8 a.m. or ends after 6 p.m.
- Traveler cannot drive to the destination and public transportation is not available to arrive in time for or leave after conference/meeting.
- Traveler is hosting the event (e.g., set up and pack up exhibit booth) and needs to arrive before 8 a.m. or cannot leave until after 6 p.m.

1.8.11 Interrupted and Indirect Travel

Where there is an interruption or deviation from the direct travel route, due to non-City related or unjustifiable reasons, the allowable travel expenses will not exceed those that would have been incurred for uninterrupted travel utilizing the usual route. A traveler who combines personal travel with City travel must identify and pay for the personal segment of the trip. The traveler must provide sufficient supporting documentation to prove the City-related portion of the travel costs to receive travel expense reimbursements. For example, the traveler must provide a quote from the air travel service provider showing the cost of the roundtrip ticket for the most economical and direct travel to/from the business destination for the dates of official City business. The quote will be used for comparison and reimbursement purposes.

A City employee who becomes sick or injured during travel should immediately seek competent medical attention. The traveler should notify his/her Department Personnel Officer regarding the injury at the earliest possible time.

1.8.12 Personal Expense Statement (PES) and Required Documentation

At the conclusion of the travel, the traveler must complete and submit Form Gen. 16, Personal Expense Statement (PES) for review and approval. The traveler must itemize all expenses claimed for reimbursement, note all exceptions to the City Travel Policy, and

attach receipts for lodging, transportation, and any other necessary supporting documentation required by this policy to substantiate the expenses. In addition, LAAC 4.242.7 requires receipts for any single item of expenditure in excess of \$25. For grant-funded and special-funded travel, it is the traveler's responsibility to comply with the grant/special fund requirements on receipts or supporting documentation. In addition, per LAAC 4.242.75, travelers (other than elected officials or staff traveling on behalf of elected officials) must attach a report that summarizes the nature and purpose of the travel, the significant information gained, and/or benefits accruing to the City.

The Department Head or Authorized Approver shall review the PES and supporting documentation, resolve any issues to ensure compliance with all City policies, and certify all expenses were incurred in pursuit of City business. Falsification of such certification shall be ground for disciplinary action and any available legal sanctions.

Departments must finalize the PES with supporting documentation and process in FMS within 30 days of the trip conclusion. Departments should maintain original receipts and documents for at least five years for record-keeping and audit purposes.

Submitted PES and supporting documentation become part of the City official travel records and the official property of the City. Travelers are advised to black out/redact any personal information contained in any submitted documents.

1.8.13 Foreign Currency

The PES must indicate values in US dollars (USD). Travel expenses in foreign currency must be converted to USD based on exchange rates effective on the date of the original receipt. The following are acceptable supporting documentation for the foreign currency conversion and must be attached to the PES:

- Credit card statement showing conversion of foreign-denominated expenses to USD
- Foreign exchange receipts from money exchanges or banks showing foreign conversion rates
- Verifiable foreign exchange rates from the internet

1.8.14 Travel Advances

When approving travel authorities, Department Heads may authorize travel advances to City employees only. Travel advances must comply with the following guidelines:

- Travel advances can be issued for up to 90% of the traveler's total estimated out-of-pocket travel expenses, which includes lodging, meals and incidentals, and registration, seminar, and meeting fees paid by the traveler. Advances for airfare are not allowed as airline tickets can be purchased through the City's authorized business travel service provider. No travel advance check will be issued for any amount under \$500.
- Travel advances must be approved by the Authorized Approver as part of the travel authority request package. If a traveler decides that they need a travel advance after the travel authority has already been approved, Departments may modify an existing travel authority to include the travel advance request.
- The travel authority must include the following information for a travel advance to be approved:
 - Travel authority number
 - Name of traveler
 - Travel period
 - Destination
 - Purpose of the trip and nature of the City business to be conducted
 - Cash advance request, with written justification and pre-approval by Department Head
 - Certification that the traveler has no outstanding travel advance
- Payment requests for travel advances must be submitted at least ten (10) business days, per LAAC 4.242.8, but not earlier than thirty (30) days, prior to travel.
- No travel advance will be provided to an employee with an outstanding travel advance
- Checks for approved travel advances will be available from the Controller Paymaster on a "Will-Call" basis one calendar week prior to travel.
- Travelers must return any unused travel advances by writing a check or money order payable to the City of Los Angeles. Refund checks, together with cash receipts (CR), should be forwarded immediately to the Office of Finance (OOF). Travelers should attach a copy of the CR with the OOF stamp (or other receipt verification) to the completed PES.
- Travel advances are considered delinquent if not settled within 30 days after the conclusion of the trip through the submission of a completed PES.

1.8.15 Travel Reimbursements Reported As Taxable Income

Departments must monitor and track the following types of reimbursements and report them to the Controller's Office on an annual basis. These reimbursements will be reported to the IRS as taxable income on the traveler's IRS Form W-2:

- Delinquent travel advances that have not been returned to the City within 120 calendar days after the last day of travel. For non-City employees, delinquent travel advances over 120 days will be reported through IRS Form 1099-MISC.
- Any unsubstantiated or unallowable travel expenses that were reimbursed to the employee, including expenses that exceeded the limits in this policy
- One-Day Travel Meal Reimbursements
- Expenses for travel assignments expected to last in excess of one year, or does in fact exceed one year (per IRS Publication 5137)

Upon review, the Controller's Office may determine that some one-day travel meal reimbursements qualify for the de minimis exclusion for occasional meal reimbursements and opt not to report the reimbursement as taxable income.

1.8.16 Related Resources

Travel forms and additional information are available on the Controller website. Questions regarding "Will-Call" policies and procedures should be directed to the Controller Paymaster Section. Departments should refer to the FMS policy and procedure documents and training manuals for specific instructions on how to process travel encumbrance and payment requests:

Subject Area	FMS Guidance	
	Procedure	Training Manual
Travel Encumbrance	AP-301-5	FMS 303
Travel Expenditure	AP-401-5	FMS 304

Questions regarding cash receipts should be directed to Office of Finance. Questions regarding this Policy should be directed to the Controller's Fiscal Oversight and Support Section.

CITY OF LOS ANGELES

**DEPARTMENT OF BUILDING AND
SAFETY**

LA City Permitting System
Implementation

Appendix 1

STATEMENT OF WORK

201 North Figueroa Street
Los Angeles, CA 90012

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SECTION 1. INTRODUCTION

This is a Statement of Work (“SOW”) for the LA City Permitting System (“LA City Permitting System”, “System”, or “Project”) for the City of Los Angeles Department of Building and Safety (“Department,” “LADBS,” “DBS,” or “City”). This SOW is for Unisys Corporation (“Contractor”) to complete the scope and deliverables defined herein and to design and implement the new LA City Permitting System.

Contractor will implement Clariti Platform (“CLARITI”), a proprietary, modular, web-based software solution for government owned and operated by Clariti Cloud Inc. (“CLARITI”), accessible through the Apex Platform™ online platform (the “Apex Platform”) operated by Salesforce.com, Inc. (“Salesforce.com”).

1.1 Project Overview

The new System shall support the Department’s main business capabilities of permitting, inspections, code enforcement, and licensing. The LA City Permitting System shall replace the Department’s existing legacy systems including: Plan Check Inspection System (PCIS), which supports permitting and inspections; and Code Enforcement Information System (CEIS), which supports code enforcement.

The Project shall deliver a responsive solution that anticipates business needs, integrations, enhancements, and provides ongoing support. The System shall be fully customizable, extendable, and maintainable for a long in-service life that supports the current complex and unique requirements of the City and LADBS’ changing needs.

The System shall provide an online customer portal and a mobile application for staff to complete inspections, conduct code enforcement activities, and implement a modern integration capability that focuses on product-based services and data integration tools, supporting multiple endpoints.

Figure 1. Core Solution Diagram



The scope of this Project includes the software required to meet the solution requirements and the professional services necessary to implement the new System and provide ongoing application management support.

Further details on specific system requirements and capabilities are elaborated in Section 1.3, Expected Key Business Benefits.

1.2 Project Vision and Objectives

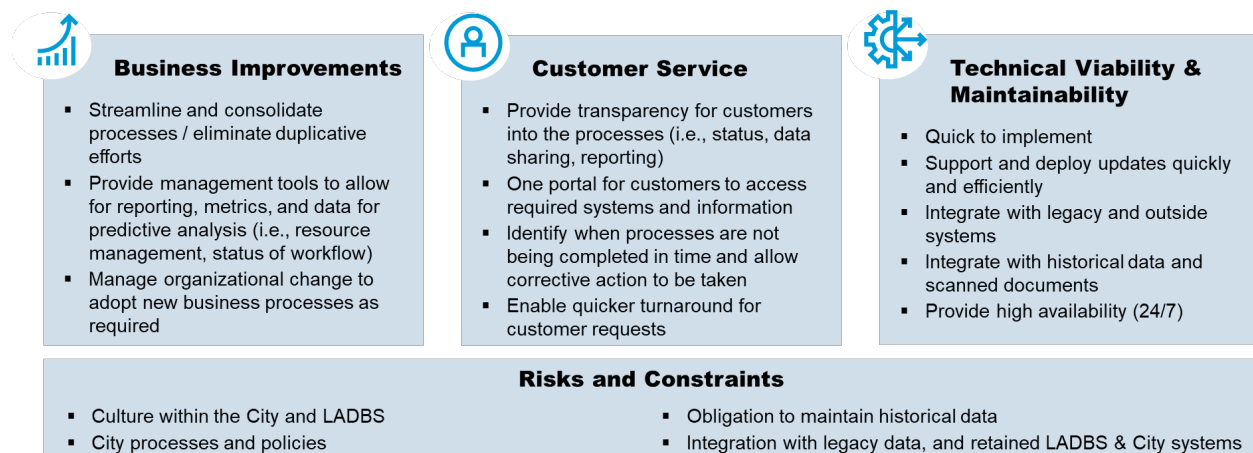
The vision of the LA City Permitting System is to achieve benefits in three main categories: business improvements, customer service, and technical viability and maintainability.

LADBS aims to improve business operations with this Project by streamlining and consolidating processes, eliminating duplicative efforts, providing improved management reporting tools, and managing organizational change to adopt new business processes.

Customer service key areas include increasing transparency for customers into LADBS processes, improving identification of processing times and escalation for corrective action to streamline turnaround times, and providing one customer portal to access services and information.

For technical viability and maintainability, the Project will be implemented in a timely manner while mitigating the risks and constraints associated with the Project. LADBS will improve support, maintainability, and extendibility of the technical platform with the implementation of the new System.

Figure 2. Project Vision



1.3 Expected Key Business Benefits

The following sections outline the expected business benefits and future state capabilities and architecture.

1.3.1 Future State Business Capabilities

The following Figure 3 depicts Department capabilities that may be impacted by the new System.

Figure 3. LADBS Business Capabilities

Customer Service	Permitting		Inspections		Code Enforcement	Hearings	Licensing
Provide Customer Service and Support	Ensure Safe and Compliant Development & Equipment		Ensure Safe and Compliant Sites, Structures, and Installations		Investigate and Resolve Compliance Issues	Support Building & Safety Related Hearings	Ensure Safe and Compliant Professionals and Agencies
Perform Public Outreach	Process Applications and Supporting Docs for Permits	Perform Plan Check	Perform Inspections Prior to Permitting	Conduct Development-related Inspections	Intake Complaints	Manage Building & Safety Commissioners Hearings & Appeals	Manage Trade Licenses & Registered Deputy Inspectors
Provide Data for Public Consumption	Manage Code Modifications	Conduct Preliminary Plan Check & Plan Check Meetings	Conduct Periodic Inspections	Manage Inspection Outcomes	Investigate Complaints/ Non-Compliance Issues	Conduct Enforcement Hearings w/City Attorney	Manage Recognized Listing /Testing Agencies & Fabricators
Respond to Information & Assistance Requests	Manage and Provide Agency Clearances	Issue Special Events Permits	Certify Buildings for Occupancy & Equipment for Operation	Issue Certificates of Occupancy	Issue Notices of Violation & Orders to Comply / Citations	Manage Public Hearings on Haul Routes	Issue Licenses and Manage Renewals
Provide Case Management Services	Issue Development-related Permits	Issue Operations-related Permits	Conduct Field Testing	Conduct Emergency / Rehab Inspections	Conduct Proactive Code Enforcement		
Provide Online & Self-Service Resources	Issue & Manage Product Approvals	Manage Mitigation & Monitoring Programs			Manage Abatement Programs		
Manage Customer Interactions & Transactions							
General Operations							
Support Operations with General Functions							
Manage Records	Perform Reporting	Manage Correspondence	Manage Fees and Process Payments	Manage Staff Workload & Performance	Manage Geographic & Property Information		
Create Letters	Manage Data	Manage Training and Credentials	Manage Bonds	Manage Staff & Hearing Body Calendars	Manage Ad Hoc Alerts & Holds		

The following Figure 4 highlights in blue the subset of capabilities that are targeted for support by the new LA City Permitting System.

Figure 4. LADBS Business Capabilities to be supported by the new LA City Permitting System

Customer Service	Permitting		Inspections		Code Enforcement	Hearings	Licensing
Provide Customer Service and Support	Ensure Safe and Compliant Development & Equipment		Ensure Safe and Compliant Sites, Structures, and Installations		Investigate and Resolve Compliance Issues	Support Building & Safety Related Hearings	Ensure Safe and Compliant Professionals and Agencies
Perform Public Outreach	Process Applications and Supporting Docs for Permits	Perform Plan Check	Perform Inspections Prior to Permitting	Conduct Development-related Inspections	Intake Complaints	Manage Building & Safety Commissioners Hearings & Appeals	Manage Trade Licenses & Registered Deputy Inspectors
Provide Data for Public Consumption	Manage Code Modifications	Conduct Preliminary Plan Check & Plan Check Meetings	Conduct Periodic Inspections	Manage Inspection Outcomes	Investigate Complaints/ Non-Compliance Issues	Conduct Enforcement Hearings w/City Attorney	Manage Recognized Listing /Testing Agencies & Fabricators
Respond to Information & Assistance Requests	Manage and Provide Agency Clearances	Issue Special Events Permits	Certify Buildings for Occupancy & Equipment for Operation	Issue Certificates of Occupancy	Issue Notices of Violation & Orders to Comply / Citations	Manage Public Hearings on Haul Routes	Issue Licenses and Manage Renewals
Provide Case Management Services	Issue Development-related Permits	Issue Operations-related Permits	Conduct Field Testing	Conduct Emergency / Rehab Inspections	Conduct Proactive Code Enforcement		
Provide Online & Self-Service Resources	Issue & Manage Product Approvals	Manage Mitigation & Monitoring Programs			Manage Abatement Programs		
Manage Customer Interactions & Transactions							
General Operations							
Support Operations with General Functions							
Manage Records	Perform Reporting	Manage Correspondence	Manage Fees and Process Payments	Manage Staff Workload & Performance	Manage Geographic & Property Information		
Create Letters	Manage Data	Manage Training and Credentials	Manage Bonds	Manage Staff & Hearing Body Calendars	Manage Ad Hoc Alerts & Holds		

Legend	
Targeted to be supported by the new core system	
Other LADBS System	Non-LADBS System

Table 1. Business Capabilities to be supported by the new System:

Business Capability	Capability Description and Summary of Support by the new System
1. Customer Service	This capability includes: ● Publishing general information on the City website regarding policies, business processes, news, and other related activities, such as posting legally-required advertising for hearings. ● Publishing or making data available online for searching, viewing, download, and analysis by external customers/partners. ● Supporting customers directly to address their specific needs and/or project through in-person interactions, on the phone, through mail, or email. ● Ensuring that needed and relevant information is provided to customers online, and that customers can perform common business transactions at their convenience. ● Tracking customer activity to preserve a record of interactions (in-person, communications) and transactions (i.e., submittals, payments) to ensure service levels and due dates are met.

Business Capability	Capability Description and Summary of Support by the new System
2. Permitting	This capability includes: ● Intake and processing development-related applications (mechanical, electrical, structural, building development) to manage, implement, and ensure compliance with code and safety standards. ● Creating clearance requirements, assigning to other Development Services Departments (DSD) and receiving the clearances. The Contractor shall identify any ability to partially automate the creation and assignment of clearance requirements to enable efficiencies in LADBS and improve the current workflow. The current workflow includes customers receiving notice from LADBS on clearance requirements, engaging the other DSDs to receive their clearance and then following up with LADBS to finalize their permit, etc. ● Reviewing plans that have been submitted for compliance with all applicable requirements, and marking up the plans and providing comments back to the applicant for correction. ● Validating that all required reviews, including plan reviews have occurred, all clearance requirements have been fulfilled and subsequent issuance of a development-related permit (i.e., grading, building or trade permit). ● Validating that all requirements have been maintained, including paying fees, and subsequent issuance or re-issuance of an operating-related permit (e.g., elevator and pressure vessels permit). ● Manage mitigation and monitoring programs including Seismic Retrofit and Existing Buildings Energy and Water Efficiency (EBEWE) Program.
3. Inspections	This capability includes: ● Scheduling, creating, requesting inspections, and conducting and capturing inspection results ● Inspector calendar with auto scheduling and capability to add tasks to each inspector's workday ● Includes support for qualifications (e.g., trade /disciplines for inspection assignments), and virtual inspections ● Marking completion of the project and granting permission to occupy a building with the knowledge that it has met the minimum safety standards as required by code
4. Code Enforcement	This capability includes: ● Intaking and processing complaints about a potential violation(s), including assigning investigations to the appropriate personnel for follow up (e.g., non-permitted work, and sign complaints). ● Conducting investigation and recording the results, which may include conducting inspections. ● May include performing follow-up inspections until the issue is resolved. ● Recording a violation in the System and issuing enforcement-related documents, such as a Notices of Violation and Orders to Comply.

Business Capability	Capability Description and Summary of Support by the new System
5. Hearings	This capability includes: • Supports the intaking and processing of appeals to the Board of Building and Safety Commissioners, escalation of code enforcement cases to be heard by the City Attorney and applications for Haul Routes requiring a public hearing. • Includes support for managing the Commissioners Hearing calendar, agenda, and decision management to tie to related permit or code enforcement work.
6. Licensing	This capability includes: • Intaking and processing professional license-related applications (e.g., certified license contractors, welders, trade licenses, registered deputy inspectors) to manage and ensure compliance with code and safety standards. • Includes publishing general information on the City website regarding policies, testing centers, and other requirements. • Tracking oral interviews/exams and written exam results. • Intaking and processing facility license-related applications (e.g., fabricators and any associated shops) to manage and ensure compliance with code and safety standards. • Validating that all requirements have been met or maintained, including employment or experience evidence, any testing, inspections in the case of facilities, fees and subsequent issuance of a license.
7. General Operations	This capability includes: • Generating and maintaining documentation related to land development activities, which may be letters, forms, photos, reports, etc., also ensuring secure document maintenance. • Generating and tracking correspondence between the agency and its partners/customers. • Managing deadlines, due dates, and requests. • Providing relevant land development data via reports for review, analysis, and/or to respond to a request, Key Performance Indicators, business metrics, and performance improvement. • Regulating the financial aspects of the Department such as maintaining a fee schedule, performing reconciliation, transmitting financials to accounting systems for revenue allocation by GL codes etc. • Monitoring staff assignments and tracking performance against prescribed service levels, and making adjustments as needed to ensure quality service delivery

The high-level Business Capabilities Matrix is broken out into more detailed capabilities in Appendix 3 – Business Capabilities.

1.3.2 Future State Conceptual Technical Architecture

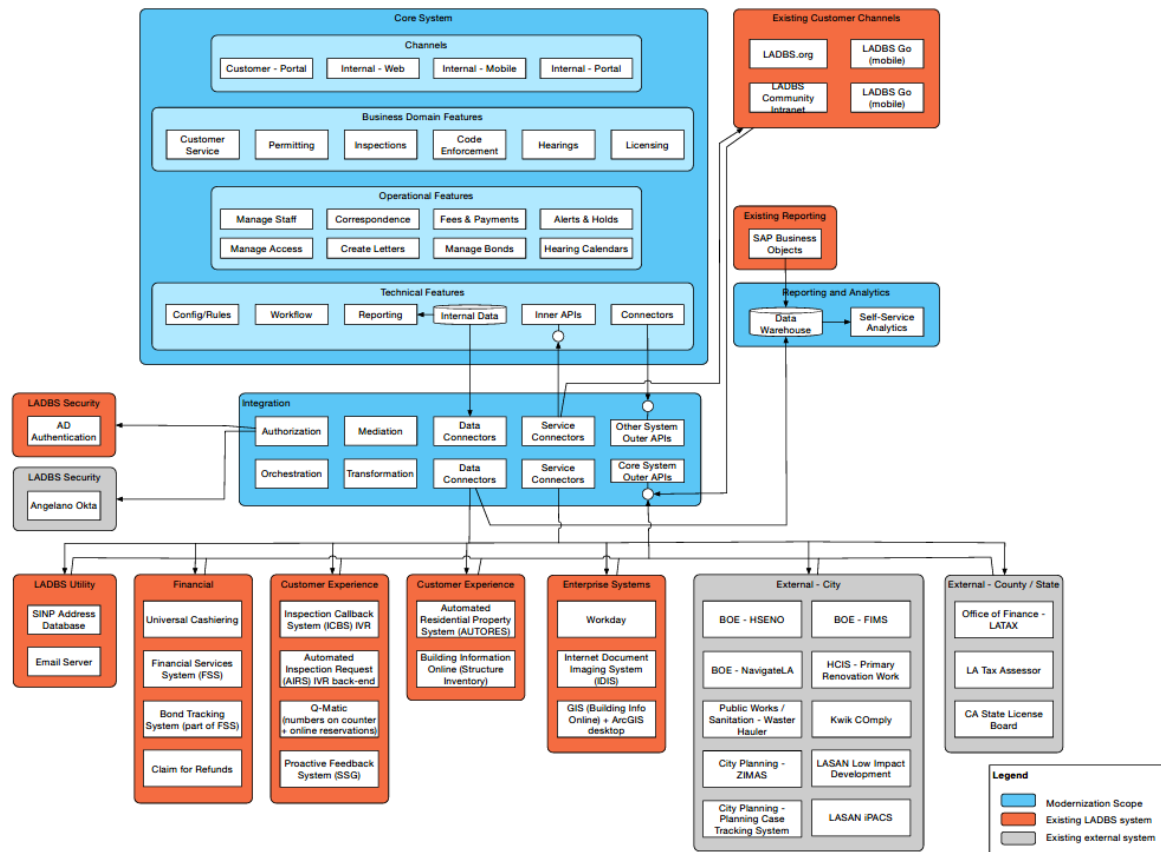
LADBS envisions full integration with Bluebeam for electronic plan check, document management (IDIS), financial systems (Universal Cashiering, Financial Services System, Elavon), and City geospatial systems (LADBS Building Information Online, Bureau of Engineering's NavigateLA, Department of City Planning's Zone Information and Map Access System), LA County Tax Assessor, CA State License Board, and interactive voice response (IVR) systems.

To support this extensive integration, the delivery must include modern integration capability that avoids developing point-to-point interfaces between the new system and integration partners. The Contractor shall implement the integrations in the new System using a combination of Salesforce.com and CLARITI tools that support multiple endpoints, protocols, transformations, orchestration, and guaranteed delivery.

The new System shall have capabilities for an online customer portal, a staff mobile application for inspections and code enforcement, and integration to provide a platform for future growth. The Contractor shall implement CLARITI's customer portal, CLARITI's mobile app for field workers like inspectors and code enforcement staff, and implement integrations in the new System.

Self-service reporting and data analytics shall be core capabilities. The Contractor will implement CLARITI and Salesforce.com reporting and data analytics capabilities. Data from the System will be copied to a data warehouse and also made available to LADBS' SAP Business Objects system and Tableau reporting environments. LADBS shall have complete access to all data within the solution, to create data extracts, populate the data warehouse, and conduct troubleshooting when needed.

Figure 5. New LA City Permitting System Conceptual Technical Architecture Diagram



The above conceptual architecture diagram can be found in Appendix 5 – System Diagrams.

1.4 Current State Environment Overview

The following sections review the current state environment and system.

1.4.1 Current State System Landscape

There are several systems in use today by the Department. These systems are mostly proprietary and were developed in-house. The permitting and inspection systems are called Plan Check Inspection System (PCIS) and Plan Check Activity Module (PCAM). PCIS is written in Panther (JAM), while PCAM is written in ColdFusion. The Department's electronic plan review system (ePlanLA) is an online system that allows customers to submit electronic plans which are reviewed by LADBS plan check engineers using Bluebeam. ePlanLA is written in .NET, and inflight plans, or plans currently undergoing plan check and not associated with an issued permit, are stored in a Mongo Database (MongoDB). The Code Enforcement Information System (CEIS) was originally purchased as a

The figure below is a diagram that illustrates the current state system landscape, and can be found in Appendix 5 – System Diagrams:

[illegible]

LADBS processes various types of records through current systems that are being targeted for replacement through this Project. These records include permits, plan checks, inspections, complaints and code enforcement cases, hearings, letters, and professional and business licensing.

All in-scope record types are identified in Appendix 4 – Configuration Items.

Table 2. Record Types

Category	High-Level Description
Permits	LADBS reviews applications for permits and issues many different types of permits. These include, but are not limited to: • Development Services Case Management (pre-permit application) • Express Permits (online only /no plan check) • Mechanical, Electrical and Green, including Plumbing, Heating and Fire Sprinkler • Structural • Signs • Temporary Special Events (TSE) • Elevators and Pressure Vessels, including new construction and operating • Haul Routes (requires public hearing) • Restaurant and Small Business Express Program (case management) LADBS also tracks compliance with required monitoring programs such as the Existing Buildings Energy and Water Efficiency (EBEWE) Program. This program is for a subset of buildings in the City and has specific audit and retro-commissioning reporting requirements for owners.
Plan Checks	LADBS performs plan checks associated with applications for permits. • The plan checks generally align to the disciplines of the permits. • Plan Checks are further categorized by the level of review required, including Counter, Expanded Counter, Regular, and Parallel Design Permitting.

Category	High-Level Description
Inspections	LADBS performs many types of inspections. These inspections include, but are not limited to: ● Permit related inspections including pre-inspections that are required prior to permit issuance, inspections after construction permit issuance required before utility clearances and certificates of completion /occupancy, and operating permit related inspections. ● Complaint investigations and code enforcement inspections including pro-active inspections (i.e., Pro-Active Code Enforcement [PACE]), annual monitoring inspections outside of permit required inspections but required for certain business types (i.e., Annual Inspection Monitoring [AIM]). ● Inspections of businesses under LADBS business licenses (i.e., Recognized Testing and Listing Agencies and Fabricators) and as part of other department permits (i.e., DCP Use Permits).
Complaints and Code Enforcement Cases	LADBS intakes and investigates various code related complaints, including, but not limited to: ● Hazardous conditions, signs, graffiti, nuisance, or blight (e.g., overgrown vegetation, storage of non-operation vehicle, junk), abandon or vacant building. ● Monitoring, Verification and Inspection Program (MVIP) run by DCP for stand-alone alcohol and entertainment entitlements require periodic inspection by code enforcement inspectors. ● Annual Inspection Monitoring (AIM) Program requires annual inspection for all auto repairs, recycling collection and/or buyback centers, recycling materials sorting facilities and cargo container storage yards, for violations of both building and land use. ● LADBS also issues Orders to Comply (OTCs) based on Mandatory Retrofit programs. These programs have special timelines and milestones for owners to comply. ○ Soft Story ○ Non-ductile Concrete
Hearings	LADBS supports a few hearing processes, including, but not limited to: ● Hearings with the Board of Building and Safety Commissioners ● Code enforcement hearings with the City Attorney ● Processing Haul Route applications to be heard by the public

Category	High-Level Description
Letters	LADBS issues various kinds of letters and other documents based on outcomes of customer requests and other business processes. Letters not covered by other record types include: ● Zoning and Rebuild Letters ● Property Activity Reports ● Los Angeles Research Reports for product and material testing /approval ● Grading LADBS issues standard types of letters as a result of the other record type categories, including, but not limited to: ● Plan Check correction letters ● Permits ● Inspection correction letters ● Certificates of Completion and Certificates of Occupancy ● Notices of Violations and Orders to Comply ● Hearing Agendas ● Professional and Business Licenses including ID cards
Professional Licensing	LADBS licenses various professional types, including, but not limited to: ● Certified Welder ● Registered Deputy Inspectors ● Deputy Pressure Vessel Inspectors ● Diesel Engineer ● Electrical Maintenance Supervisor ● Heating (HVAC) Maintenance Supervisor ● Journey-Level Plumber ● Journey-Level Elevator Mechanic ● Plumbing Maintenance Supervisor ● Steam Engineer and Boiler Operator ● Vertical Reciprocating Conveyor Mechanic ● Wheelchair Lift Mechanic ●
Business Licensing	LADBS licenses businesses, including, but not limited to: ● Recognized testing and listing agencies ● Fabricators
Reports	LADBS generates various reports for management and other purposes. Contractor will build 329 reports.

1.4.3 LADBS Stakeholders

The LA City Permitting System has many LADBS stakeholders, organized by Bureaus, supporting the services described in Table 3.

Table 3. LADBS Stakeholders

Bureau / Division	Divisions / Sections
Permit and Engineering Bureau (PEB)	• Green/Electrical/Mechanical including Existing Buildings Energy and Water Efficiency (EBEWE) Program • Product Approval, Materials Testing Lab • Structural • High-Rise and Seismic Retrofit • LAX Projects • Concierge Services • Plan Check including Counter, Expanded Counter, Regular / back office, and Parallel Design Permitting
Inspection Bureau (IB)	• Grading including Geotech Engineering, Geology, and Plan Check • Electrical • Plumbing / Heating and Fire Sprinkler • Residential • Commercial • Virtual Inspections • Inspections Case Management • Restaurant and Small Business Express Program • Materials Control and Fabricators • LADBS Temporary Special Events (TSE) • Certified Licensed Contractors, Welders, Trade Licenses, and Registered Deputy Inspectors • Elevators and Pressure Vessels • Training and Emergency Management (rapid response)
Code Enforcement Bureau (CEB)	• Complaint and Referral – General Code Enforcement • Signs including new construction and Off-Site Periodic Inspection Program (OSPIP) • Annual Inspection Monitoring (AIM) • Pro-Active Code Enforcement (PACE) • Vacant Building Abatement (VBA) • Adaptive Response Unit (ARU) • Environmental Affairs and Local Enforcement Agency (LEA)
Government and Community Relations Division (GCRD)	• Board of Building and Safety Commissioners • Development Services Case Management • Sub-Division and Zoning Letters
Resource Management Bureau (RMB)	• Risk and Records Management, including the Custodian of Records, Subject Specialty Group (LADBS call center), and Residential Property Reports • Financial Services, including Cashiering • Administrative Services
Technology Services Bureau (TSB)	• Customer Engagement • Application Services • Operations and Infrastructure

Additional information on LADBS organization can be found at <https://www.ladbs.org/our-organization>.

1.4.4 Other City Stakeholders, Including the DSDs

LADBS is the largest department among the City's Development Services Departments (DSDs). These departments operate Development Services Centers (DSCs) to provide a one-stop experience for City customers. LADBS operates five (5) Development Services Centers, six (6) Inspection and Code Enforcement Offices, and one (1) Test Laboratory. The LADBS DSCs (operated in conjunction with other City Departments) include Metro (Downtown), Van Nuys, West LA, South LA, and San Pedro.

More information regarding LADBS DSCs can be found at: <https://www.ladbs.org/locations/all-locations>.

1.4.5 Interaction with other DSDs and City Systems

LADBS receives applications for permits and conducts initial reviews. If LADBS determines that the permit application needs to be cleared by another DSD, LADBS staff will add a clearance requirement and the customer will need to obtain a clearance from other DSDs.

The new LA City Permitting System shall provide direct access to all DSDs so that a DSD can provide a clearance on an LADBS permit or inspection. The new System shall provide ways to electronically interface, such as through Application Programming Interface (APIs), with other City systems. The table below includes requirements to develop electronic interfaces with specific DSD systems. Through the initial Integration Strategy deliverable (Deliverable 2.5 – Technical Deployment Strategy), the Contractor shall determine if additional DSDs will electronically interface with the new System in order to facilitate clearance requirement assignments and fulfillment of clearances on LADBS permits and inspections.

1.4.6 Other City Stakeholders

Table 4. Other City Stakeholders

Department /Bureau	Description
Department of City Planning (DCP)	LADBS is responsible for administering the zoning code in terms of zoning reviews on LADBS permits. If LADBS determines that the permit application needs to be cleared by DCP, LADBS staff will add a clearance requirement and the customer will need to obtain a clearance from DCP. LADBS also uses information from DCP's GIS system, Zone Information and Map Access System (ZIMAS). The Contractor shall provide DCP at least the same or better access to the new LA City Permitting System that it currently has with PCIS and the LADBS Development Services Case Management (DSCM) System. DCP's core development services system is PCTS (Planning Case Tracking System). The new System shall interface with PCTS in order to send LADBS permit clearance requirements to DCP and receive clearances from DCP.
Department of Public Works, Bureau of Engineering (BOE)	LADBS is responsible for permitting 'onsite' work, or development that occurs on private property or property not in the public right of way. Any work that interfaces or depends on 'offsite' work, or work in the public right of way, may require the customer to obtain a clearance from BOE prior to obtaining their LADBS permit. In these cases, LADBS staff will add a requirement and the customer will need to obtain Clearance from BOE. As BOE currently has access to PCIS to provide Clearances, the new LA City Permitting System shall provide access to BOE to provide clearances on LADBS permits. DBS uses NavigateLA, BOE's GIS, for the master record of parcels in the City and BOE's addressing system, Assessor Identification Numbers (AIN), and geocode information. The System shall interface with BOE's addressing system and NavigateLA to obtain needed land base information, including addresses, AINs, geocode information and all city parcel shapes.
City of Los Angeles Fire Department (LAFD)	LAFD administers the fire code in the City. If LADBS determines that a LADBS permit application needs to be cleared by LAFD, LADBS staff will add a requirement and the customer will need to obtain a clearance from LAFD. The Contractor shall provide LAFD at least the same or better access to the new System as it currently has with PCIS and the LADBS DSCM System. LAFD's development services system is FIMS (Fire Inspection Management System). The new LA City Permitting System shall interface with FIMS to send LADBS permit clearance requirements to LAFD and receive clearances from LAFD.

Department /Bureau	Description
City of Los Angeles Department of Sanitation (LASAN)	As it relates to development services, LASAN administers Low Impact Development (LID) in their Stormwater program and Industrial Waste and Recycling programs. LASAN was developing a public portal in response to the COVID-19 public health crisis for their Electronic Plan (ePlan) Checks in Low Impact Development. The new LA City Permitting System shall interface with LASAN's Low Impact Development group to send LADBS permit clearance requirements to LASAN LID and receive clearances from LASAN LID. LASAN was in discussions to develop a new solution, iPACS, for their Stormwater and Industrial Waste groups. The new System shall interface with LASAN's Stormwater and Industrial Waste group's iPACS to send LADBS permit clearance requirements to LASAN and receive clearances from LASAN.
Other DSDs	Other DSDs include Los Angeles Department of Transportation (LADOT), Los Angeles Department of Public Works – Bureau of Contract Administration (DPW-BCA), Los Angeles Department of Water and Power (LADWP), Los Angeles Department of Public Works – Bureau of Street Lighting (DPW-BOSL), Office of Finance (OOF), Los Angeles Housing Department (LAHD), Los Angeles Department of Recreation and Parks (RAP), Los Angeles Department of Cultural Affairs (DCA), Port of Los Angeles, Los Angeles World Airports (LAWA) and Los Angeles County Health Department. The Contractor shall provide DSDs at least the same or better access to the new LA City Permitting System as it currently has with PCIS and the LADBS DSCM System. The Contractor shall satisfy any requirements from these stakeholders by direct access to the new System.
311	The City's 311 operates https://lacity.org/myla311 and the City's Natural Language Processing (NLP) artificial intelligence (AI) chatbot, CHIP ("City Hall Internet Personality"). 311 staff currently use LADBS systems, PCIS, and Internet Request for Inspection System (IRFIS) to help customers schedule inspections. The new LA City Permitting System shall allow LADBS staff to manually update the System based on activity from 311 that may be recorded in 311's system. LADBS has identified no requirements to integrate 311's call center application, inContact, with the new System. The City's 311 also offers a mobile application, MyLA311, which allows the public to create new service requests, view their service requests and register for an account. MyLA311 also has bill pay options. LADBS provides the mobile application, LADBS Go, to customers available on iOS and Android. The Contractor shall implement a Salesforce integration to the LADBS Go public mobile app to provide data to interface the new System with data from PCIS & CEIS.

Department /Bureau	Description
Information Technology Agency (ITA)	ITA is a stakeholder given the technology scope of this Project, the requirements to interface with other City Departments and the public, and connections with IT infrastructure outside of the City. ITA provides support to the other DSDs and may provide additional support during this Project.
Office of Finance (OOF)	The Office of Finance (OOF) is a stakeholder, in addition to their role as a DSD, by providing business licensing services. OOF issues Business Tax Registration Certificate (BTRC) and currently sends the information to PCIS. The System shall interface with OOF's LATA system to receive BTRC information.
City Controller	The City Controller operates the City's Financial Management System (FMS), which is the City's financial system of record. FMS currently does not electronically interface with the LADBS Financial Services System (FSS). FMS processes refunds to LADBS customers including release of cash from customer bonds. ITA, on behalf of the City's Human Resources and Payroll (HRP) Steering Committee, which includes the Office of Controller and Office of the City Administrative Officer (CAO), has contracted with Workday to implement a new HRP system and replace the City's existing PAYroll System Revised (PaySR) application. The new LA City Permitting System is expected to reduce duplicating time entry and thus will need to consider potential dependencies with the Controller's new HRP system. LADBS is currently developing a time entry interface to Workday. It is expected that the Workday side of the in-scope interface between the new System and Workday for timekeeping will require minimal updates, if any. LADBS is retaining their time entry system, eTime. The new System shall interface with eTime to send any time entered into the new System (e.g., plan check and inspection time) so that eTime can continue to receive the time records and process them to Workday.
City Administrative Officer (CAO)	CAO's Risk Management group is responsible for insurance and bonds compliance for contractors. For any LADBS bond requirements given to customers, the CAO approves of the posted bond or bond rider before LADBS can issue the respective permit or release cash posted, etc.
Other Local State Government Stakeholders	Other local and state government stakeholders include, California Department of Industrial Relations - Division of Occupational Safety and Health (Cal/OSHA), South Coast Air Quality Management District (AQMD), California Department of Conservation – Geologic Energy Management Division, Los Angeles County Metropolitan Transportation Authority (LA Metro), and the Los Angeles County Fire Department (LACoFD).

Department /Bureau	Description
Los Angeles County Assessor	The Los Angeles County Assessor (Assessor) maintains the County's record of tax parcel boundaries and parcel owners. LADBS relies on the City's definition of parcel boundaries and parcel owners from BOE. However, LADBS also receives Assessor parcel and owner information directly from the County. The new LA City Permitting System shall interface with the City-based GIS systems, but the Contractor may need to consider dependencies and a potential direct interface with the Assessor for data quality and timely business processes.
Public Stakeholders	LADBS Customers can be segmented by multiple high-level personas. An initial list of customer personas includes: 1. Private Customer (Low Volume and Budget, "Mom and Pop") 2. Pre-Application / Pre-Building Permit Customer 3. Expeditor/ Corporate Customer (High Volume and Budget) 4. Public complainant (Submitter of Complaint) 5. Owner of property in violation of code (Subject of Complaint) 6. Trade Licensee and Registered Deputy Inspectors 7. Insurer or Surety Company of Bonds 8. Any member of the public interested in publicly available data maintained by LADBS

SECTION 2. SOFTWARE REQUIREMENTS

2.1 System Capabilities to be Provided

The new System shall provide system capabilities that can be used across different business capabilities.

The following functional areas or system capabilities have been identified and will be further refined during the discovery phase of the project. Detailed functional requirements are provided in Appendix 7 – Functional Requirements.

2.1.1 High Level Capabilities to be supported by the new LA City Permitting System

Table 5. High Level Capabilities

Functional Area / System Capability Name	Capability Description
A. Customer Service and Online Portal	The System shall provide a customer portal to support self-service interactions with customers and to intake service requests such as permit applications, inspection requests, code enforcement complaints, and licensing applications. The portal will also allow customers to integrate with the City's online payment portal to submit fees.
B. Application Submission and Intake	The System shall provide a customer application submission functionality to support various types of applications, such as permits, zoning letters, and professional and business licensing. The System shall provide City staff the ability to start applications on behalf of customers.

Functional Area / System Capability Name	Capability Description
C. Application Processing	The System shall provide a common workflow capability to support processing of customer applications for service.
D. Plan Check	The System shall support a workflow for processing plan checks within the permitting process and integrate with Bluebeam for plan check markups and correction comments.
E. Permitting	The System shall provide a capability to finalize application reviews for permits and then issue permits.
F. Inspections	The System shall provide a mobile inspections capability for permit, code enforcement, and license related inspections. The System shall provide auto inspection scheduling, GIS routing, task assignments, and individual calendars for each inspector.
G. Complaint Management and Code Enforcement	The System shall support the intake of complaints, investigation, and escalation of code enforcement cases to compliance or to hearing with the City Attorney and submission to the courts.
H. Licensing	The System shall support professional and business licensing.
I. Hearings	The System shall support hearings with the Board of Building and Safety Commissioners, hearings of code enforcement cases with the City Attorney, and public hearings of Haul Route applications processing.
J. General	The System shall support various general functional capabilities such as providing notifications, flags, alerts, workflow holds, search, and fee schedules.

2.1.2 Solution Capability Implementation

The Contractor will implement Clariti Land Management Software, a Salesforce.com platform-based solution to meet the requirements of this SOW, including the following:

- **Business Capabilities:**
 - **Customer Services:** customers shall have access to LADBS services using a modern, user-friendly portal. Self-service includes requesting or renewing permits and licenses, making payments, scheduling inspections, filing complaints and accessing information about development activities in the community.
 - **Permitting:** LADBS employees shall be able to create new permit types (ex: right-of-way, building, electrical, or plumbing) and configure business rules for those permits (ex: submission requirements, inspections, fees, and inter-departmental approval workflow).
 - **Inspections:** the solution shall include real-time inspection capabilities, route optimization, map-based data presentation and access to all the information related to LADBS employee activity or location.
 - **Code Enforcement:** LADBS employees shall have the ability to manage and track all complaints whether they are associated with an address or not, track code violations, compliance dates, automate notifications, and prepare documents for respondents.

- **Hearings:** shall include capabilities to automatically schedule notifications, proceedings, hearings, and other critical milestones.
- **Licensing:** shall include capability to track aspects of government licensing using a workflow, including application, renewal, reinstatement, suspension, reactivation, transferal, termination.
- **General Operations:** shall include an intuitive user interface with reporting and dashboard system. Users shall be able to drill down from reports to underlying detailed records, allowing immediate access to system data and the ability to manage all aspects of the Department's business.
- **System Capabilities:** CLARITI offers pre-built integrations for common interfaces including PayPal, Esri, Bluebeam, ProjectDox (Avolve) and e-PlanSoft. CLARITI also uses the Salesforce.com platform, which allows for streamlined integration with many applications, including on-premise applications or other third-party solutions and external cloud.

2.2 Different and Unique Areas

The Contractor shall implement the new System to support the different and unique business capabilities shown in Figure 7 and described in Section 1.3.1 and Appendix 7 – Functional Requirements. The approach for addressing the unique business capabilities shall be defined as part of the requirements validation and gap analysis in Task 2 and the design documents in Task 3. LADBS will review and approve the proposed approach and design, including customizations, prior to implementation.

Figure 7. LADBS Unique Business Capabilities to be supported by the new Permitting, Inspections and Code Enforcement System

Customer Service	Permitting		Inspections		Code Enforcement	Hearings	Licensing
Provide Customer Service and Support	Ensure Safe and Compliant Development & Equipment		Ensure Safe and Compliant Sites, Structures, and Installations		Investigate and Resolve Compliance Issues	Support Building & Safety Related Hearings	Ensure Safe and Compliant Professionals and Agencies
Perform Public Outreach	Process Applications and Supporting Docs for Permits	Perform Plan Check	Perform Inspections Prior to Permitting	Conduct Development-related Inspections	Intake Complaints	Manage Building & Safety Commissioners Hearings & Appeals	Manage Trade Licenses & Registered Deputy Inspectors
Provide Data for Public Consumption	Manage Code Modifications	Conduct Preliminary Plan Check & Plan Check Meetings	Conduct Periodic Inspections	Manage Inspection Outcomes	Investigate Complaints/ Non-Compliance Issues	Conduct Enforcement Hearings w/City Attorney	Manage Recognized Listing /Testing Agencies & Fabricators
Respond to Information & Assistance Requests	Manage and Provide Agency Clearances	Issue Special Events Permits	Certify Buildings for Occupancy & Equipment for Operation	Issue Certificates of Occupancy	Issue Notices of Violation & Orders to Comply / Citations	Manage Public Hearings on Haul Routes	Issue Licenses and Manage Renewals
Provide Case Management Services	Issue Development-related Permits	Issue Operations-related Permits	Conduct Field Testing	Conduct Emergency / Rehab Inspections	Conduct Proactive Code Enforcement		
Provide Online & Self-Service Resources	Issue & Manage Product Approvals	Manage Mitigation & Monitoring Programs			Manage Abatement Programs		
Manage Customer Interactions & Transactions							
General Operations							
Support Operations with General Functions							
Manage Records	Perform Reporting	Manage Correspondence	Manage Fees and Process Payments	Manage Staff Workload & Performance	Manage Geographic & Property Information		
Create Letters	Manage Data	Manage Training and Credentials	Manage Bonds	Manage Staff & Hearing Body Calendars	Manage Ad Hoc Alerts & Holds		

2.2.1 Product Approval and Test Lab (including Field Testing)

(Permitting - Issue & Manage Product Approvals, and Inspections - Conduct Field Inspections)

- LADBS approves alternate building materials or products that are at least equivalent to the materials prescribed in the municipal code.
- Customers can request LADBS to test their material or product (i.e., Mechanical or Electrical Test Lab) to obtain approval. The LADBS Test Lab may perform mechanical or electrical tests (e.g., back-office testing). Electrical tests may include onsite or field testing.
- Approved product or material reports are published by LADBS as Los Angeles Research Reports (LARR).
- LADBS also licenses recognized third party testing and listing agencies and fabricators that approve materials and fabricated assemblies on behalf of the City.

2.2.2 Recognized Agencies and Fabricators

(Licensing - Manage Recognized Listing / Testing Agencies & Fabricators)

- The Materials Control section issues licenses for fabricators and testing agencies. Once approved, these fabricators and testing agencies can approve materials and fabricated assembly on behalf of the LADBS Inspection Bureau.
- When an approval has been granted to a fabricator, the fabricator is authorized to perform work and can be exempt from specific inspections.
- Testing Agencies conduct tests and Listing Agencies provide certifications of material and fabricated assembly that have not been previously approved by LADBS.

2.2.3 Mitigation and Monitoring Programs

(Permitting - Manage Mitigation & Monitoring Programs)

- Mandatory Retrofit Programs: Soft-Story and Non-ductile Concrete
 - The City requires retrofit of certain building structures to reduce deficiencies and improve performance during earthquakes, while using the most economical and feasible methods.
 - LADBS tracks vulnerable buildings within the scope of these retrofit programs and issues Orders to Comply based on priority and category of the structure. Owners have to comply within certain timeframes based on the retrofit program.
- Existing Buildings Energy and Water Efficiency Program
 - The City requires owners of certain existing buildings to disclose energy and water consumption and comply with auditing and retro-commissioning requirements.

2.2.4 Emergency and Rehabilitation Inspections

(Inspections - Conduct Emergency Response /Rehab Inspections)

- LADBS offers assessment inspections for damaged properties.
- Rapid assessments occur for small-scale (e.g., car vs. structure) and large-scale incidents (e.g., brush fire, earthquake).
- LADBS clears structures for habitation and also records information that is used to estimate repair costs.

2.2.5 Manage Abatement

(Code Enforcement - Manage Abatement Programs)

- LADBS issues orders to abate and tracks subsequent actions taken by property owners.
- If property owners do not express an intent to abate, LADBS issues abatement work orders, processes invoices, and conducts inspections to verify abatement.

2.2.6 Manage Geographic and Property Information

(General Operations - Manage Geographic & Property Information)

- There are three (3) GIS systems in the City that define the land base on which LADBS permits construction and enforces codes. Address assignment and parcel shape management within the City occurs outside of LADBS.
- LADBS is the owner of the building footprint shapes through Building Information Online (BIO) and the structural or building inventory through PCIS.
- DPW's Bureau of Engineering (BOE) assigns and maintains the definition of all property addresses in the City and defines and maintains the City's definition of parcel shapes. BOE also provides LADBS with the Assessor's Identification Number (AIN) for parcels.
- DCP owns zoning information and provides it to DBS. LADBS reviews zoning compliance on LADBS permits, and after review, may require a clearance from DCP.
- LADBS also receives owner and parcel information from the LA County Assessor.

2.2.7 Unique Area and Customization Implementation

The Contractor shall implement the new System to support the different and unique business capabilities shown in Figure 7 and described in Section 1.3.1 and Appendix 7 – Functional Requirements. The approach for addressing the unique business capabilities shall be defined as part of the requirements validation and gap analysis in Task 2 and the design

documents in Task 3. LADBS will review and approve the proposed approach and design, including customizations, prior to implementation.

The following areas will be addressed in Task 2 & 3:

- Customization, Extendibility, and Maintainability including Solution features and capabilities
- Database or Data Model Level
- Extendibility at the application or platform level: including any integration with on-premise applications, other third-party solutions and external cloud.

2.3 Functional Requirements

Functional requirements are described in Appendix 7 – Functional Requirements. The Contractor shall meet each requirement from Appendix 7 – Functional Requirements.

LADBS requires the Contractor's Solution to have the following characteristics:

- Ability to meet LADBS software requirements for any business capabilities that are different, or unique, compared to common permitting, inspection, and code enforcement jurisdictions.
- Ability to be extendable and responsive to support LADBS changing needs for a potential long in-service life (10-year planning horizon); allows for customization, extendibility, and maintainability to support LADBS current complex and unique requirements; and allows extendibility at the database or data model level and extendibility at the application or user interface level.
- Ability to cover overall functional requirements detailed in Appendix 7 – Functional Requirements, including the ability to support the business capabilities detailed in SOW Section 2.1 above.
- Ability to address the needs of the LADBS Project Vision as detailed in SOW Section 1.2 and Figure 2.

The Contractor's solution uses architecture engineered specifically for the Salesforce.com platform and only operates on that enterprise infrastructure. The Contractor's solution shall meet the needs of state and local government agencies that provide permitting and inspections, licensing and enforcement, and land use applications, including the functionality described in Appendix 7- Functional Requirements.

Document Management: The Contractor shall use and follow the same document management processes and solution used by LADBS. This includes capturing the final stamped versions of submitted plan sets from Bluebeam and ensuring documentation produced by the LA City Permitting System is rendered and saved in a format that prevents tampering. The Contractor will maintain documentation, code, configurations, and other artifacts in the tracking system to be compliant with the City's Admin Code Section 12.4.a.2 and CA HSC 19851. Specifically,

documentation will include system diagrams, training, user guides, standard operating procedures, Software Delivery Life Cycle (SDLC), and M&O artifacts which will be stored in the LADBS collaboration site and/or Application Life Cycle Management (ALM) tool.

Based on the requirements of Appendix 7, “at the hardware level” indicates that Write Once Read Many (WORM) hardware will be used for storage of records and documents.

2.4 Technical Requirements

Technical requirements are described in Appendix 8 – Technical Requirements. The Contractor agrees that it is willing and able to be contractually obligated to meet each requirement from Appendix 8 – Technical Requirements.

The LA City Permitting System shall have the following characteristics:

- Leverages pre-built components for core Licensing and Permitting (L&P) business capabilities.
- Leverages pre-built components for horizontal platform capabilities used across business capabilities, such as workflow.
- Developed as a product, with ongoing support and a roadmap of new features, anticipating needs, and enhancements.
- Ability to rapidly extend functionality with minimum coding.
- Ability to support agile ways of building the solution, with a 2-week delivery cadence to demonstrate new functionality and facilitate rapid feedback loops.
- Ability for technical and business staff to use the technology platform to develop ancillary solutions that augment and integrate with the core L&P solution.

The LA City Permitting System shall provide the following common industry integrations Out of the Box (OOTB):

- **Pre-built integrations**, meaning no custom integration is needed to connect with Bluebeam, Esri GIS, and some cashiering integration features including Elavon merchant services for processing credit card and ACH transactions.
- **API concepts**, including multiple layers of APIs (system, process, and experience). These reusable and secure APIs are optimal for real-time interaction among systems such as IVR and SMS.
- **Salesforce Connector** to accelerate integration with Salesforce.com objects while adhering to Salesforce.com best practices for integration and data integrity.

2.4.1 API integrations

The Contractor shall provide CLARITI or Salesforce.com APIs (“System APIs”) and data sources to standardize how data is accessed in that system. The System APIs will be utilized to pull the data from the System through a programming interface. The LA City Permitting System shall leverage those standards-based System APIs, to simplify auditing and

security, and reduce dependency on any one system since an upgrade or system replacement will only impact that System API. Changes will take place once and all the other integrations calling the System API will continue to work. The Contractor shall define integration and API details, including the applications utilizing System APIs, as part of the requirements validation and gap analysis in Task 2 and design documents in Task 3.

The LA City Permitting System shall provide support for certain integration needs, such as integration with Bluebeam, out-of-the-box. The Contractor shall also support batch integrations that require more of an ETL approach and also those that could use a non-API approach to handle mass movement of data in batch mode. Each integration will go through a requirement review and technical design as part of Task 3 to make sure data mapping, flow logic, and frequency of the integrations adhere to the requirements of this SOW. The Contractor will design and develop each API with reuse in mind so other processes that need the same data or need to perform the same action can leverage that existing API. The Contractor shall define integration and interface details in conjunction with LADBS, including the applications and processes, as part of the requirements validation and gap analysis in Task 2 and design documents in Task 3.

2.4.2 Leveraging Pre-Built Components for Core Licensing and Permitting (L&P) business capabilities

The Contractor will leverage pre-built components and tools as defined by approved Task 2 requirements validation and gap analysis and Task 3 design documents.

Community Portal: The Contractor shall provide a Community Portal that will be intuitive and easy to use with common tools and features found in popular consumer web services, and that is accessible in real-time. All the business rules configured in the internal application shall be automatically available on the customer portal and the Community Portal shall be configured to expose different data based on user permissions and visibility settings.

Permitting: Customers shall be able to apply for all permit types defined in Appendix 4 – Configuration Items through the Community Portal. The LA City Permitting System shall provide a permitting module that enables authorized staff to create new permit types (ex: building, electrical, and plumbing), related submission requirements, inspections, fees, and workflow to manage development projects. The System shall be configured to address all application processing, review, approvals, fees, submissions, checklists, inspections, complaints, violations, termination needs within a department. Permitting shall be configured to meet all requirements defined in Appendix 7 – Functional Requirements and Appendix 8 – Technical Requirements.

Inspections: The LA City Permitting System shall allow staff to conduct fieldwork related to audits, inspections, investigations, and enforcement by staff. The System shall enable staff to take their work directly into the field and it shall support on-site, real-time inspection, and other field verification activities. When connected to the Internet, the functionality shall work the same on any device, and it shall allow access to all areas of the System.

As the inspector logs in they will see dashboards specific to their zone and specialty. During a site visit, the inspector shall be able to fill out a checklist, add relevant notes and comments regarding the inspection, take photos of the site, and then obtain the signature of the owner or contractor following the inspection.

Licensing: Applicants shall be able to enter all or part of their application information online through the portal. Applications shall also be able to be handled through a centralized intake process where staff receive hard copies of application forms, verify the information, and then create records in the System. All aspects of the Department's licensing functions shall be accommodated within the LA City Permitting System including application, renewal, reinstatement, suspension, reactivation, transferal, termination, etc. The Department shall also be able to create and issue related documentation and certificates. The documents may be created and distributed automatically (or manually) according to the requirements in Appendix 7 – Functional Requirements and Appendix 8 – Technical Requirements.

GIS Capabilities: The LA City Permitting System shall include a pre-built Esri-GIS Connector to integrate with the Department's existing ArcGIS spatial data. With the connector, the System shall provide map-based tools to manage all land use, zoning, and relevant information related to a parcel, permit, inspection, plan, or code violation. Should LADBS use a different GIS system, the Salesforce.com platform shall provide a Web services API for integration to existing GIS solutions. The LA City Permitting System shall include GIS capabilities that allow users to filter layers, view search results, and click on a parcel to display options to view a record, add a permit or complaint, and other options.

Financials: The LA City Permitting System financial capabilities shall be built upon a dual entry GAAP compliant ledger system. The LA City Permitting System shall centrally manage and update fees, including tiered and complex calculated fee schedules. The System shall provide Fund Accounting which will allow LADBS to assign fees to specific General Ledger (GL) accounts and even split revenue from a single transaction to several GL Accounts. The LA City Permitting System shall support payment of fees both online and in person.

2.4.3 Leveraging Pre-Built Components for Horizontal Platform Used Across Business Capabilities

The Contractor shall implement CLARITI, a low code, highly configurable platform, which routes information based on certain criteria that perform a set of actions in response to a specific event. Highly configurable rule filters will determine whether a rule applies in any defined scenario, without requiring developers to write a multitude of Apex triggers.

The Contractor shall implement CLARITI's support application processing, review, fees, submissions, checklists, approvals, inspections, complaints, violations, termination and other associated workflows. The Contractor shall implement CLARITI's workflows that are used to define the business rules and task sequence and assignment to ensure the business processes are followed. The solution can be configured with parallel or serial approvals so that upon completion of one approval, the next chain of approvals is triggered with task and email notifications. Individuals can also reassign their tasks to others when workload or other factors exist.

2.4.4 Solution Development as a Product with On-Going Support and a Roadmap of New Features, Anticipated Needs, and Enhancements

The Contractor follows the Salesforce.com release cycle by deploying three major releases per year, to ensure consistent performance and functionality of their solution.

Roadmap of New Features: The LA City Permitting System standard system maintenance and details/schedule can be viewed via [Salesforce Trust](https://trust.salesforce.com/) (<https://trust.salesforce.com/>). This includes the three yearly releases (spring, summer and winter).

A roadmap of new features is shown in **the figure below**.

The Contractor will advise the City if any features provided by CLARITI and Salesforce.com during the implementation will impact the development work. The Contractor will review release notes and implement new features based on City requirements.

Figure 8. Roadmap of New Features

Roadmap					
	2022	2023	2024	2025	2026
Clariti Solutions	Additions to Constituent Experience to support bi-directional multichannel communications				
			Modularization of the solutions to serve a wider subset of local, provincial, and state government regulatory needs		
	Continued improvements to Constituent Experience and Solutions to support responsive and adaptive design patterns to support all current device form factors				
Clariti Financials	Enable third-party Experience for large batch processing on behalf of licensees				
			Multi-currency support including updates for payment processing globally		
Clariti Services	Expanded Longterm storage integrations (e.g. Laserfiche, Box, etc...)				
	Additional integration support by adding pre-built iPaaS connectors				
			Internationalization and Localization updates to support global jurisdictions (e.g. multilingual and tooling for international requirements)		
Note: This document contains high level categories of work with rough estimates on delivery. Actual delivery dates could be sooner or later than indicated.					

2.4.5 Solution Extending Functionality with Minimum Coding

The LA City Permitting System shall enable LADBS to find, test, and install hundreds of pre-integrated, purpose-built apps from the Salesforce.com partner community. The LA City Permitting System include the following features to extend functionality:

- Supports a declarative development methodology using clicks, not code, enabling typical development through point-and-click or drag-and-drop interfaces.
- Allow configuring objects, fields, workflows, analytics and more without IT support or code.
- Personalize and build applications with a multitude of configurable components, allowing you to create pages and responsive, custom apps with simple drag-and-drop functions.
- Create applications with drag-and-drop tools, wizards, and forms. Build the business logic and automate workflow with clicks, while UI components and page layouts are automatically generated.

2.4.6 Solution Enabling Technical and Business Staff

The LA City Permitting System shall enable users to use a visual interface and drag-and-drop tools to create and modify CLARITI or Salesforce.com applications, while those familiar with coding languages can dive deeper into the building blocks of their applications, leveraging Heroku (which makes it possible for Salesforce.com tools to communicate in any existing coding language).

SECTION 3. SCOPE OF SERVICES

The Contractor shall provide Key Personnel as specified by Section 4 that are available to be onsite as required by LADBS. The Contractor shall also provide the additional staff needed to provide the tasks and deliverables described in this document.

The Contractor shall provide a complete suite of implementation services that is aligned with the phases and tasks summarized in the sections below.

The required services, along with the anticipated responsibilities of the Contractor in delivering these services, are described in this section. The Contractor shall provide services to implement and deploy the proposed solution, by completing the following tasks:

- Task 1 – Project Management
- Task 2 – Requirements Validation
- Task 3 – Solution Design, Development, and Configuration
- Task 4 – Security
- Task 5 – Data Conversion
- Task 6 – System Integration
- Task 7 – Testing
- Task 8 – Knowledge Transfer and Training
- Task 9 – System Deployment and Rollout
- Task 10 – Production Support and Transition

These tasks shall be completed during the various phases of the project as summarized in the table below.

Exhibit 1 – Cost and Payment Table provides a full list of all unique deliverables identifying which are delivered once, per phase or per module.

Table 6. Tasks and Phases

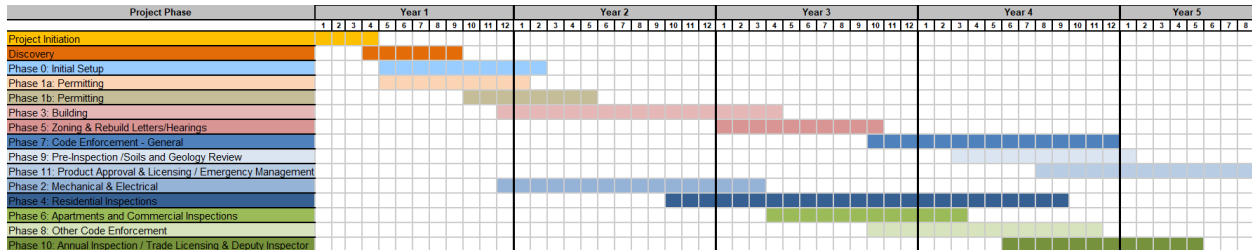
Tasks	Phase
Task 1 – Project Management, all deliverables except 1.3 - RTM which is in Discovery	Project Startup (delivered once)
Task 2 – Requirements Validation, only 2.4 - System Landscape Architecture	

Tasks	Phase
Task 1 - Project Management, only 1.3 - Requirements Traceability Matrix Task 2 – Requirements Validation (all except 2.1 - Requirements Fit Gap Analysis [delivered each phase] and 2.4 - System Landscape Architecture [delivered in Project Startup])) Task 3.A – Solution Design 3.2 - Technical Design Document, 3.3 - Portal Design Document, 3.5 - Business Continuity Plan Task 4 – Security, Deliverable 4.1 – System Security Plan	Discovery (delivered once)
Task 2 – Requirements Validation, only 2.1 - Requirements Fit Gap Analysis Task 4 – Security, Deliverable 4.2 – Role-to-Position Mapping	Phases 0 - 11 (delivered per phase including Phase 0 for a total of 13 instances of each deliverable)
Task 3.B – Solution Development, and Configuration, Deliverables - 3.4 - Prototype Design Document Task 5 – Data Conversion (all deliverables) Task 6 – System Integration,, Deliverable 6.1 - Integration Technical Specification Document (per Integration, 29 deliverables) Task 7 – Testing, just 7.1 - Test Plan All deliverables for the following Tasks: Task 8 – Knowledge Transfer and Training Task 9 – System Deployment and Rollout Task 10 – Production Support and Transition	Phases 1 - 11 (delivered per system deployment (go-live) phase for a total of 12 instances of each deliverable, except 6.2 which is per interface)
Task 3.B – Solution Development, and Configuration, 3.1 - Detailed Functional & Technical Specifications Task 7 – Testing, 7.2 - Test Scripts, Test Cases, and Test Data and 7.3 - Testing Report	Modules 1 - 28 (delivered per system development module for a total of 29 instances of each deliverable)

3.1 Project Phases

The following graphic outlines the high-level timeline for the LA City Permitting System per the schedule and deployment plan in Appendix 6.

Figure 9. Project Phases



The Project includes fifteen phases: Project Startup, Discovery, and system deployment Phases 0-11 (13 in total) across the various in scope business areas including Code Enforcement, Hearings, Permitting, Licensing, and Inspections. The Project Schedule will align tasks and activities to deliverables for each phase.

- **Project Startup** - Contractor will complete initial project management activities including developing the Project Charter, initial Status Report, Project Schedule baseline, Project Management Plan and conducting the Kickoff. Additionally, Contractor will set up the initial system environment.
- **Discovery** – Contractor will complete the high-level requirements validation and workflow mapping. These main activities provide the user stories to create a project backlog that will be prioritized and dictate the specific order of features within Contractor’s development phases. Contractor will complete Task 1 - Project Management activities and one time Task 2 - Requirements Validation and Task 3 - Solution Design, Development and Configuration activities including Deliverable 2.5 – Technical Deployment Strategy.
- **Phase 0 - Initial Setup** - Contractor will perform initial configuration including address, parcel, owner and GIS integration, Financials configuration including Universal Cashiering Integration, and Portal Registration configuration including user, contacts and accounts. Contractor will complete all interfaces needed for initial Phase 1a go-live as defined in Deliverable 2.5 – Technical Deployment Strategy.
- **System Deployment Phases 1 through 11:**
 - 1a - Permitting: Express Permits and ePermits
 - 1b - Permitting: Solar PV and Temporary Special Events
 - 2 - Mechanical & Electrical Permitting: related Clearances, Counter Plan Check, Regular Plan Check, Case Management
 - 3 - Building Permitting: related Clearances, Counter Plan Check, Regular Plan Check, Case Management and the EBEWE, Soft Story, Non-Ductile Program
 - 4 - Residential Inspections
 - 5 - Zoning & Rebuild Letters and Hearings
 - 6 - Apartments and Commercial Inspections
 - 7 - Code Enforcement - General

- 8 - Other Code Enforcement: VBA/NAR, CUP/FRP, Annual & Periodic Inspections, PACE, ARU, LEA
- 9 - Pre-Inspection / Soils and Geology Review
- 10 - Annual Inspections and Trade Licensing & Registered Deputy Inspector
- 11 - Product Approval & Licensing and Emergency Management
- **Phase and Project Closeout** - Each system deployment phase will include a hypercare period and phase acceptance process. Final acceptance will occur after the final system deployment phase.

The Contractor shall document the detailed definition of the system deployment phases during the Discovery phase in Deliverable 2.5 – Technical Deployment Strategy. The definition of the system deployment phases shall include the functional areas and system capabilities as defined in Table 1 of section 1.3.1 and in Appendix 7 – Functional Requirements, and the Record Types as defined in Table 2 of section 1.4.2 and in Appendix 4 – Configuration Items within each phase.

3.2 Deliverable Expectation Document

Prior to commencing work on any of the deliverables for the tasks listed below, the Contractor shall work with LADBS to complete and receive approval of the corresponding Deliverable Expectation Document (DED), Exhibit 3-A. For a deliverable to be accepted, the Contractor shall provide a deliverable that meets all requirements and timelines outlined in DEDs and that follows the process outlined by LADBS as specified in the DED.

3.3 Task 1 - Project Management

The Key Personnel roles will be delivering services nearly full-time to LADBS.

Key Personnel are listed in Appendix 9 - Staffing Plan. The Contractor shall submit an organization chart of Key Personnel as part of the Deliverable 1.1 – Project Charter for this task.

The Contractor will conduct planning and strategy sessions to develop the deliverables described below in collaboration with LADBS staff.

3.3.1 Project Planning Responsibilities and Deliverables

Contractor Responsibilities:

- Provide a Project Manager (PM) to represent the Contractor in the management of the Project, interfacing with the LADBS Project Manager in any decisions relating to the Project
- Assume responsibility for and lead all day-to-day management of all Contractor personnel, including subcontractor personnel, and associated deliverables related to the required services

- Interface with and support requests from an Independent Project Oversight Consultant, as requested by LADBS
- Provide a robust project management methodology founded on industry best practices
- Conduct project management activities throughout the life of the Project and execute the associated plans
- Document deliverable details, formats, and acceptance criteria in Deliverables Expectation Documents (DEDs) as mutually agreed upon by the LADBS and the Contractor
- Provide a Project Charter
- Provide, update, maintain a **Project Schedule** (e.g. MS Project), and provide periodic updates (as mutually agreed upon by the LADBS and the Contractor) to the Project Schedule which is maintained by the Contractor.
- Provide, utilize, and manage a robust Requirements Management system or toolset
- Provide, utilize, and manage a robust DevOps system or toolset that includes system development and quality assurance tracking, configuration management and release/deployment support
- Provided, utilize, and manage an integration between the Requirements Management system and the DevOps system to support traceability between high-level requirements and detailed design specifications
- Implement and establish a formal requirements management process that shall include:
 - A Requirements Traceability Matrix
 - Functional and Technical Requirement definition, tracking, traceability, and verification
 - Phase and product acceptance criteria definition, tracking and sign-off
- Provide, update, and maintain a formal **Project Management Plan**
- Provide and implement risk mitigation measures and contingency plans as high-priority risks are identified and monitored
- Provide a formal Project Team Training Plan
- Provide a formal Knowledge Transfer Strategy
- Provide a **Communication Strategy** as part of the Project Management Plan
- Provide weekly Project Status Reviews, Issues Logs, and Progress Reports at the sub-team level (e.g., functional teams, technical team, and deployment team).

- Provide **Weekly Project Status Reports** and conduct regularly scheduled status meetings
- Provide Project Status Reports at key project milestones (e.g., at the beginning and end of each project phase) as mutually agreed upon by LADBS and the Contractor
- Use a documentation repository to store, organize, track, control and disseminate all information using documentation standards
- Recommend and document process and procedures associated with Change Requests to be reviewed and approved by LADBS
- Conduct, document and submit for LADBS review impact analysis associated with proposed changes
- Prepare system Change Requests as required
- Conduct periodic project oversight activities such as reviews by 3rd parties and engagement of executives
- Formally respond to periodic, independent Project oversight assessments (e.g., at completion of design, configuration, and testing) as requested by LADBS
- Provide the Configured Cloud Environments (Sandbox and Development)
- Provide Configured Cloud Environments (Sandbox and Development) Documentation

3.3.1.1 Deliverable 1.1 – Project Charter

This deliverable will at a minimum outline the scope, timeline, objectives, organization structure, project approach, initial risks and mitigation plans, high-level Deliverables including acceptance criteria, resources required by LADBS, resources proposed by the Contractor, and governance structure as mutually agreed upon by the LADBS and the Contractor.

3.3.1.2 Deliverable 1.2 – Project Schedule

This deliverable includes the following key components: work breakdown structure, tasks and activities required to successfully complete the Project, schedule/milestone tracking and resource allocation, critical path identification and dependencies

The Contractor will use Appendix 6 - Project Schedule (MS Project plan) to this Agreement, as a starting point for developing this deliverable.

3.3.1.3 Deliverable 1.3 – Requirements Traceability Matrix (RTM)

This deliverable will provide assumption definition, tracking, and traceability in an RTM for the Functional Requirements (Appendix 7) and Technical Requirements (Appendix 8).

3.3.1.4 Deliverable 1.4 – Project Management Plan

This deliverable defines and includes a process for the following key components:

- Project initiation activities
- Issue tracking, escalation, and resolution
- **Key Personnel and staffing plan** – Staffing plan will use Appendix 9 to this Agreement, Staffing Plan, as starting point for this work product.
- **Scope Management Plan** including change request approval, management, and tracking
- Baseline schedule and **Schedule Management Plan**
- Deliverable/product review and approval and other acceptance criteria
- Risk management, identification, quantification of impact, monitoring, and mitigation plans
- Quality management - Including Quality Gates and Quality Gate Criteria for transition between Tasks. Quality Gate Criteria will include completing all Deliverables, validating requirements, confirming high-level design, providing demonstrations, resolving bugs found in testing, and providing training as appropriate for the Task.
- Contractor and subcontractor resource management
- Project success evaluation criteria and Project close-out activities
- Relationships to other IT or business efforts
- Status and other reporting activities
- Status reporting templates (including deliverable status reports, issues, risks, plan vs. actual status, etc.)
- Communication Strategy that will be used to communicate with all Project stakeholders throughout the life of the Project as mutually agreed upon by LADBS and the Contractor including at a minimum the following activities:
 - Communication with internal and external stakeholders
 - Formal kickoffs of phases

- Communication of milestones
- Team-building exercises
- Provide weekly reports on project progress, risk mitigation, issue resolution, deliverable status, and next steps as mutually agreed upon by LADBS and the Contractor.

3.3.1.5 Deliverable 1.5 – Knowledge Transfer Strategy and Project Team Training Plan

This deliverable includes two parts: the Knowledge Transfer Strategy and the Project Team Training Plan. The Knowledge Transfer Strategy will document Knowledge Transfer (KT) requirements and the approach the Contractor will use to provide knowledge transfer throughout the Project to prepare LADBS for deployment and production support as mutually agreed upon by LADBS and the Contractor. The KT Strategy shall be provided as part of the Project Team Training Plan.

The Project Team Training plan will document additional LADBS Project Team training requirements and the approach the Contractor will use to prepare the LADBS Project Team for the design tasks (Task 3) so that the LADBS Project Team can gain an in depth understanding of the LA City Permitting System scheduled for implementation, introduction to configuration, table structures, technical terminology, etc., as mutually agreed upon by LADBS and the Contractor.

3.3.1.6 Deliverable 1.6 – Configured Cloud Environments (sandbox and development) and Documentation

This deliverable will provide Configured Cloud Environments (sandbox and development) required to support the Design and Configuration and Development Phases and Configured Cloud Environments (sandbox and development) Documentation, including specification of hardware, network, storage, utilities, licensees, and other required infrastructure.

3.4 Task 2 - Discovery

This task includes developing future state business process maps and identifying fits or gaps with the COTS capabilities so that LADBS can confirm any needed business process changes.

3.4.1 Requirements Validation Responsibilities and Deliverables

The Contractor shall complete the high-level requirements validation and workflow mapping. These activities shall provide the user stories to create

a project backlog that will be prioritized and dictate the specific order of features within future development phases. Requirements for each feature shall be prioritized based on the City's needs, business value, and the technical requirements. The Contractor shall work with LADBS to validate the business requirements as part of feature planning for the implementation phases are further validated during sprint planning as stories get planned for the sprints as part of Task 3.

Contractor Responsibilities:

- Schedule and conduct LADBS interviews, group workshops, and surveys to finalize the detailed functional and technical requirements
- Provide final updates to refine, clarify and prioritize the detailed functional and technical requirements use cases, user stories, wireframes, and identify business re-engineering opportunities
- Conduct and document final functional and technical planning sessions to establish required system(s) configuration
- Develop and document operational and technical requirements (including performance requirements) around the current IT infrastructure (desktop, network, directories, and any dependent systems) to allow LADBS to perform any required mitigations
- Conduct business process analysis and reengineering focused on the adoption of standard, best-practice business processes implicit within the LA City Permitting System
- Update the Configured Cloud Environment (pre-development) to support the final fit-gap activities
- Conduct and document assessments of detailed functional requirements including affected systems recommendations and alternative design scenarios, etc.
- Conduct and document assessments of detailed technical infrastructure requirements and generate a detailed analysis, including network infrastructure, desktops, etc.
- Ensure alignment of the system architecture with the LADBS' technical architecture preferences
- Provide Validated Functional and Technical Requirements
- Conduct and document a Requirements Fit Gap Analysis between anticipated future business processes and Contractor's understanding of the current state based on the requirements validation meetings conducted by the vendor and any current state documentation provided by LADBS, including the identification of any necessary customizations.
- Provide and apply appropriate business process reengineering templates and guidance while ensuring processes are in place for communication

3.4.1.1 Deliverable 2.1 – Requirements Fit Gap Analysis

This deliverable will include an analysis of identifying any gaps with the functional and technical requirements, and specify the proposed solution to address those gaps.

3.4.1.2 Deliverable 2.2 – Validated Functional and Technical Requirements

This deliverable will include user stories, final business process analysis and documentation, validated detailed functional and technical requirements, configuration settings, and requirements traceability matrix

3.4.2 Business Intelligence Planning Responsibilities and Deliverables

Contractor Responsibilities:

- Provide a Business Intelligence Plan to develop the reports specified in Appendix 4.

3.4.2.1 Deliverable 2.3 – Business Intelligence Plan

This deliverable will detail the approach to meeting LADBS reporting requirements with the use of any proposed out-of-the-box or custom-built reports using any COTS reporting tool provided with the System and specify a strategy for providing data to LADBS' SAP InfoView to conduct reporting across systems. See Appendix 4 – Configuration Items for a list of reports. The Contractor shall review during this task all functional and technical requirements to determine if any additional reports or any report consolidation is needed to satisfy all requirements.

3.4.3 System Design Responsibilities and Deliverables

Contractor Responsibilities:

- Facilitate interviews, group workshops, etc., to obtain and gain consensus on design/configuration
- Provide and document the System Landscape Architecture
- Document the system configuration required and the project specifications.

3.4.3.1 Deliverable 2.4 – System Landscape Architecture

This deliverable will include any hardware specifications (e.g., make, model, CPU, memory), server configuration, system

diagrams, database design, high availability design, and Disaster Recovery infrastructure and procedures.

Per Contractor responsibilities, this deliverable will document alignment of system architecture with LADBS technical architecture.

Contract will use Appendix 5 – System Diagrams, Future State diagram as an input to developing this deliverable.

This deliverable will include all interaction channels (e.g. Customer Portal, Internal Mobile), business domain, operational, technical and integration, reporting and analytics, and identify and access management features of the new solution.

The landscape architecture will also include all other related City interaction channels (e.g., MyLA311, ladbs.org) and system interfaces with other LADBS systems, other City systems and interfaces outside of the City (e.g. CA State License Board).

3.4.3.2 Deliverable 2.5 – Technical Deployment Strategy (including Data Conversion Strategy and Integration Strategy)

The Technical Deployment Strategy will include a description of how the Contractor's DevOps system or toolset will support deployment of configured and developed system components through the various technical environments (e.g., sandbox, development, test, production).

This strategy will also define what technical components of the solution are targeted for a go-live to end users over the various phase releases. This will include what requirements, specifications, testing and training documentation will be reviewed to verify achievement of the Quality Gates defined in Deliverable 1.4 - Project Management Plan.

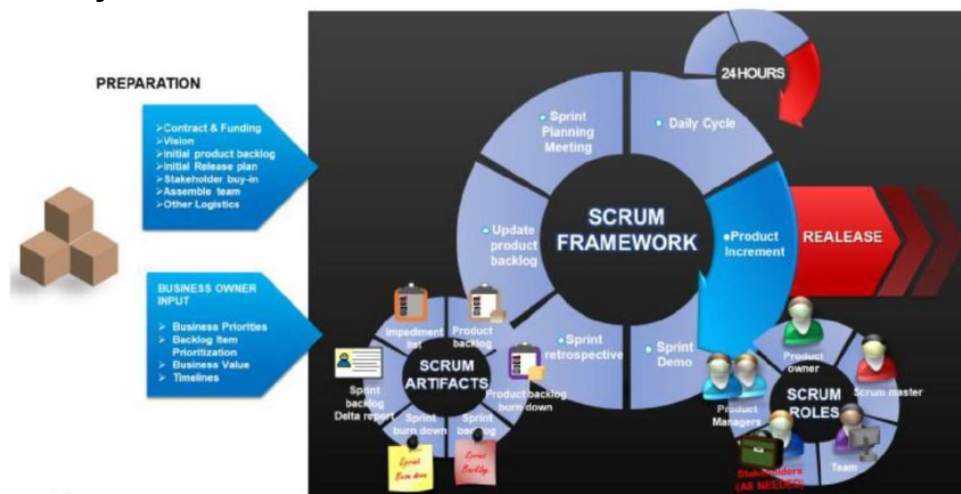
This deliverable will detail a Technical Deployment Strategy that includes both a Data Conversion Strategy and an Integration Strategy.

The Data Conversion Strategy shall identify the methodology and tools for the conversion of LADBS legacy database information, including a high-level description of what data is targeted for conversion in each phase and the high-level strategy for maintaining data synchronization during the Technical Deployment across the phases.

The Integration Strategy will include identification of the methodology and tools for the integration of relevant LADBS systems with the LA City Permitting System, including the use of the proposed APIs, enterprise service bus product, or enterprise integration as a service (EiPaaS). The Strategy shall also include identification of roles and responsibilities for Contractor and LADBS staff, and policies and procedures to ensure controls are in place in accordance with LADBS rules and regulations.

The Technical Deployment Strategy will include Contractor's approach to detailed design, development and testing. The Contractor will follow their standard Scrum framework, illustrated below, and scale the process as necessary. The implementation of the proposed solution will have phases. These phases break business functionality into groups and include multiple features for each phase of the Project. These features are broken down by technical functionality and they will include Data Conversion and Integrations where required.

Figure 10. Unisys Scrum Framework.



3.5 Task 3 - Solution Design, Development, and Configuration

Task 3.A - Solution Design includes the work to produce, 3.2 - Technical Design Document, 3.3 - Portal Design Document. Task 3.A will be delivered once for the life of this SOW.

Task 3.B - Solution Development and Configuration includes the Sprint-based work to produce Deliverables 3.1 - Detailed Functional & Technical Specifications, to be verified via Unit Testing in Task 7 - Testing (per module) and the work to produce Deliverables - 3.4 - Prototype Design Document (one Deliverable encompassing all Prototypes per phase) including the Prototype Development and Configuration work.

This task includes design and development of modification to existing reports, out-of-the-box reports, custom built reports and a reporting capability for business users to create ad hoc reports. LADBS has identified 328 existing reports in Appendix 4 – Configuration Items. It is expected that all of these reports will need to be modified or rebuilt due to dependencies with the new System. During the life of the Project, report design and development will be based off of the Business Intelligence Plan deliverable provided in Task 2 – Requirements Validation.

To track development through the development lifecycle, the Contractor shall use a product called Jira. It shall be housed within the Contractor's environment and be used to track user stories through each phase. For the Project, the Contractor shall use Jira as the primary Agile delivery tool. Jira will also serve as a collaborative tool between the Contractor and LADBS.

The Contractor will use the following Scrum approach:

- The Contractor shall first determine a product backlog and high-level designs, extracted from the requirements validation session with the departments.
- The Contractor shall then make estimates and update staffing plans for the workload based on the product backlog list in the product backlog refinement meeting.
- With the product backlog, the Contractor shall hold a sprint planning meeting to define the sprint goal, which is usually 2 weeks long. A select list of user stories that could fulfill the sprint goal goes into the sprint backlog for the upcoming sprint.
- The sprint backlog is completed by the Scrum team, and each member is refined into smaller tasks as broken down during the sprint planning session.
- Within the sprint, a daily Scrum meeting will be set up, and each of the meetings is time-boxed in about 15 minutes. Sprint progress is measured by updating the sprint burndown chart.
- Any changes during the sprint either make it to the top of the product backlog or are traded off for an item within the sprint backlog.
- LADBS Project members are invited to all Scrum ceremonies.
- At the end of a sprint, a sprint review will be conducted with LADBS where the working increment of the software will be demoed to LADBS.
- Finally, the sprint retrospective will be held after the sprint review at the end of each sprint. During the retrospective, the team will self-identify elements of the process that did or did not work during the sprint, along with potential solutions.

3.5.1 Configure & Develop System Responsibilities and Deliverables

Contractor Responsibilities:

- Establish and document the Detailed Functional and Technical Specifications including “to-be” process flows
- Perform all necessary technical design, configuration, testing, or scripting, of systems as required to provide and implement the functional and technical requirements.
- Perform all necessary technical design, configuration, testing, or scripting, of temporary and permanent interfaces as required to provide and implement the functional and technical requirements.
- Develop and validate a Technical Design Document.
- Develop and validate a Portal Design Document.
- Develop and document custom reports (as required to provide and implement functional and technical requirements and satisfy any updates to the existing 329 reports documented in Appendix 4 – Configuration Items and determined in Task 2 – Requirements Validation, documented in the Business Intelligence Plan deliverable).

3.5.1.1 Deliverable 3.1 – Detailed Functional and Technical Specifications

This deliverable will establish and document the Detailed Functional and Technical Specifications (including forms, reports, interfaces, data conversions, enhancements, data flows and business workflows) as elaborated from the requirements.

3.5.1.2 Deliverable 3.2 – Technical Design Document

This deliverable will provide an overview of how the overall solution and implementation services will satisfy the technical requirements and specifications.

3.5.1.3 Deliverable 3.3 – Portal Design Document

This deliverable will take into account all of LADBS’ web presence and user experience with City and DSD online portals.

3.5.1.4 Deliverable 3.4 – Prototype Design Documents

This deliverable will entail Prototype Design for key software components agreed upon by LADBS including at a minimum: Bluebeam integration, Mobile inspections, the Customer Portal and user experience with existing LADBS public websites, and GIS, address, and owner integration with all three City GIS systems, BOE’s HSENO for tabular data and County Assessor information.

3.5.2 Business Continuity & Disaster Recovery Planning Responsibilities and Deliverables

Contractor Responsibilities:

- Provide a Business Continuity Plan
- Conduct test or provide sufficient documentation of recent tests to verify system performance against agreed upon disaster recovery activities

3.5.2.1 Deliverable 3.5 – Business Continuity Plan

This deliverable will describe the approach to perform disaster recovery activities as mutually agreed upon by LADBS and the Contractor. The Plan shall include procedures for data replication and disaster recovery.

3.6 Task 4 - Security

This task includes developing a formal Security Plan for the LA City Permitting System. Deliverable 4.1 - Security Plan will be delivered once for the life of this SOW in Phase - Discovery.

The Contractor shall work with LADBS to define a Role-to-Position Mapping document to enable role-based user access and permission setup in the System. Deliverable 4.2- Role-to-Position Mapping will be delivered per phased release and Phase 0 - User /Contract Mgmt. Module.

3.6.1 Security Implementation Responsibilities and Deliverables

The LA City Permitting System shall provide three layers of security with flexibility to accommodate business needs. These layers are: 1) Profiles, which control object-level and field-level access; 2) Permission sets, which are used to provide access to additional objects; and, 3) Field-level security controls, which provide access to individual fields within an object. Further, there are five types of record-level security: organization-wide defaults, role hierarchy sharing, sharing rules, manual sharing, and Apex-based sharing. These five security features shall control access to sets of records or even an individual record to users who do not own those records. During development and requirements validation, the Contractor will document the security requirements related to those features and add them to the backlog to ensure security features are implemented during development.

Contractor Responsibilities:

- Perform and document system security planning and create a formal Security Plan
- Define and document the System's security features
- Provide a System Security Plan detailing the methodology and approach to the implementation of system security throughout the application

- Provide a Role-to-Position Mapping document

3.6.1.1 Deliverable 4.1 – Security Plan

This deliverable will include a formal Security Plan in accordance with LADBS' and City of LA security requirements and regulations.

3.6.1.2 Deliverable 4.2 – Role-to-Position Mapping

This deliverable will include a Role-to-Position Mapping document to map the end-user roles and responsibilities to the positions within the organization

3.7 Task 5 - Data Conversion

The Contractor shall include the full scope of all data conversion in their Data Conversion Plan. All data in all legacy systems to be replaced shall be migrated to the LA City Permitting System. The plan shall specify data conversion tasks for each implementation phase.

The Contractor shall convert all records maintained in the legacy systems. Due to the number of legacy systems and interfaces, The Contractor shall provide a Data Conversion Strategy prior to the implementation as part of Deliverable 2.5 - Technical Deployment Strategy during Phase - Discovery. It is likely that the data quality assessment will be a primary input into any data clean-up efforts and conversion efforts. LADBS anticipates that these efforts will overlap with the implementation of the proposed solution. The Contractor shall assist with the data quality assessment and clean-up efforts as well as other data conversion activities as defined in the Data Conversion Plan.

3.7.1 Systems to be Replaced

Currently, PCIS is the main business system for permitting, engineering, plan check, and inspections. CEIS is the current main business system for code enforcement. These two systems represent the majority of the scope to be replaced by the new System.

PCIS is the master database for permit-related information. PCAM and ePlanLA applications also have permit and plan check data that may need to be migrated.

PCIS and PCAM use Oracle 19c, and CEIS uses Oracle 11g; they are approximately 600 GB. ePlanLA is Oracle 19c and is approximately 30 GB.

The LA City Permitting System shall have the capability of searching and viewing all historical permit and inspection data. The historical data would come from existing LADBS systems, outlined in the Appendix 5 and

Appendix 8. CEIS and PCIS are the main two systems which contain the bulk of the data.

The Contractor Licensing System is using SQL Server and is about 10 GB. This system syncs with a master list distributed by the State of California that tracks contractor licenses. When an individual claims they are a licensed contractor, LADBS utilizes this system to validate their license.

Existing plan and permit documents from ePlanLA are stored in MongoDB which currently use 1.2 TB of storage for these documents.

Retain/Retire are systems outlined in Appendix 8 - Technical Requirements, J. where Retire shall have the same meaning as "replace with the new LA City Permitting System" for the purposes of this project

3.7.1.1 Systems to be Replaced

Table 8. Systems to be Replaced

System Name	Description
PCIS	● Contains master permit and related inspection data. ● The Plan Check and Inspection System (PCIS) is the LADBS online information management system that handles land development projects. PCIS was originally implemented in December of 1996 as the first citywide client/server system. PCIS has grown from a single client/server system into a family of systems that include the PCIS, e-Permit System, Internet Request for Inspection System (IRFIS), Automated Inspection Request System (AIRS), and Inspection Call Back System (ICBS). These systems work together to automate the administration, processing, approving, and tracking of building construction permits, and the related inspection assignment process. ● This system includes the following applications: ○ Pre-Inspection System logs/tracks pre-inspections required prior to permit issuance, including Signs, Demolition and Grading pre-inspections. ○ Deputy Job Request System allows deputy inspectors to schedule inspections online. ○ Internet Request For Inspections System (IRFIS) is an internet version of the request for inspection system. It allows users to schedule next-day inspections via an online application, which is part of the ePermit system. 3-1-1 call center support staff also utilize this application to help customers schedule inspections. ○ Route Builder is a utility that helps inspectors plan routes using Google Geocoder API.

System Name	Description
CEIS	- CEIS is used by LADBS Code Enforcement Bureau to track and report both survey-based and resident-requested code enforcement cases. CEIS is a client-server application using a commercial off-the-shelf package from Infor, Inc. (formally Hansen Information Technologies Inc.). - This system includes: - Mobile application allows inspectors to collect data in the field. - Photo Uploader allows inspectors to upload photos to CEIS.
PCAM	- PCAM is used to track the processing of Plan Check applications submitted at LADBS. It is also used to generate staff daily time sheets and provide the status of any plan check job at any time. - The current implementation project for Workday includes interfacing PCAM with Workday for time tracking.
ePlanLA	- ePlanLA is an online system that allows customers to submit electronic plans and is used with Bluebeam for plan checks. - ePlanLA is written in .NET and inflight plans are stored in MongoDB. ePlanLA is Oracle 11 and is about 30 GB.
ePlanLA's Mongo DB	Existing plans and permit documents from ePlanLA are stored in MongoDB which currently uses 1.2 TB of storage for these documents.
Grading Tracking System	System used by LADBS staff to manage grading report submittals, reviews and approvals.

There are an additional 38 systems targeted for replacement and data conversion. A full inventory of systems can be found in Appendix 8 – Technical Requirements.

The Contractor shall closely review the Current State Systems Diagram and the Source Systems listed in Appendix 5 – System Diagrams to understand the current system landscape in LADBS.

3.7.2 Data Conversion Implementation

The Contractor shall provide a Data Conversion Plan for each implementation phase – as part of Deliverable 5.1 – Data Conversion Plan.

The Contractor's data conversion lifecycle shall entail several steps, as shown in the figure below.

Figure 11.



The Contractor's Data Conversion Plans shall include all the systems listed in Appendix 8 – Technical Requirements, and follow the schedule provided in Deliverable 1.2 – Project Schedule.

The Contractor will produce a report that lists records that cannot be converted to the target database after executing the data cleansing. The Contractor's and LADBS's data teams will review the report and determine suitable corrective action to take based on their review.

The Contractor shall provide no less than three data conversion cycles for each of the go-live phases.

3.7.3 Testing: Verification

The Contractor shall verify the converted data and perform base-level testing to confirm that data conversion is free of errors.

The Contractor will test and verify each defined scenario. At minimum, five iterations of testing will take place for each defined scenario until desired results or goals are achieved. Verification will include the following:

- Verify converted data in the target application and the entire suite of target applications
- Verify the performance of individual conversion programs or modules
- Verify metadata mapping and transformation
- Verify database rule-based integrity constraints
- Verify business rules
- Prototype data (SMEs)

Figure 12.

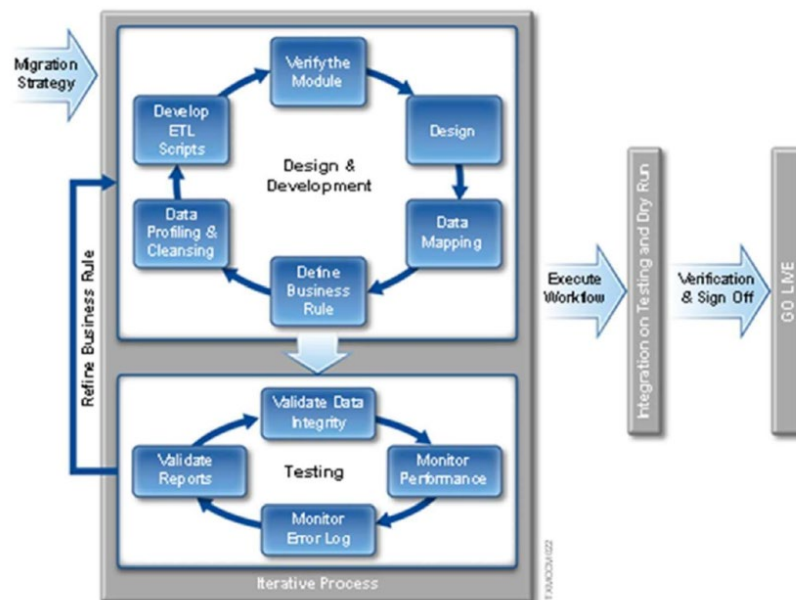


Figure D-1. Data Conversion Iterative Process.

The converted data will be verified against the mapping specifications defined in the Data Conversion Plan. The specifications shall at a minimum include:

- Verifying mapping rules defined in the mapping specifications document
- Confirming the Conversion process followed the target system's data structure model
- Confirming all fields are mapped (from the legacy system) and converted appropriately in the target system
- Confirming that all constraints of the target system are fulfilled
- Confirming the number of records in the target system and the reconciliation of legacy and target system records
- Confirming that cleansed data incorporated correctly in the Conversion process.

The deliverable of this stage will be the **Data Verification Report**.

3.7.4 Testing: Gap Analysis and Auditing

The Contractor will perform a gap analysis that includes the following:

- Specifications are created for the missing parts
- Data elements are required by the target system but unavailable in the legacy source
- Specifications are developed for the orphan, mission-critical, and business-critical data needed from the legacy system that does not have a defined place in the target system.

Table D-2 lists the tasks and outcomes produced during this conversion activity.

Table D-2. Tasks and Results in the Conversion Activity

Activity	Results
System Analysis and Strategy Definition	Data Conversion Strategy Data Structure Analysis
Define Data Conversion Standards	Data Conversion Standards
Define Business Rules for Data Conversion	Business Rules
Data Mapping	Data Mapping Spreadsheets and Documents
Data Cleansing	Data Cleansing Process
Design Data Conversion Modules	Data Conversion Module Design
Code Conversion Modules	Conversion Modules
Perform Conversion Module Test	Conversion Module Test Results
Convert and Verify Data	Converted and Validated Data
Conversion Schedule	Cut Over Project Plan

The deliverable of this stage will be the **Mock Data Conversion Report**.

3.7.5 Data Conversion Responsibilities and Deliverables

Contractor Responsibilities:

- Provide a **Data Conversion Plan**, this document shall be **included in the Technical Deployment Strategy** provided prior to any detailed design on development occurs
- Identify roles and responsibilities of Project Team members in the **Data Conversion Plan**
- Identify all tasks required to extract, translate, validate, and load legacy system data into the solution
- Specify Extract, Transform, and Load (ETL) tools for data conversion
- Provide ETL tools
- Install and configure ETL tools
- Provide coding of automated data conversion extracts from legacy/existing data files and develop automated data cleansing scripts as part of extract, transform, load scripting using techniques that are consistent with the development standards
- Transform and load cleansed legacy data
- Coordinate and execute manual data loads if required
- Provide converted legacy data for transactional testing during integration, end to end, user acceptance, etc., test events
- Perform **Data Conversion** from existing system(s) to the new System, by electronic or manual methods and track data conversion status and notifications
- Provide tool for obfuscation of data (subject to approval by the LADBS)
- Perform at least three (3) **Mock Data Conversions** per Phase - Code Enforcement and Hearing, Permit and License Configuration, and Inspections
- Perform **Production Data Conversion** to load the production environment for LADBS' use and verification at go-live

- Identify and perform any needed data synchronization and phased **Production Data Conversion** per the Deployment Strategy. For the purposes of this Scope of Work, the following descriptions of a database or data hub or data warehouse that is synchronized with CLARITI/Salesforce.com are used interchangeably and all are intended to refer to a database that is maintained by LADBS that is separate from CLARITI/Salesforce.com.
- Assistance in LADBS database /data hub setup:
 - Advise on the creation of the database that will act as a communication hub between the legacy LADBS systems and Salesforce.com.
 - Advise on the fields that should be included in this data hub. For example, location information can be broken into several fields such as address, city, zip code, etc. The vendor should work with LADBS to create all permit, inspection, code enforcement, and other data structures. The format of the data stored in the data hub will be decided by LADBS.
- Synchronization of data from CLARITI/Salesforce.com to LADBS database /data hub
 - Setup the mechanisms to update the LADBS data hub information in a near real time fashion. All permitting, inspection, code enforcement, and any other reporting data will be included. The vendor will be responsible to transform the data to the format of the data hub. There may be some mappings required to transform the data from the Salesforce.com format to the format of the data hub.
- Synchronization of data from the LADBS database /data to CLARITI/Salesforce.com
 - As the data is updated in the data hub from LADBS legacy applications, the Contractor shall create and maintain a near real time interface to transform and synchronize this data into the CLARITI/Salesforce.com system.
 - When a row is updated in the data hub, there will be a datetime stamp updated with the time of the update to the CLARITI system.
- Migration of data from the data hub to the City's legacy applications is the responsibility of the City staff and is out of scope for the Contractor. Document technical specifications on the phased data synchronization, activities to complete and plans to maintain the synchronization including ongoing roles and responsibilities between LADBS and the Contractor

3.7.5.1 Deliverable 5.1 – Data Conversion Plan

This deliverable will include the identification of roles and responsibilities for the Contractor and LADBS staff, and policies and procedures to ensure controls are in place in accordance with LADBS rules and regulations. This Plan shall be included in the Technical Deployment Strategy provided prior to any detailed design on development occurs. The Plan shall include a data conversion plan for each implementation phase.

3.7.5.2 Deliverable 5.2 – Mock Data Conversion 1 Report

This deliverable will incrementally test and validate ETL scripts and processes for any needed manual data cleansing. This deliverable is required for each implementation phase.

3.7.5.3 Deliverable 5.3 – Mock Data Conversion 2 Report

This deliverable will incrementally test and validate ETL scripts and processes for any needed manual data cleansing. This deliverable is required for each implementation phase.

3.7.5.4 Deliverable 5.4 – Mock Data Conversion 3 Report

This deliverable will incrementally test and validate ETL scripts and processes for any needed manual data cleansing. This deliverable is required for each implementation phase.

3.7.5.5 Deliverable 5.5 – Production Data Conversion Report

This deliverable will include a Production Data Conversion Report for each phased go-live per the Deployment Strategy.

3.7.5.6 Deliverable 5.6 – Data Synchronization Report

This deliverable will include technical specifications on the phase's data synchronization, activities completed in the development of the synchronization and plans to maintain the synchronization including ongoing roles and responsibilities between LADBS and the Contractor.

3.8 Task 6 - Systems Integration

A key area of the implementation of the solution will be the ability to interface with other LADBS, City, and external systems.

The LA City Permitting System shall include the implementation of Clarity Salesforce.com interfaces between the LA City Permitting System and integration partners. Integration shall be implemented through modern and product-based services and data integration tooling that supports multiple endpoints, protocols, transformations, orchestration, and guaranteed delivery.

The Contractor shall provide an Integration Strategy prior to implementation phase in Deliverable 2.5 - Technical Deployment Strategy in Phase - Discovery.

The LA City Permitting System shall use APIs to communicate with existing City systems where appropriate. GIS data shall be validated against a master City list of addresses stored in Esri. The City's online payment processor shall interface with the LA City Permitting System via APIs. Time tracking shall interface with the

City's HRP, Workday and the City's time tracking system and the City's time tracking system eTime. Contractor licenses shall be validated via the State of California. There are several legacy systems currently in place that the new System shall interface with. These systems provide financial data and allow for the long-term storing of documents for public consumption.

The System shall integrate with Bluebeam for plan check markups and correction comments.

The System will create a smooth user experience for online payment with the City's online payment processor.

3.8.1 Systems to be Retained

Table 9. Systems to be Retained

System Name	Description
Building Information Online (BIO) GIS	LADBS intends to use Esri ArcGIS to map out the buildings being permitted, verify addresses, and determine the council district in which an address resides, to correctly assign to the designated LADBS staff. • LADBS GIS stores building layer information. • Note: The City's definition of addresses and parcels is maintained by BOE and the City's zoning information is maintained by DCP.
Internet Document Imaging System (IDIS)	• LADBS document management system. • IDIS only stores documents officially issued by LADBS such as permits and certificates of occupancy. • There is currently a one-way interface of permit information from PCIS to IDIS.
Universal Cashiering	• CORE Business Technologies iPayment Business Center COTS cashiering solution. • This system handles all in-person customer payments.
FSS (Financial Services System): • Claims for Refunds • Bond Tracking System • Account Receivables including Elevator and Pressure Vessel information	• This is the LADBS financial tracking system including general ledger (GL) and accounts receivable (AR). • Account Receivable System (ARS) provides a billing function, an accounts receivable ledger, and a delinquent account/bad debt management function. This system interfaces with the Automated Cashiering System (ACS), Code Enforcement Information System (CEIS), and Elevator Pressure Vessel System (ELPV) so the Financial Services Division is able to get data in a timely manner. ARS provides data to other city agencies such as the Office of the City Attorney and the Office of Finance. • Bonds portion tracks/monitors the collection and release of grading bonds, triggers bond release when work is complete, alerts grading inspectors of inactive permits over a year old, generates bond release notices to the bond depositors, generates reminders if the bond release check is not cashed, and blocks the issuance of a Certificate of Occupancy or Temporary Certificates of Occupancy until bonds are released.

System Name	Description
FMS (Financial Management System): Budget System	- This is the Citywide financial ERP owned by the City Controller. - LADBS uses this system for Accounts Payable.
HRP (or “Workday”)	- Human Resources and Payroll - Workday is the new Citywide Human Resources system. - LADBS eTime system for cost accounting timekeeping is being interfaced with this system.
BOE - NavigateLA GIS, and - Addressing System	- BOE owns the definition of parcels and addresses in the City. - BOE’s addressing system provides address and parcel tabular data to PCIS nightly, Assessor ID Numbers (AINs) to PCIS monthly, and geocode information to PCIS weekly.
DCP - ZIMAS GIS - Planning Case Tracking System (PCTS)	- DCP owns the definition of planning and zoning data in the City. - ZIMAS provides PCIS zoning information weekly. - PCTS provides real-time updates of DCP clearances for some Temporary Special Event addresses (2-way web service).
Los Angeles County Tax Assessor	The LA County Tax Assessor provides ownership and parcel information to PCIS monthly.
California State License Board (CSLB)	Provides monthly updates to PCIS of contractor information and real-time validation to Contractor Licensing System (CLS) for contractor status validation.

There are an additional 17 systems to be retained and interfaced with the new LA City Permitting System. A full inventory of systems can be found in Appendix 8 - Technical Requirements.

3.8.2 Systems Integration Implementation

The Contractor shall submit Deliverable 2.5 with the Systems Integration Strategy and Deliverable 6.1 – Technical Integration Specification Document for LADBS approval prior to performing integrations of LADBS systems. The Deliverables shall be separated and 6.1 submitted for each integration.

3.8.2.1 Systems Integration Responsibilities and Deliverables

Contractor Responsibilities:

- Provide a Systems Integration Strategy, this Strategy shall be included in the Technical Deployment Strategy provided prior to any detailed design on development occurs
- Provide a separate Technical Specification Document for each interface

- Develop all integrations on the system side and any middleware /API gateway /EiPaaS proposed, and assist with integration of systems on the 3rd party side of the interfaces

3.8.2.2 Deliverable 6.1 – Technical Integration Specification Document (for each Interface)

This deliverable includes a separate Technical Specification Document for each interface, including protocols for information.

3.9 Task 7 - Testing

The Contractor shall perform all testing (e.g. unit, integration, system, end-to-end, disaster recovery, performance, security), except user acceptance testing, which LADBS will perform. The Contractor shall correct all defects that are the Contractor's responsibility and report on the results of all testing.

3.9.1 Testing Implementation

While unit testing is completed during development, the LADBS end users for each phase will complete User Acceptance Testing before that phase is released and goes live. The Contractor will use a phased testing approach along with the releases. After Final Acceptance, the LA City Permitting System will transition to the services support team.

The figure below outlines the Contractor's Agile Delivery approach.

Figure 13. Implementation Approach



3.9.2 Testing Responsibilities and Deliverables

Contractor Responsibilities:

- Provide a separate Test Plan for each of the implementation phases.
- Provide automated testing tools and procedures for testing including integration, UAT, end-to-end, regression, performance, stress, etc.
- Document/create standards and procedures for the use of the tools that support all testing activities
- Install, configure, and implement the testing application software, hardware, data, desktops, etc.
- Create Test Scripts, Test Cases, and Test Data, and perform all testing
- Test high availability capability such as any capability of failover to secondary disaster recovery (DR) site
- Test the capability to restore to normal hosting stance after any service interruption such as moving back to primary data center after deployment on secondary DR data center
- Provide the Configured Cloud Environments (Testing)
- Provide Configured Cloud Environments (Testing) Documentation, including specification of hardware, network, storage, utilities, licensees, and other required infrastructure
- Provide and document test results in a Testing Report deliverable
- Validate the System for compliance with the Security Plan
- Manage LADBS functional, integration, user acceptance, and regression test environments and associated test data including creation and maintenance during the testing period

- Facilitate and support user acceptance test as prescribed by LADBS, including: establishing adequate test environment based on user acceptance criteria; preparing data to support test scenarios within a modified system as well as managing the relationship with all interfaced systems necessary to conduct test; troubleshooting; supporting users to progress through scenarios; simulating interfaces or working with integrated systems to conduct end-to-end tests; supporting batch processing; exercising functionality; converting production data, and reporting results.
- Use a product-based Defect Tracking System for purposes of allowing LADBS to initiate, track, and report all testing defects (e.g., integration, end to end, and user acceptance testing). The Contractor shall also use Defect Tracking System to log details of bug fixes and current status. Note, LADBS prefers JIRA
- Use a product-based Defect Tracking System for purposes of allowing LADBS to initiate, track, and report all testing defects (e.g., integration, end to end, and user acceptance testing). Contractor shall also use Defect Tracking System to log details of bug fixes and current status. Note, LADBS prefers JIRA

3.9.2.1 Deliverable 7.1 – Test Plan

The Contractor shall provide a Test Plan that includes Unit, System, Integration, User Acceptance, Regression, Stress, and Security Test Plans. The Plan shall describe the detailed approach that shall be taken to fully test all components of the System including a test control and approval processes, a list of test participants, a description of how testing will interface with the configuration management process, and any necessary test documentation expectations for the following test types: unit, integration, end-to-end, interface, user acceptance, data conversion, performance (including stress and volume), availability, disaster recovery (including failover), regression, and security.

This deliverable includes providing Configured Cloud Environments (Testing) to test and/or demonstrating the functionality has been satisfied and providing documentation to verify environment configuration and testing.

3.9.2.2 Deliverable 7.2 – Test Scripts, Test Cases, and Test Data

This deliverable will include the creation of Test Scripts, Test Cases, and Test Data, and performing all testing including unit, integration, end-to-end, interface, data conversion, performance (including stress and volume), regression, business continuity and security testing. This deliverable's submission and completion shall be based on the Contractor's approach and provided for each implementation phase of the project.

3.9.2.3 Deliverable 7.4 – Testing Report

This deliverable includes providing and documenting test results in a report, including unit tests, business continuity and UAT tests conducted. The documentation includes a list of tests, identified issues, and any workarounds that were discussed and/or implemented. This report will be used to verify meeting applicable Quality Gate Criteria as defined in Deliverable 1.4 - Project Management Plan.

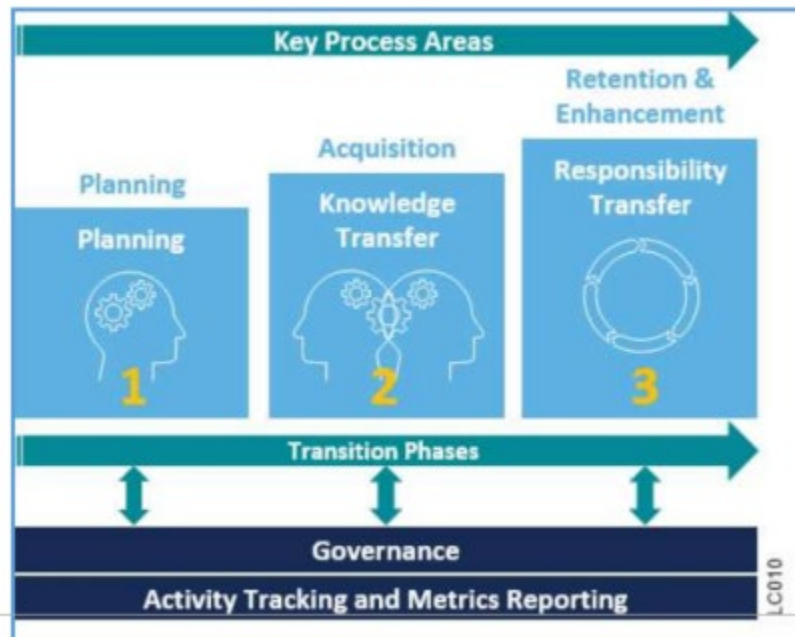
3.10 Task 8 - Knowledge Transfer and Training

The Contractor shall provide Knowledge Transfer to LADBS staff as defined in Contractor's Knowledge Transfer Strategy from Task 1 and Task 8 Deliverables. The Knowledge Transfer Strategy and Task 8 Deliverables shall include specific activities and training for each of the implementation phases. The Contractor shall provide train-the-trainer training to LADBS trainers and support end-user training.

3.10.1 Knowledge and Training Implementation

The Contractor shall implement a three-phased methodology for knowledge and training implementation, focusing on evaluation, acquisition, and retention and enhancement of knowledge, as shown in figure below.

Figure 14. Contractor's Three-Phased Methodology of Transition Approach



The Contractor's methodology will be defined and detailed in the Knowledge Transfer Strategy and Task 8 Deliverables.

3.10.2 Training Planning and Materials Responsibilities and Deliverables

Contractor Responsibilities:

- Provide a Train-the-Trainer and End-User Training Plan
- Assess effectiveness of organizational change management activities
- Provide recommendations for ongoing organizational change management activities
- Provide a Communication Plan detailing the approach to communicating to the entire organization the progress for the Project. This Plan shall be provided in the Project Management Plan
- Provide Knowledge Transfer Strategy and Plans for the LADBS Project Team throughout all phases, as well as to LADBS Extended Team personnel, and coordinate with LADBS on the implementation of the plan. This Plan shall be provided during the Project Initiation phase of the project while initiation and planning activities are underway
- Provide all training materials for project team training
- Provide knowledge transfer materials including dialogue scripts
- Provide Training Curriculum Document
- Provide Train-the-Trainer Training Materials
- Provide Final Training Materials, including end-user documentation, standard templates, and online training, to support initial end-user training
- Tailor the standard training templates to incorporate LADBS-specific business processes
- Conduct Train-the-Trainer Training for the System
- Support and participate in end-user training for the System
- Provide specialized training for executives, managers, and supervisors (users) on effective use and advance features of the System
- Provide the Configured Cloud Environments Training to support training as defined in End-User Training Plan
- Create and maintain LADBS training data as required by LADBS
- Provide detailed **Technical Documentation**
- Provide System and User Documentation, including functional, technical, and architectural specifications, operational documentation (e.g., batch schedule, runtime procedures). This Documentation shall be provided in End User Training Material and Technical Documentation
- Provide the End-User Survey and develop End-User Training Effectiveness Reports

3.10.2.1 Deliverable 8.1 – Train-the-Trainer and End-User Training Plan

This deliverable will document training requirements and the approach LADBS will use for updating training requirements, development of training curricula, and deploying training for LADBS's end-users, as required, as mutually agreed upon by LADBS and the Contractor. This Plan shall elaborate the tactical steps to execute in alignment with the Knowledge Transfer Strategy.

3.10.2.2 Deliverable 8.2 – Training Curriculum Document

This deliverable includes the course outlines and schedules for Train-the-Trainer training and end-user training. The Contractor shall provide a Training Curriculum Document for each of the implementation phases.

3.10.2.3 Deliverable 8.3 – Train-the-Trainer and End User Training Materials

This deliverable includes Train-the-Trainer Training Materials and providing Final Training Materials, including end-user documentation, standard templates, and online training, to support initial end-user training. The Contractor shall provide a Train-the-Trainer and End User Training materials and training for each of the implementation phases.

3.10.2.4 Deliverable 8.4 – Technical Documentation

This deliverable includes the technical and architectural documents, diagrams, and specifications of the as-built and tested solution. The Contractor shall provide Technical Documentation for each of the implementation phases.

3.10.2.5 Task 9 - System Deployment and Rollout

The Contractor shall closely review the Project's description of stakeholders, business capabilities, and systems targeted for replacement, when developing the Project Schedule and phased deployment strategy.

3.10.3 Deployment and Rollout Implementation

Following approval of the Phased Acceptance, Final Acceptance Plan and Final Detailed Deployment Plan, LADBS and the Contractor will prepare the organization and the legacy systems elements of the LA City Permitting System for production implementation.

3.10.4 Deployment Planning and System Deployment Responsibilities and Deliverables

Contractor Responsibilities:

- Provide initial and **Final Detailed Deployment Plan**
- Develop and provide a **Rollback Strategy and Plan**
- Provide **Configured Hardware Environments** (Production) and related **Documentation**
- **Provide Go/No-Go Documentation**
- Perform roll back in the event that LADBS determines it necessary

- Perform deployment and support activities with parties as directed by the LADBS Project Manager
- Develop help desk scripts to be included in the Production Support Plan
- Provide a **Production Support Plan**
- Assist with a Decommissioning and Archiving Plan for legacy data and systems
- Provide recommended operations and administration procedures related to the deployment
- Lead deployment of application into production in coordination with LADBS
- Track deployment status and notification in coordination with LADBS

3.10.4.1 Deliverable 9.1 – Final Detailed Deployment Plan

This deliverable includes details about phased deployment approach if applicable and readiness activities to be completed in the final months before any phased go-live.

3.10.4.2 Deliverable 9.2 – Rollback Strategy and Plan

This deliverable includes a Rollback Strategy and Plan that must be in coordination with LADBS.

3.10.4.3 Deliverable 9.3 – Configured Cloud Environments Documentation (Production)

This deliverable entails Configured Cloud Environments (Production) Documentation, including specification of hardware, network, storage, utilities, licensees, and other required infrastructure.

3.10.4.4 Deliverable 9.4 – Go/No-Go Documentation

This deliverable includes providing Go/No-Go Documentation, including the Production Cutover Plan and the go-live Checklist.

3.10.4.5 Deliverable 9.5 – Production Support Plan

This deliverable includes a Production Support Plan that covers the post go-live Support prior to Warranty, the Warranty Period. The plan must include the proposed organizational structure, roles and responsibilities and estimated level of effort for the Contractor and LADBS.

3.11 Task 10 - Production Support and Transition

The Contractor shall provide expert technical support services to resolve production issues. The City may require different support levels as the solution

evolves. The Contractor shall provide both remote and on-site support, at the City's discretion. The Contractor's response time for go-live and production support shall be guaranteed based on the expectations set below.

3.11.1 Production Support and Transition Implementation

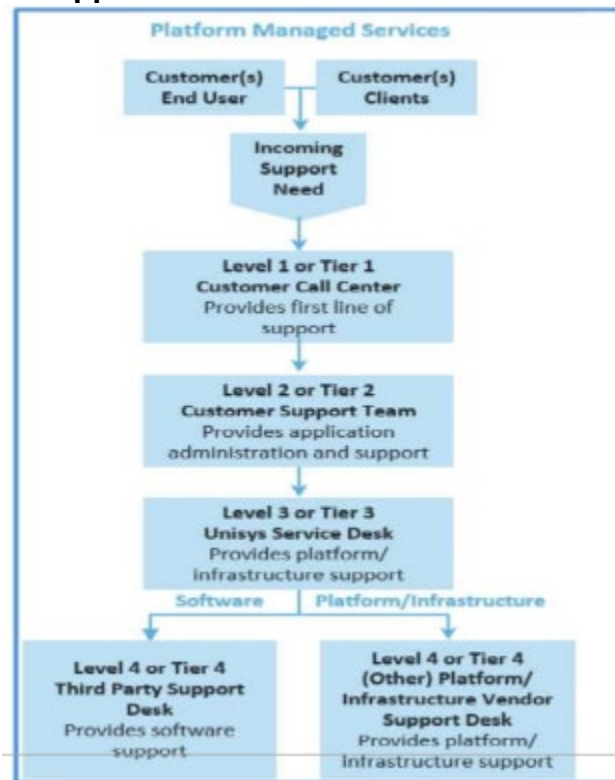
3.11.1.1 Go-Live and Production Support

The Contractor will provide operational support to LADBS during the go-live period to enable a smooth transition and effective launch of the new solution.

Using the Contractor's dedicated Permitting, Compliance and Licensing Center of Excellence, the Contractor will leverage staff experience to meet the Department's support needs. The Contractor's firm includes more than 60 technology SMEs who are well versed in license and regulatory business processes.

The Contractor's service desk team shall be available by telephone and online via email to accept calls transferred from the Department's service desk. The Contractor shall also support direct contact from other City departments, external partners, participating program representatives, and agencies. The City shall be able to view the status of support tickets as well as upload attachments or other pertinent information during the support process. The Contractor shall confirm that incidents and service requests are recorded, categorized, prioritized, assigned, and tracked through resolution to closure. **The figure below** illustrates the Contractor's support process flow.

Figure 15. Contractor' Support and Maintenance Service Process Flow.



3.11.2 Production Support and Transition Responsibilities and Deliverables

Contractor Responsibilities:

- Provide Phased Acceptance and Final Acceptance Plan and Schedule matching Final Detailed Deployment Plan phases
- Provide a minimum of 16 weeks of post go-live deployment support prior to final acceptance
- Provide **Successful Deployment Documentation**
- Provide any updates, based on work since Task 9, to the configuration and customization documentation and readable source code and object (executable) code for the System in the configuration management system. Evidence of this work will be provided in the Phase Closeout deliverable.
- Perform **Phase Closeout**
- Provide dedicated Level 3 Help Desk for the system-related incidents and problems during LADBS business hours
- Assist LADBS in the development of support organization
- Respond to escalated trouble ticket items in accordance with established procedures
- Maintain “end state” system architecture documentation
- Provide maintenance and repair policies and procedures
- Provide technical and functional support to the LADBS IT staff and other groups as directed by the LADBS
- Perform diagnostics on software and services
- Provide **Final Acceptance Documentation**

3.11.2.1 Deliverable 10.1 – Successful Deployment Documentation

This deliverable includes documentation of successful deployment.

3.11.2.2 Deliverable 10.2 – Phased and Final Acceptance Plan and Schedule

This deliverable includes a Phased and Final Acceptance Plan and Schedule. Final Acceptance Documentation deliverables will include a checklist of all Project closeout activities and validates that support has been provided for the duration of the Minimum Support Period.

3.11.2.3 Deliverable 10.3 – Phase Closeout

This deliverable entails Phase Closeout including system tuning activities, assessment of knowledge transfer tasks, transfer Project artifacts to Project repository, lessons learned documents, update design documents, procedure to obtain LADBS approval before any future update to the System is made and transition support to LADBS as appropriate.

3.11.3 Phase & Final Acceptance

Each system deployment (go-live) phase will include a hypercare period and Phase Acceptance process. Final Acceptance will occur after the final system deployment phase. Each Phase Acceptance will follow the Final Acceptance process below applicable to the scope of the phase.

Go-live and Production Support shall occur for one calendar month following go-live of each phase, as detailed in the tables below and prior to Phase or Final Acceptance. The purpose is to stabilize the System after each go-live or system deployment phase and minimize the impact of any early system issues. The Contractor go-live Support team shall closely monitor the newly deployed system and user activity; assign appropriate resources to resolve issues; rapidly detect and escalate issues as required; and quickly resolve and communicate resolution. The Contractor shall be responsible for application availability and usability, including reports, interfaces, and development. Prior to the end of the go-live support period for each implementation phase, the Contractor and LADBS shall jointly assess the status of the implementation and review the status of outstanding issues. The purpose of the assessment will be to provide written verification in the Phased and Final Acceptance Documentation Deliverables that the LA City Permitting System operates as expected after each phase implementation. If multiple go-lives are proposed, then multiple Acceptance Documentation Deliverables must be proposed for the respective partial acceptance of the System. Final Acceptance will be

granted after the final go-live, at the end of the go-live Support period and when 100% of the Critical and High issues have been resolved.

Project or Wave	Support Period
1. LA City Permitting System	One calendar month (for each go-live)

3.11.4 Warranty

Warranty Services are the activities associated with repairing defects that are discovered within the Warranty Period of twelve (12) months of a system component or enhancement being accepted by LADBS in the production environment. Warranty Services include the applicable life cycle support activities necessary to repair errors/defects to enable programs and enhancements to perform in accordance with the documented specifications and documented operational functionality.

The Contractor shall repair the configuration and customized code provided by Contractor during the Warranty Period, at no charge to LADBS provided that:

- i. The problem encountered occurs within twelve (12) months of the acceptance of such provided component.
- ii. The root cause analysis indicates the problem is in the System not meeting requirements where the Contractor has responsibility (e.g., a problem caused by configured or customized COTS software or hardware component not meeting requirements, a defect in the configuration or code created by the Contractor, etc.).

Full correction of the System defect is to be completed by the Contractor unless otherwise approved by LADBS, and the corrected code shall be appropriately tested to verify that no regression errors are introduced. The Contractor shall warrant against “version locking” due to customization of the System.

Services include updating all appropriate documentation. The Contractor shall provide monthly reports showing the amount of warranty work (i.e., number of defects and hours to correct).

3.11.5 Warranty Responsibilities and Deliverables

Contractor Responsibilities:

- Provide processes and procedures for tracking and reporting the status of all warranty services
- Troubleshoot and perform analysis of system bugs and system defects
- Perform system fixes for problems that the Contractor was responsible for providing
- Perform data fixes for errors that the Contractor was responsible for, including but not limited to improperly converted files or tables

- Test the System to ensure that no regression errors are introduced
- Update all documentation and related files/Deliverables associated with Warranty Services

3.12 Tasks and Deliverables Summary Table

See Exhibit 1 for a listing of all unique deliverables across all tasks, phases and modules.

SECTION 4. PROJECT TEAM

4.1 Key Personnel, Roles, and Responsibilities

For each of the roles defined below, the Contractor shall name and designate as Key Personnel the individual(s) who will fill these roles and may not substitute other resources except under such conditions that are beyond the Contractor's ability to control (e.g., some individual leaves the Contractor's employment). The Contractor may name additional resources as Key Personnel and is encouraged to do so. The Contractor must name individuals, at a minimum, to the following Key Personnel roles. Contractor shall indicate the amount of time the named individual(s) will dedicate to the role. Except for the Senior Executive, LADBS assumes that named resources would be assigned to the Project for these roles on a full time or near full time basis. The Contractors must identify the amount of time allocated to the Project to successfully implement the LA City Permitting System for each Key Personnel and all unnamed roles in Appendix 9 – Staffing Form.

4.1.1 Senior Executive

Andrew J. Barkoff, responsible for executive oversight with LADBS Project Team.

This individual has Profit and Loss responsibility for the product and services being offered and has ultimate authority over all resources (technical, functional, and project management) who are assigned to the Project. At a minimum, this individual will participate directly in Steering Committee meetings on a bi-monthly basis and must be available to participate in issue escalation and resolution activities, as required.

4.1.2 Project Manager

Peter Horwitz, shall have at least three (3) years of project management experience focused on implementing ERP or other similarly complex applications software solutions.

The Project Manager shall have experience implementing the proposed software and/or implementing similar enterprise software in organizations that are of similar size and complexity to LADBS. The project manager's experience should highlight any low-code application platform and

permitting, inspections, code enforcement, and licensing experience. This resource shall have referenceable credentials in the successful completion of critical, project-specific administration and oversight activities that led to the execution and delivery of an enterprise-level project. A Project Management Professional (PMP) certification is desired for this role, although relevant experience is more important than a PMP certification.

4.1.3 Delivery Manager

David Gallant, shall have at least seven (7) years of project management experience implementing ERP or other similarly complex applications software solutions in a large U.S. federal, state or local government organization.

4.1.4 Solution Architect

James Wikkerink, shall have at least five (5) years of experience designing low-code application platform solutions and a minimum of three (3) years of experience with the proposed software product.

This resource shall be responsible for project compliance with technical, architectural, and implementation best practices, and for the implementation of all functional, technical, and integration requirements. The Contractor may propose multiple Solution Architects as Key Personnel, if necessary, to ensure full coverage for each workstream and/or implementation phase. At least one of these individuals must be named as the Lead Solution Architect. This individual shall be responsible for overseeing the creation and maintenance of a Requirements Traceability Matrix (RTM) which documents how each requirement in the RFP is met by the proposed solution.

4.1.5 Functional Lead

Nicki Decloux, shall have at least five (5) years of experience designing and implementing and permitting, inspections, enforcement, and licensing solutions in a senior level role, and a minimum of two (2) years of experience implementing with the proposed software product.

This resource shall be responsible for managing all functional aspects of the implementation of the proposed solution, such as analysis, design, configuration, and associated activities. The Contractor may name and commit multiple Functional Leads as Key Personnel to provide full coverage for functional domains or workstream (e.g., one for work order processing and one for warehouse/inventory business capabilities). If multiple functional leads are proposed, the specific workstream or domain responsibilities for each individual should be clearly identified.

4.1.6 Technical Lead

Skot Nelson, Skot has worked in Information Technology across a variety of industries for more than 20 years, in roles as varied as Online Marketing Specialist, Technical Writer, Business Analyst, Project Manager and, most recently, Salesforce.com Solutions Developer & Architect.

This individual will be responsible for technical aspects of the implementation and system infrastructure development of the proposed solution. This resource will lead and/or provide technical oversight of the Contractor's application installation, hosting set up, interface development, and data conversion. The Contractor may name and commit multiple Technical Leads as Key Personnel, if necessary, to provide full coverage of all required skills and experience. If multiple technical leads are proposed, the specific responsibilities for each individual should be clearly identified.

4.1.7 Testing Manager

Ramesh Rathinam, shall have at least five (5) years of experience as a team lead responsible for testing activities.

This individual will be responsible for all test planning, test execution, testing support and test execution verification (e.g., mapping test cases back to the requirements traceability matrix) activities to be conducted by The Contractor. This includes providing necessary training and testing support to LADBS resources assigned to conduct User Acceptance Testing.

4.2 Project Resources Availability and Allocation

Exhibit 10 Staffing Form includes tables that show the allocation of the Contractor's resources.

CITY OF LOS ANGELES

**DEPARTMENT OF BUILDING AND
SAFETY**

LA City Permitting System

DEFINITIONS AND ACRONYMS

201 North Figueroa Street
Los Angeles, CA 90012

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SECTION 1.DEFINITIONS

1.1 Bluebeam

A tool for municipalities and government agencies looking to digitize plan review workflows for construction projects.

1.2 Board of Building and Safety Commissioners

Members of the Board of Building and Safety Commissioners are appointed by the Mayor of the City of Los Angeles and confirmed by the Los Angeles City Council pursuant to the Charter of the City of Los Angeles. Each Commissioner is appointed for a term of five years, and all volunteer their time to preside at weekly Board of Building and Safety Commission meetings. Under the City Charter, the Board has the power to make and/or approve slight modifications for individual cases in the provisions of the building ordinances of the City. If a customer request for a modification of Building Ordinances has been denied by Department staff, supervisor, and managers, the next step of the appeal process is the Board of Building and Safety Commissioners. A haul route hearing before the Board of Building and Safety Commissioners is required for certain applications for haul routes.

1.3 City Project Team

LADBS Core Team for the implementation of the LA City Permitting System. The City Project Team may also include the Extended Team, for example, during design, build, UAT, training and communications.

1.4 CLARITI Platform

A proprietary, modular, web-based software solution (the “CLARITI Platform”) for governments owned and operated by Clariti Cloud Inc. (“CLARITI”), accessible through the Apex Platform™ online platform (the “Apex Platform”) operated by Salesforce.com Inc. (“Salesforce.com”).

1.5 Clearance

This term is used by the City as it is commonly defined – an official authorization for something to proceed or take place. Clearance requirements are added to applications for permits by LADBS after an initial review if LADBS determines that the permit application needs to be cleared by another Development Service Department (“DSD”). Customers are responsible for obtaining clearances from the other DSDs as necessary before LADBS will issue the permit. A clearance engine refers to the concept that standard clearance requirements can be programmed into a system to recognize standard attributes on a permit application, assign clearance requirements to the application including potential other DSD reviews and ultimate fulfillment of all clearances. See the Building Permitting Clearance Handbook (PDF) posted on ladbs.org for more information.

1.6 Commercial off-the-shelf (“COTS”)

Software and services available in the marketplace.

1.7 Content

City data, information, materials, or documents used by the LA City Permitting System.

1.8 Contract Term

The period of performance defined in section 2.1 of the contract during which the Contractor shall provide the software license and maintenance services described in Appendix 1.

1.9 Deficiency

A defect identified in the LA City Permitting System that prevents it from operating as required and defined in the approved Detailed Functional & Technical Specifications, Technical Design Document, or Portal Design Document.

1.10 Development Ecosystem

Includes computing platforms, software ecosystems, developer cohorts and other components that can be brought together and used to build a software solution for LADBS. Components of the ecosystem would include the full solution stack from hardware /cloud components and operating systems to middleware tools or APIs, software languages or frameworks, and user interfaces and websites/web browsers.

1.11 DevOps

A set of practices that combines software development and IT operations. The aim is to shorten the software development life cycle (“SDLC”) and provide higher quality software.

1.12 Existing Buildings Energy & Water Efficiency (“EWEWE”) Program

The City of Los Angeles established by ordinance the EBEWE Program. EBEWE consists of two parts: 1) Benchmarking and 2) Audits and Retro-Commissioning (“A/RCx”). Benchmarking includes reports summarizing the annual energy and water usage of a building. Building owners are required to provide LADBS annual benchmarking data for their building by June 1st of the following calendar year. The EBEWE Ordinance requires information be made available to the public on the internet. Buildings in the EBEWE program are required to comply with Audits and Retro-Commissioning periodically or obtain an exemption.

1.13 Implementation Services

Implementation Services describe the tasks and anticipated deliverables expected to occur during the implementation of the LA City Permitting System and to define the expected roles and responsibilities of LADBS and the Proposer.

1.14 Inspections

After customers obtain a permit and begin construction work, inspections are required before customers can cover or conceal any work. Construction is not approved until it has been inspected and accepted by inspection staff at LADBS.

1.15 LA City Permitting System

An ecosystem of software and database solutions developed to support the LADBS main business capabilities of permitting, inspection, code enforcement, and licensing.

1.16 Low Code Application Platform (LCAP)

A product or suite of products that offers development, deployment, and execution capabilities for any of user experience, business process, business logic, and data. An LCAP is an application platform that supports rapid application development, deployment, execution, and management using declarative, high-level programming abstractions such as model-driven and metadata-based programming languages, and one-step deployments. LCAPs provide and support user interfaces (UIs), business processes and data services. Platforms may include cloud offerings, business process management (BPM) capabilities, and/or specialty suites for rapid application development.

1.17 Mandatory Retrofit Programs

The City of Los Angeles currently requires retrofit of certain structures to reduce deficiencies and improve performance during earthquakes with the most economical and feasible method. The current structures that are required to be retrofitted include soft-story and non-ductile concrete. Soft-story buildings are multi-story designs with weak and/or open front wall lines that performed poorly in past earthquakes and collapsed. Non-ductile concrete buildings are older designed buildings with deficiencies in lateral force-resisting systems that render the building incapable of sustaining gravity loads and have a history of poor performance in past earthquakes including collapse.

1.18 Order to Comply

A notice to the current property owner stating property violates Code. The notice may identify items that; require a permit, include contact information for the inspector or supervisor, that determine what fees may be applied and penalties if not paid on time, determine appeal procedures.

1.19 Plan Check

A plan review or approval required to be obtained prior to issuance of a permit.

1.20 Permit

A permit from LADBS is required for any private property construction, alteration, or repair work on buildings within the City of Los Angeles.

1.21 Recognized Agencies

LADBS regulates building materials and the contractors or agencies that produce or fabricate materials. Recognized Agencies include testing agencies and listing agencies. Testing agencies are LADBS licensed 3rd parties that conduct tests and certifications of material and fabricated assembly that has not been previously approved by LADBS. Listing agencies are LADBS approved 3rd parties for the listing of products or equipment to meet referenced standards per City and State Codes.

1.22 Software Solution

Refers to all software licenses, additional software components either new or existing to the City, system interfaces, mobile applications, and any other components that come together to meet the needs of LADBS and achieve the future state vision for the LA City Permitting System.

1.23 Subcontractor

Any person, firm, or corporation other than an employee of the Contractor, supplying to the Contract, labor or materials, or both, at the site of the Project in connection with this Contract.

1.24 Work

Labor, services, and/or materials required by the City under the resulting Contract.

1.25 Working Day

Working Day is synonymous with “business day.” Business days are Monday through Friday, excluding the following holidays:

◆ New Year’s Day	◆ Labor Day
◆ Martin Luther King Jr. Day	◆ Indigenous People’s Day
◆ President’s Day	◆ Veteran’s Day
◆ Cesar Chavez Day	◆ Thanksgiving Day
◆ Memorial Day	◆ Day After Thanksgiving
◆ Independence Day	◆ Christmas Day
◆ Juneteenth	

1.26 Working Hours

The City’s normal business hours are Monday through Friday from 7:00 a.m. to 4:30 p.m.

SECTION 2.LIST OF ACRONYMS

Acronym	Definition
ACOS	Automated Certificate of Occupancy
ACS	Automated Cashiering System
AI	Artificial Intelligence
AIM	Annual Inspection Monitoring
AIN	Assessor's Identification Number
AIRS	Automated Inspection Request System
AR	Accounts Receivable
A/RCx	Audits & Retro-Commissioning
ARS	Account Receivable System
ARU	Adaptive Response Unit
ASD	Administrative Services Division
API	Application Programming Interface
AQMD	South Coast Air Quality Management District
BBSC	Board of Building and Safety Commissioners
BC/DR	Business Continuity / Disaster Recovery
BCA	Public Works – Bureau of Contract Administration
BCM	Business Capabilities Model
BIO	Building Information Online
BIP	Business Inclusion Program
BOE	Public Works – Bureau of Engineering
BOS	Public Works – Bureau of Sanitation
BOSL	Public Works – Bureau of Street Lighting
BOSS	Public Works – Bureau of Street Services
BRMS	Business Rule Management System
BTRC	Business Tax Registration Certificate
BCA	Bureau of Contract Administration
Cal/OSHA	California Department of Industrial Relations – Division of Occupational Safety and Health
CCB	Change Control Board
CEB	Code Enforcement Bureau
CEIS	Code Enforcement Information System
CEQA	California Environmental Quality Act
CHIP	City Hall Internet Personality
CLS	Contractor Licensing System
CMMI	Capability Maturity Model Integration
COO	Certificate of Occupancy
CSLB	California State License Board
COTS	Commercial Off-the-Shelf
CTI	Computer-Telephony Integration

Acronym	Definition
CSR	Customer Service Request
CTR	Los Angeles City Controller
DBS	Department of Building and Safety
DCA	Department of Cultural Affairs
DCP	Department of City Planning
DDI	Design, Develop, and Implement
DED	Deliverables Expectations Document
DOT	Department of Transportation
DPW	Department of Public Works
DSC	Development Services Center
DSCM	Development Services Case Management
DSD	Development Services Department
DVBE	Disabled Veteran Business Enterprise
EA	Enterprise Architect
EAF	Environmental Assessment Form
EBE	Emerging Business Enterprise
EBEWE	Existing Buildings Energy & Water Efficiency Program
EBO	Equal Benefits Ordinance
EiPaaS	Enterprise integration platform as a service
EIR	Environmental Impact Report
ELPV	Elevator Pressure Vessel System
EMD	Environmental Monitoring Division
ePlan	an electronic plan
ePlanLA	The custom built ePlan Check workflow system built by LADBS TSB
EPR	Electronic Plan Review
ERP	Enterprise resource planning
ESRI	GIS software company
ETL	Extract, transform, load
FDD	Function Design Document
FIMS	Fire Inspection Management System
FMS	Financial Management System
FSD	Financial Services Division
FSHO	First Source Hiring Ordinance
FSS	Financial Services System
FTE	Full Time Equivalent
GCRD	Government and Community Relations Division
GIS	Geographic Information System
GL	General Ledger
HRP	Human Resources and Payroll
HSC	California Health and Safety Code
ICC	International Code Council

Acronym	Definition
IED	Investigation and Enforcement Division
IB	Inspections Bureau
ICBS	Inspection Call Back System
IDIS	Internet Document Image System
IRFIS	Internet Request for Inspection System
iPACS	The industrial wastes system software product by enfoTech
IRFIS	Internet Request for Inspection System
IT	Information Technology
ITA	Information Technology Agency
IVR	Intelligent Voice Recognition
IWMD	Industrial Waste Management Division
JAD	Joint Application Development
KT	Knowledge Transfer
L&P	Licensing and Permitting
LAAC	Los Angeles Administrative Code
LABAVN	Los Angeles Business Assistance Virtual Network
LACoFD	Los Angeles County Fire Department
LADBS	Los Angeles Department of Building and safety
LADOT	Los Angeles Department of Transportation
LADWP	Los Angeles Department of Water and Power
LAFD	Los Angeles Fire Department
LAHD	Los Angeles Housing Department
LAMC	Los Angeles Municipal Code
LARR	Los Angeles Research Report
LASAN	Los Angeles Sanitation Department
LATAX	City of Los Angeles, Office of Finance, business tax system
LAUSD	Los Angeles Unified School District
LAWA	Los Angeles World Airports
LEA	Local Enforcement Agency
LCAP	Low code application platform
LID	Low Impact Development
LOD	Letter of Determination
LWO	Living Wage Ordinance
M&O	Maintenance & Operations
MBE	Minority Business Enterprise
MND	Mitigated Negative Declaration
MVIP	Monitoring, Verification & Inspection Program
ND	Negative Declaration
NLP	Natural Language Processing

Acronym	Definition
NPDES	National Pollutant Discharge Elimination System
OBE	Other Business Enterprise
OCM	Organizational Change Management
OTC	Order to Comply
OOF	Office of Finance
OSPIP	Off-Site Periodic Inspection Program
PACE	Pro-Active Code Enforcement
PaySR	PAYroll System Revised
PCAM	Plan Check Activity Module
PCI	Payment Card Industry
PCIS	Plan Check Inspection System
PCTS	Planning Case Tracking System
PEB	Permit and Engineering Bureau
PL	Project Library
PM	Project Manager
PMBOK	Project Management Body of Knowledge
PMI	Project Management Institute
PMP	Project Management Plan
PST	Pacific Standard Time
PWD	Public Works Department
PWP	Project Work Plan
QA	Quality Assurance
Q&A	Question & Answer
OCM	Organizational Change Management
RACI	Responsible Accountable Consulted Informed
RAMP	Regional Alliance Marketplace for Procurement
RAP	Department of Recreation and Parks
RMB	Resource Management Bureau
RFP	Request for Proposals
RTM	Requirements Traceability Matrix
SaaS	Software as a Service
SAP	German software company
SBE	Small Business Enterprise
SCWRO	Service Contractor Retention Ordinance
SDLC	System Development Life Cycle
SDO	Slavery Disclosure Ordinance
SLR	Service Level Requirements
SEO	Search Engine Optimization
SOA	Service Oriented Architecture
SOW	Statement of Work
SQL	Structured Query Language
SRSSD	Solid Resources Support Services Division

Acronym	Definition
SSG	Subject Specialty Group
STVR	Short-term Vacation Rentals
SUSMP	Standard Urban Stormwater Mitigation Plan
TDD	Technical Design Document
TSB	Technology Services Bureau
TSE	Temporary Special Events
TTT	Train-the-Trainer
UAT	User Acceptance Test
UFD	Urban Forestry Division
W3C	World Wide Web Consortium
WBE	Women's Business Enterprise
WBS	Work Breakdown Structure
WCAG	Web Content Accessibility Guidelines
WESD	Wastewater Engineering Systems Division
ZIMAS	Zoning Information and Map Access System

CITY OF LOS ANGELES

**DEPARTMENT OF BUILDING AND
SAFETY**

LA City Permitting System

BUSINESS CAPABILITIES

201 North Figueroa Street
Los Angeles, CA 90012

APPENDIX 3 – BUSINESS CAPABILITIES

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LADBS

Business Capabilities

Introduction

LADBS Business Capabilities

This Business Capability Model focused on the following subset of Department capabilities that may be impacted by the new Core System.

Customer Service	Permitting		Inspections		Code Enforcement	Hearings	Licensing
Provide Customer Service and Support	Ensure Safe and Compliant Development & Equipment		Ensure Safe and Compliant Sites, Structures, and Installations		Investigate and Resolve Compliance Issues	Support Building & Safety Related Hearings	Ensure Safe and Compliant Professionals and Agencies
Perform Public Outreach	Process Applications and Supporting Docs for Permits	Perform Plan Check	Perform Inspections Prior to Permitting	Conduct Development-related Inspections	Intake Complaints	Manage Building & Safety Commissioners Hearings & Appeals	Manage Trade Licenses & Registered Deputy Inspectors
Provide Data for Public Consumption	Manage Code Modifications	Conduct Preliminary Plan Check & Plan Check Meetings	Conduct Periodic Inspections	Manage Inspection Outcomes	Investigate Complaints/ Non-Compliance Issues	Conduct Enforcement Hearings w/City Attorney	Manage Recognized Listing /Testing Agencies & Fabricators
Respond to Information & Assistance Requests	Manage and Provide Agency Clearances	Issue Special Events Permits	Certify Buildings for Occupancy & Equipment for Operation	Issue Certificates of Occupancy	Issue Notices of Violation & Orders to Comply / Citations	Manage Public Hearings on Haul Routes	Issue Licenses and Manage Renewals
Provide Case Management Services	Issue Development-related Permits	Issue Operations-related Permits	Conduct Field Testing	Conduct Emergency / Rehab Inspections	Conduct Proactive Code Enforcement		
Provide Online & Self-Service Resources	Issue & Manage Product Approvals	Manage Mitigation & Monitoring Programs			Manage Abatement Programs		
Manage Customer Interactions & Transactions							
General Operations							
Support Operations with General Functions							
Manage Records	Perform Reporting	Manage Correspondence	Manage Fees and Process Payments	Manage Staff Workload & Performance	Manage Geographic & Property Information		
Create Letters	Manage Data	Manage Training and Credentials	Manage Bonds	Manage Staff & Hearing Body Calendars	Manage Ad Hoc Alerts & Holds		

LADBS Business Capabilities

The capability model is highlighted based on what capabilities will be targeted for support by the new system or existing systems. Some capabilities may be supported by multiple systems. Subsequent sections address these capabilities into more detail.

Legend

Targeted to be supported by the new core system

Other LADBS System

Non-LADBS System

Customer Service	Permitting		Inspections		Code Enforcement	Hearings	Licensing
Provide Customer Service and Support	Ensure Safe and Compliant Development & Equipment		Ensure Safe and Compliant Sites, Structures, and Installations		Investigate and Resolve Compliance Issues	Support Building & Safety Related Hearings	Ensure Safe and Compliant Professionals and Agencies
Perform Public Outreach	Process Applications and Supporting Docs for Permits	Perform Plan Check	Perform Inspections Prior to Permitting	Conduct Development-related Inspections	Intake Complaints	Manage Building & Safety Commissioners Hearings & Appeals	Manage Trade Licenses & Registered Deputy Inspectors
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Respond to Information & Assistance Requests	Manage and Provide Agency Clearances	Issue Special Events Permits	Certify Buildings for Occupancy & Equipment for Operation	Issue Certificates of Occupancy	Issue Notices of Violation & Orders to Comply / Citations	Manage Public Hearings on Haul Routes	Issue Licenses and Manage Renewals
Provide Case Management Services	Issue Development-related Permits	Issue Operations-related Permits	Conduct Field Testing	Conduct Emergency / Rehab Inspections	Conduct Proactive Code Enforcement		
Provide Online & Self-Service Resources	Issue & Manage Product Approvals	Manage Mitigation & Monitoring Programs			Manage Abatement Programs		
Manage Customer Interactions & Transactions							
General Operations							
Support Operations with General Functions							
Manage Records	Perform Reporting	Manage Correspondence	Manage Fees and Process Payments	Manage Staff Workload & Performance	Manage Geographic & Property Information		
Create Letters	Manage Data	Manage Training and Credentials	Manage Bonds	Manage Staff & Hearing Body Calendars	Manage Ad Hoc Alerts & Holds		

In the following detailed sections of LADBS' BCM, lower-level capabilities are identified.

This model serves as the foundation for the software requirements included in the RFP.

Customer Service	Permitting		Inspections		Code Enforcement	Hearings	Licensing
Provide Customer Service and Support	Ensure Safe and Compliant Development & Equipment		Ensure Safe and Compliant Sites, Structures, and Installations		Investigate and Resolve Compliance Issues	Support Building & Safety Related Hearings	Ensure Safe and Compliant Professionals and Agencies
Perform Public Outreach	Process Applications and Supporting Docs for Permits	Perform Plan Check	Perform Inspections Prior to Permitting	Conduct Development-related Inspections	Intake Complaints	Manage Building & Safety Commissioners Hearings & Appeals	Manage Trade Licenses & Registered Deputy Inspectors
Provide Data for Public Consumption	Manage Building Codes and Modifications	Conduct Preliminary Plan Check & Plan Check Meetings	Conduct Periodic Inspections	Manage Inspection Outcomes	Investigate Complaints/ Non-Compliance Issues	Conduct Enforcement Hearings w/City Attorney	Manage Testing Agencies & Fabricators
Respond to Information & Assistance Requests	Manage and Provide Agency Clearances	Issue Special Events Permits	Certify Buildings for Occupancy & Equipment for Operation	Issue Certificates of Occupancy	Issue Notices of Violation & Orders to Comply / Citations	Manage Public Hearings on Haul Routes	Issue Licenses and Manage Renewals
Provide Case Management Services	Issue Development-related Permits	Issue Operations-related Permits	Conduct Field Testing	Conduct Emergency / Rehab Inspections	Conduct Proactive Code Enforcement		
Provide Online & Self-Service Resources	Issue & Manage Product Approvals	Manage Mitigation & Monitoring Programs			Manage Abatement Programs		
Manage Customer Interactions & Transactions							
General Operations							
Support Operations with General Functions							
Manage Documents	Perform Reporting	Manage Correspondence	Manage Fees and Process Payments	Manage Staff Workload & Performance	Manage Geographic & Property Information		
Create Letters	Manage Data	Manage Training and Credentials	Manage Bonds	Manage Staff & Hearing Body Calendars	Manage Ad Hoc Alerts & Holds		

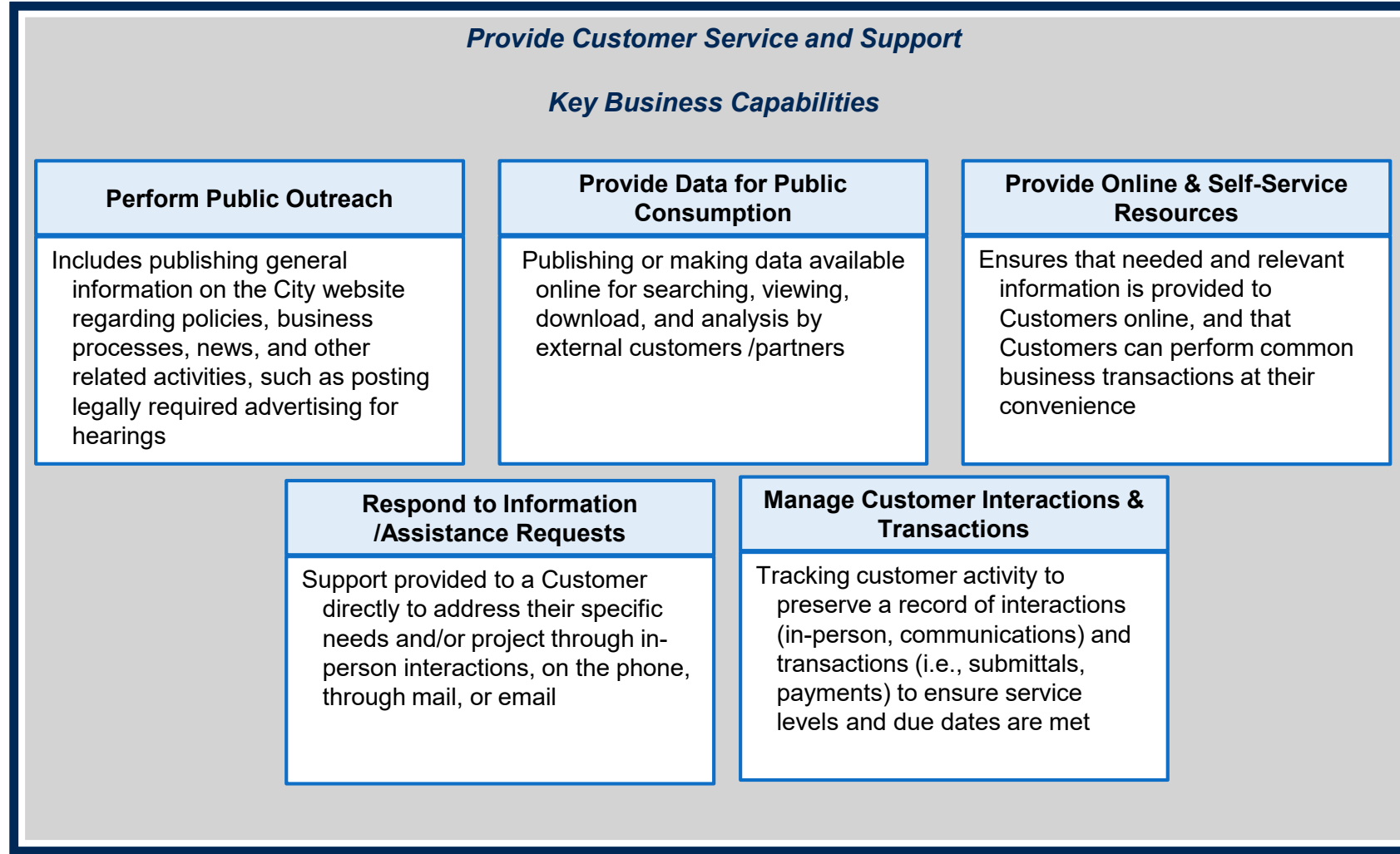
Example break out of more detailed capabilities from the high-level BCM

Ad Hoc Alerts & Holds	
Create Hold or Message	Release Hold or Remove Message
Manage Standard Hold or Message Descriptions	Manage GIS & Property based Holds & Messages

LADBS
Business Capabilities
Customer Service

LADBS Business Capability Descriptions

Customer Service



LADBS Business Capabilities - Details

Customer Service

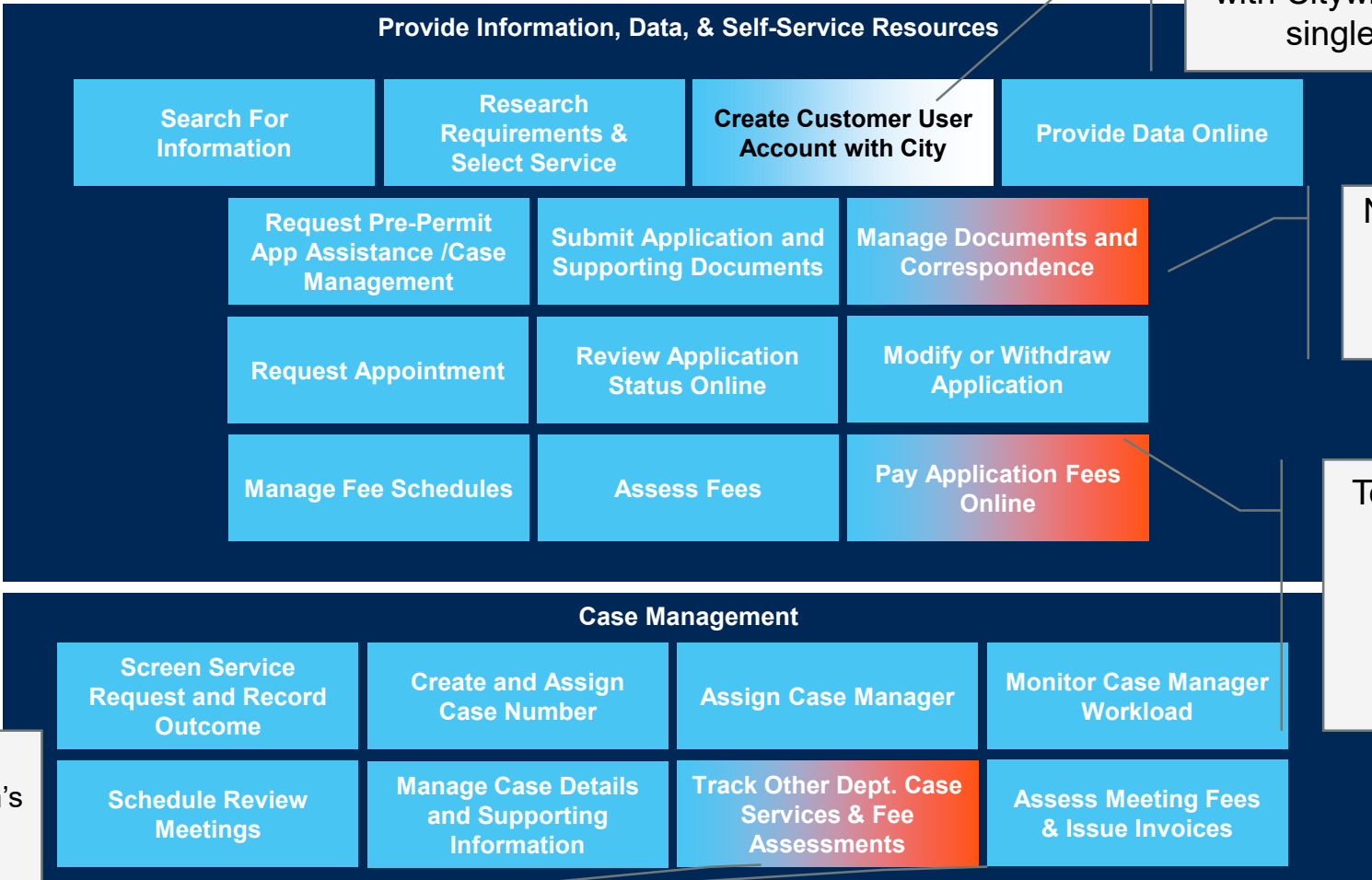
Legend

Targeted to be supported by the new core system

Other LADBS System

Non-LADBS System

Customer Service
Provide Customer Service and Support
Perform Public Outreach
Provide Data for Public Consumption
Respond to Information & Assistance Requests
Provide Case Management Services
Provide Online & Self-Service Resources
Manage Customer Interactions & Transactions



New system to integrate with Citywide customer single sign on

New system to integrate with IDIS for digital records archive (e.g., permits & CofOs)

To be supported by Universal Cashiering System (UCS) Phase 2, The new core system will need to be integrated with UCS's interchange.

All public websites would be integrated with the new system's portal (lacity.org/myla311, ladbs.org, buildla.lacity.org, lacitydbs.org/buildinginfo, etc.)

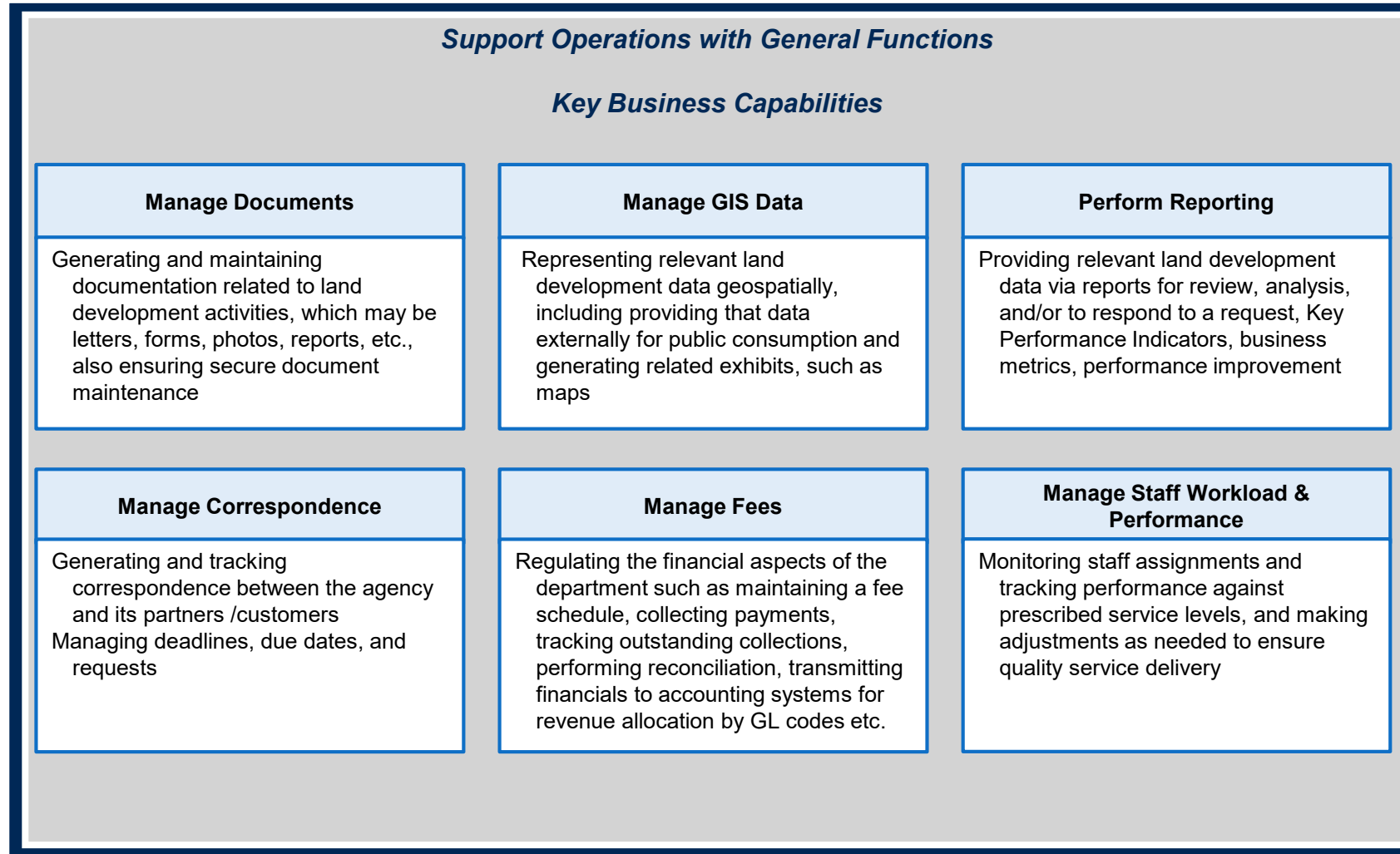
LADBS leads DSCM on behalf of all DSDs

For services rendered through the new LADBS system by other DSDs, the new system would have to assess the other department's fees, just like DSCM today. Then the customer could pay the other DSD through LADBS' Universal Cashiering like today.

LADBS
Business Capabilities
General Operations

LADBS Business Capability Descriptions

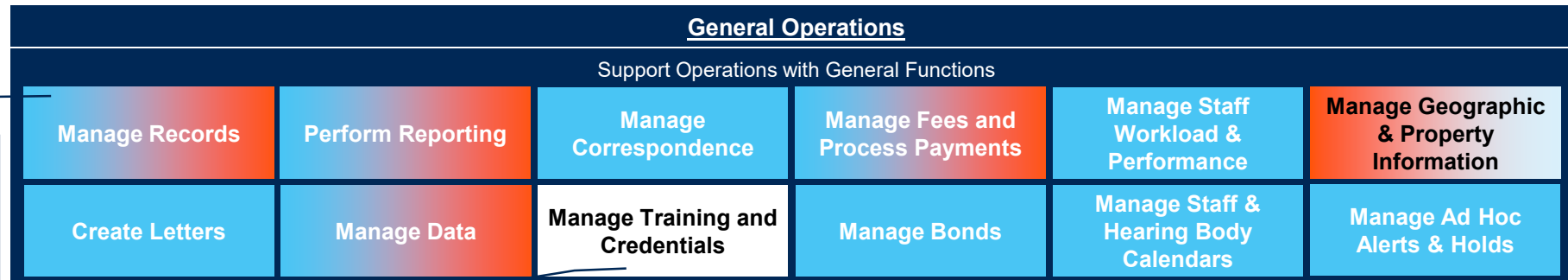
General Operations



LADBS Business Capabilities - Details

General Operations – Documents, Letters, and Property Information

Legend		
Targeted to be supported by the new core system		
Other LADBS System	Non-LADBS System	



IDIS would continue to store officially issued docs such as permits & CofO's

Manage Building & Safety Codes

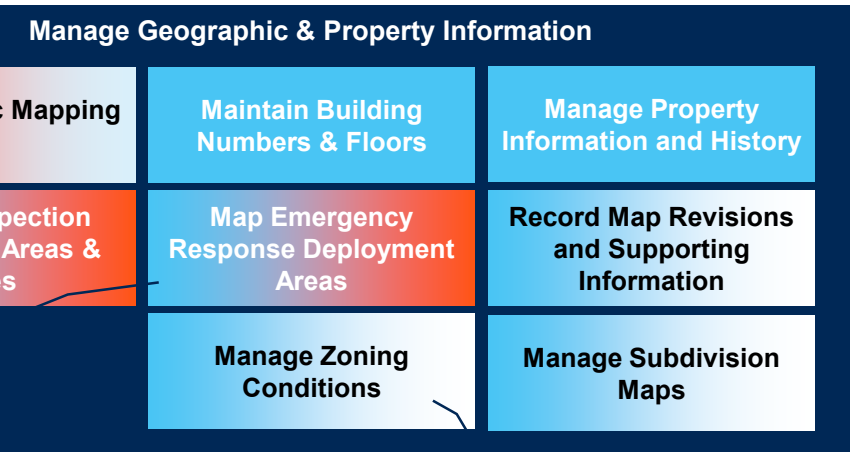
Training and certificates can be maintained in other City, LADBS or outside systems, such as ICC. In the Inspection's capabilities, the new system would identify inspectors' trade or discipline for inspection assignments

Commonly used LADBS-related City Ordinances, Building & Inspection Codes to be available for use in the new system.

LADBS operates BIO – Building Information Online

The new system will likely not be a full map editing system (GIS). New maps will likely need to be drawn in BIO first

The new system should manage letter templates and associated embedded signatures and seals. Bluebeam will continue to manage stamps and associated seals /signatures



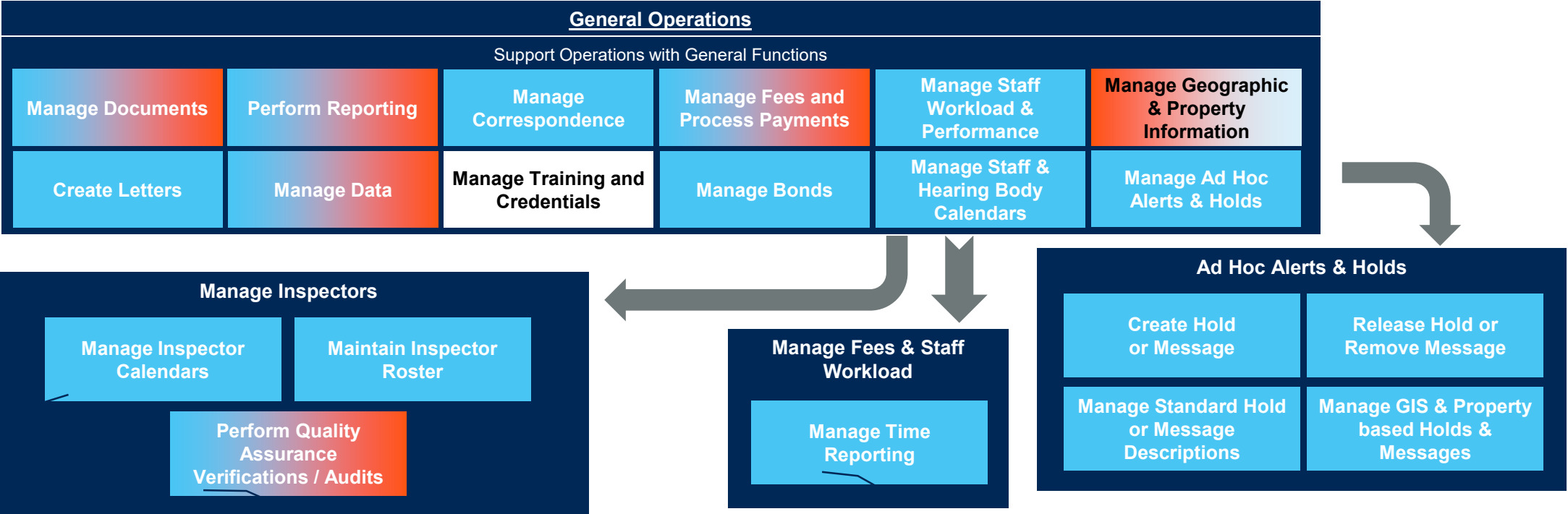
Some zoning items have to be verified with DCP such as conditions from entitlement cases

Mapping & addressing is handled through BOE, Maps Tracking System and NavigateLA

LADBS Business Capabilities - Details

General Operations – Time Reporting and Ad Hoc Alerts & Holds

Legend	
Targeted to be supported by the new core system	
Other LADBS System	Non-LADBS System



The new system will need to support tracking inspectors' availability in order to perform some automated assignment & scheduling in specific areas or circumstances

The new system will handle supervisor reviews and quality audits / sampling

Staff measures of effectiveness (MOE) would continue to be in a separate system

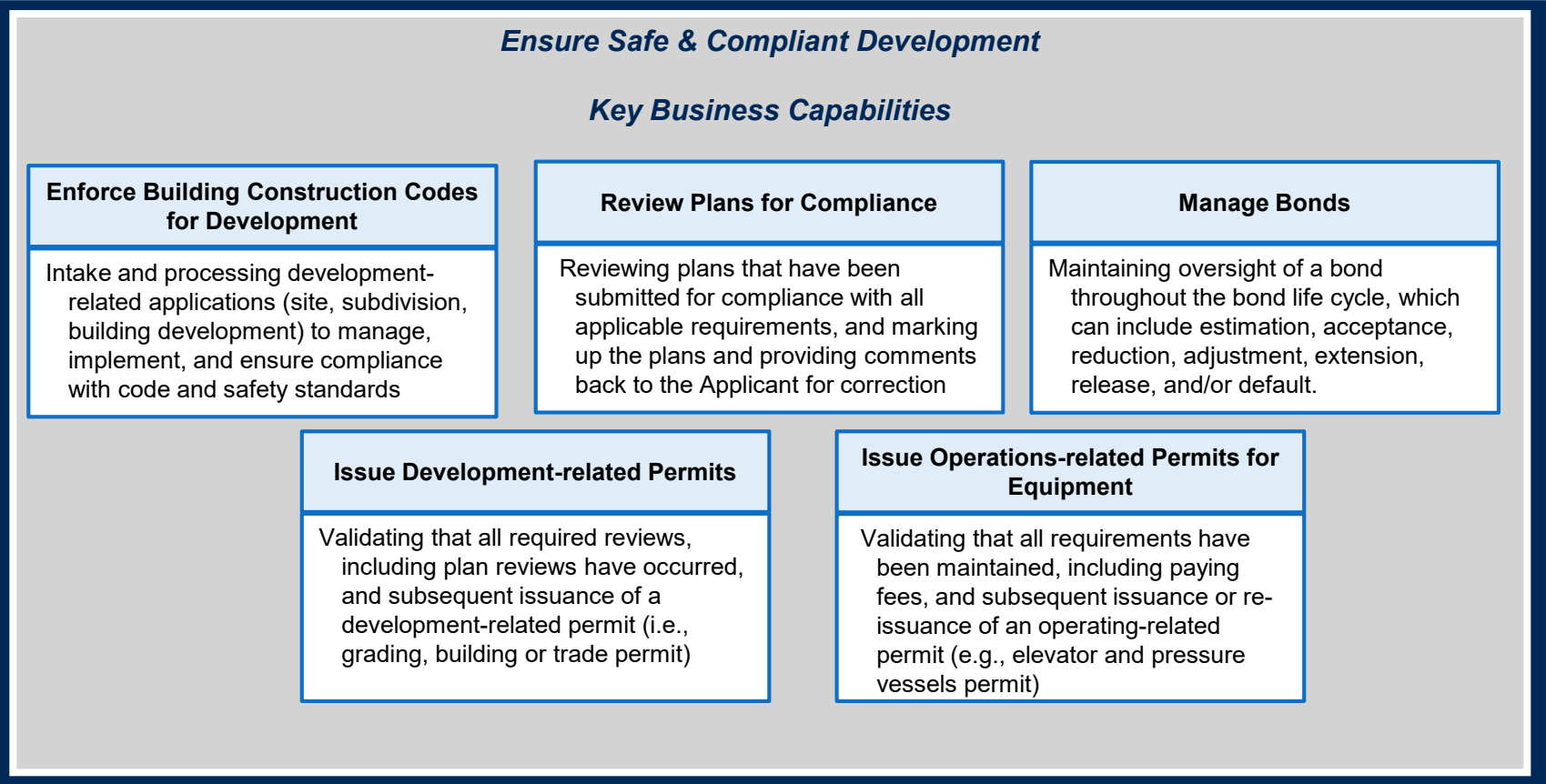
LADBS has requests in the future state that all time be entered into one system.

The new system will need to track time for customer billing (e.g., plan check and inspections).

LADBS
Business Capabilities
Permitting

LADBS Business Capability Descriptions

Permitting

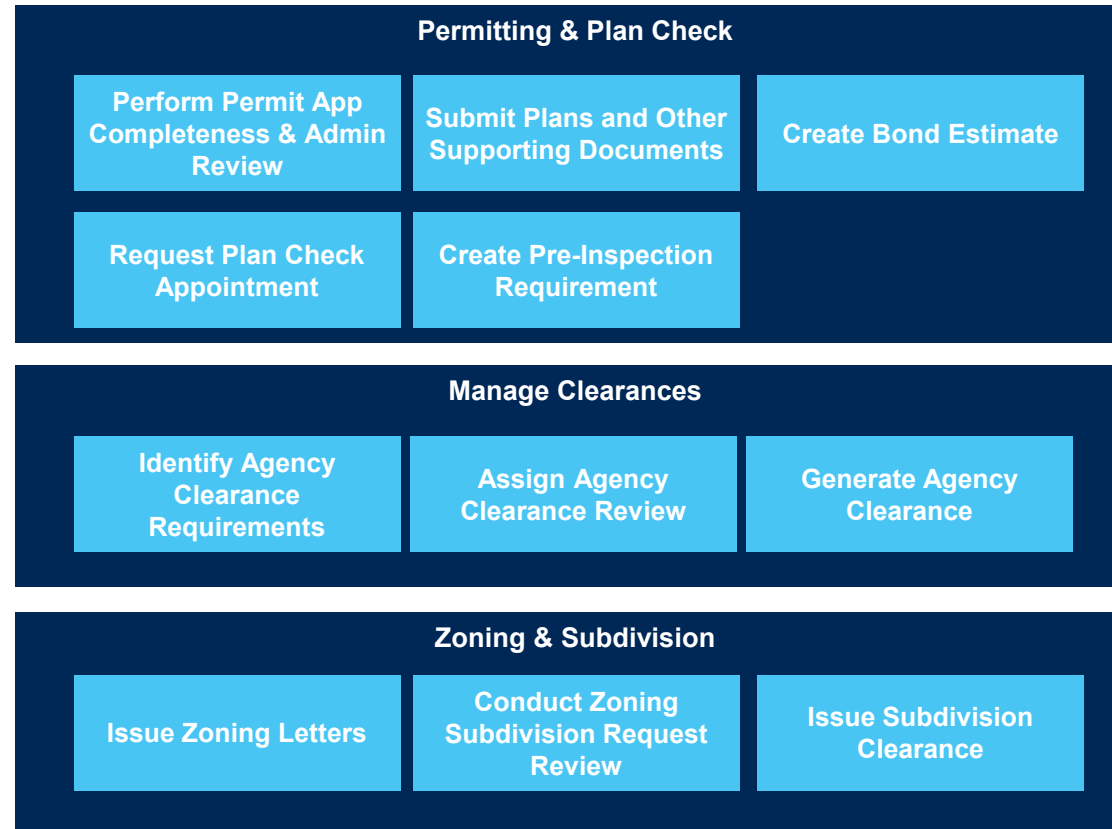


LADBS Business Capabilities - Details

Permitting – Plan Check, Clearances, Zoning & Subdivision

Legend	
Targeted to be supported by the new core system	
Other LADBS System	Non-LADBS System

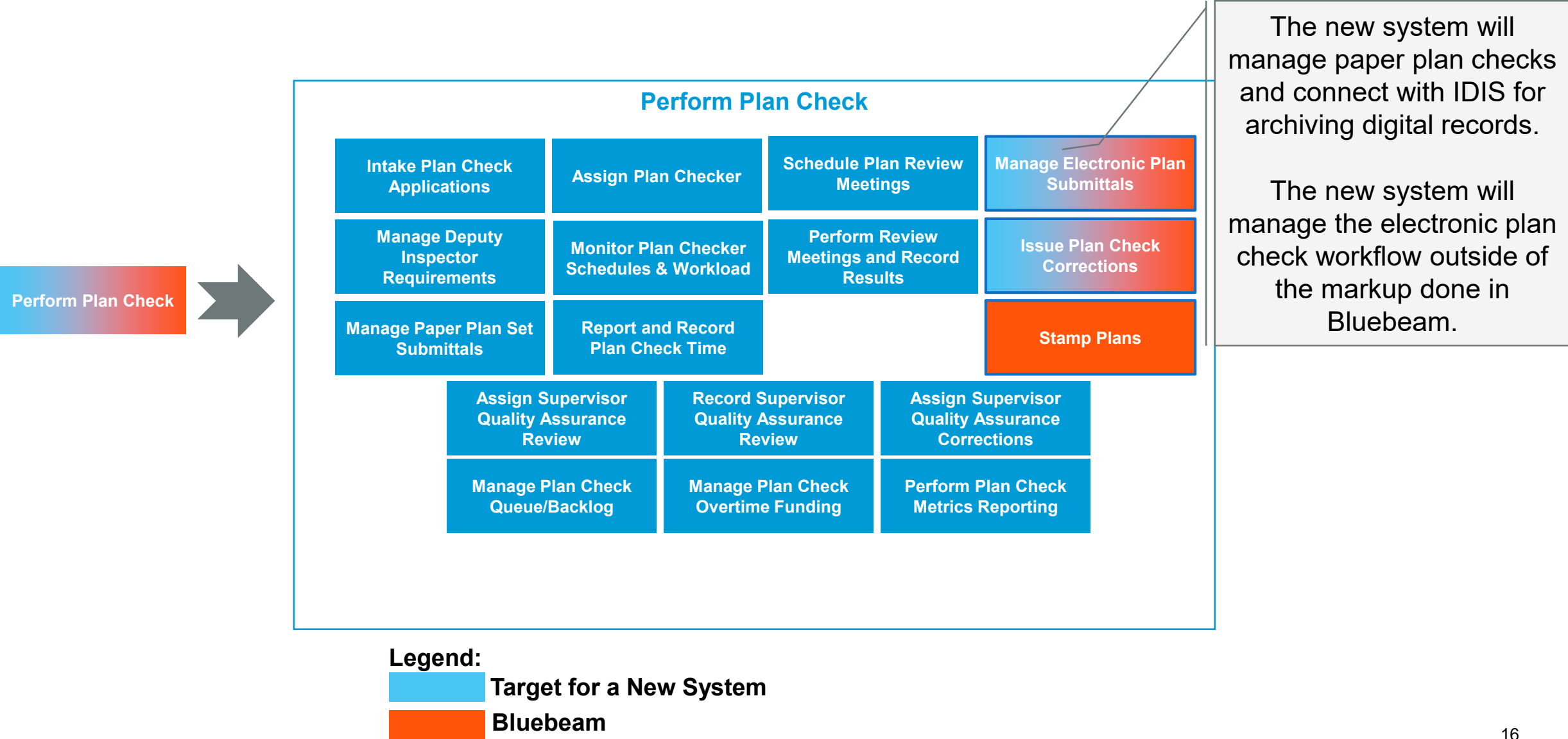
Permitting	
Ensure Safe and Compliant Development & Equipment	
Process Applications and Supporting Docs for Permits	Perform Plan Check
Manage Building Codes and Modifications	Conduct Preliminary Plan Check & Plan Check Meetings
Manage and Provide Agency Clearances	Issue Special Events Permits
Issue Development-related Permits	Issue Operations-related Permits
Issue & Manage Product Approvals	Manage Mitigation & Monitoring Programs



★ Detailed sub-capabilities broken out in next slide.

LADBS Business Capabilities

Plan Check – Paper, Electronic, & Backlog /Overtime Planning



LADBS Business Capabilities - Details

Permitting – Code Modifications

Legend	
Targeted to be supported by the new core system	
Other LADBS System	Non-LADBS System

Permitting	
Ensure Safe and Compliant Development & Equipment	
Process Applications and Supporting Docs for Permits	Perform Plan Check
Manage Building Codes and Modifications	Conduct Preliminary Plan Check & Plan Check Meetings
Manage and Provide Agency Clearances	Issue Special Events Permits
Issue Development-related Permits	Issue Operations-related Permits
Issue & Manage Product Approvals	Manage Mitigation & Monitoring Programs



Code Modifications		
Intake Code Modifications Requests	Assign Code Modifications Review	Perform Code Modifications Review
Generate Code Modifications Clearance	Assess Code Modifications Fees	Track Code Modifications

LADBS Business Capabilities - Details

Permitting – Mitigation Programs & Test Lab

Legend

Targeted to be supported by the new core system

Other LADBS System

Non-LADBS System

Permitting

Ensure Safe and Compliant
Development & Equipment

Process Applications
and Supporting Docs
for Permits

Perform Plan Check

Manage Building
Codes and
Modifications

Conduct Preliminary
Plan Check & Plan
Check Meetings

Manage and Provide
Agency Clearances

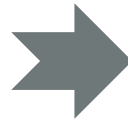
Issue Special Events
Permits

Issue Development-
related Permits

Issue Operations-
related Permits

Issue & Manage
Product Approvals

Manage Mitigation &
Monitoring Programs



Mitigation & Monitoring Programs (i.e., Seismic Retrofitting and EBEWE)

Set up and Manage
Building Mitigation
Programs

Maintain Building
Mitigation Programs
Information

Issue Building
Program Mitigation
Notices

Manage Mitigation
Status

Assess Noncompliance
Fees

Issue Noncompliance
Notice

Materials & Product Testing

Submit Materials
Application and
Supporting Docs

Assign Test Lab
Materials Review

Perform Materials
Review /Test

Issue Material or
Product Approval

Manage Test Lab
Approval Conditions

Purchase Approved
Product Labels

Materials Testing Lab tests products as well as produces approval certificates and letters for 3rd party testing agencies and listing agencies that certify/list products.

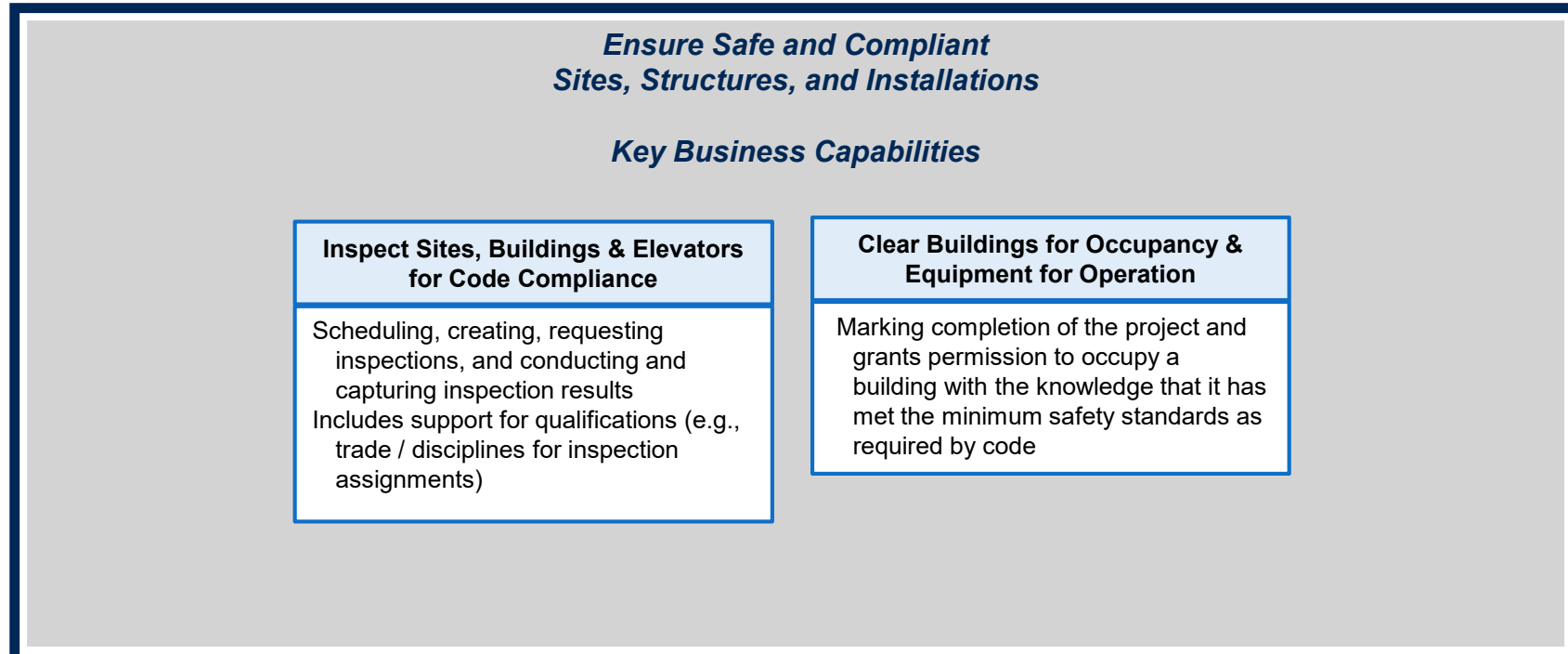
LADBS

Business Capabilities

Inspections

LADBS Business Capability Descriptions

Inspections



LADBS Business Capabilities - Details

Inspections

Legend

Targeted to be supported by the new core system

Other LADBS System

Non-LADBS System

Inspections	
Ensure Safe and Compliant Sites, Structures, and Installations	
Perform Inspections Prior to Permitting	Conduct Development-related Inspections
Conduct Periodic Inspections	Manage Inspection Outcomes
Certify Buildings for Occupancy & Equipment for Operation	Issue Certificates of Occupancy
Conduct Field Testing	Conduct Emergency / Rehab Inspections
Monitor Haul Routes	



General Inspections Management		
Manage Required and Standard Inspections	Manage Standard Inspection Durations	Request Inspection
Maintain Inspector Trades & Disciplines	Create and Schedule Inspection	Assign Inspector
Create Order of Inspections /Routes	Manage Inspection Checklists, Logs & Clearances	Schedule Virtual Inspection Meeting
Create and Distribute Corrections Letter / Notice / Order	Manage Final Project Clearance and Completion	Issue Utility Release
Conduct Pre-Inspection	Cancel Inspections	Assign Quality Assurance Review
Perform Grading Report or Grading Modification Review	Manage Off-Site Sign Inspections	Schedule Annual Inspections / Verifications

AIRS (LADBS' IVR) will continue to be used by the public to request inspections

LADBS Business Capabilities - Details

Inspections

Legend

Targeted to be supported by the new core system

Other LADBS System

Non-LADBS System

Inspections	
Ensure Safe and Compliant Sites, Structures, and Installations	
Perform Inspections Prior to Permitting	Conduct Development-related Inspections
Conduct Periodic Inspections	Manage Inspection Outcomes
Certify Buildings for Occupancy & Equipment for Operation	Issue Certificates of Occupancy
Conduct Field Testing	Conduct Emergency / Rehab Inspections
Monitor Haul Routes	



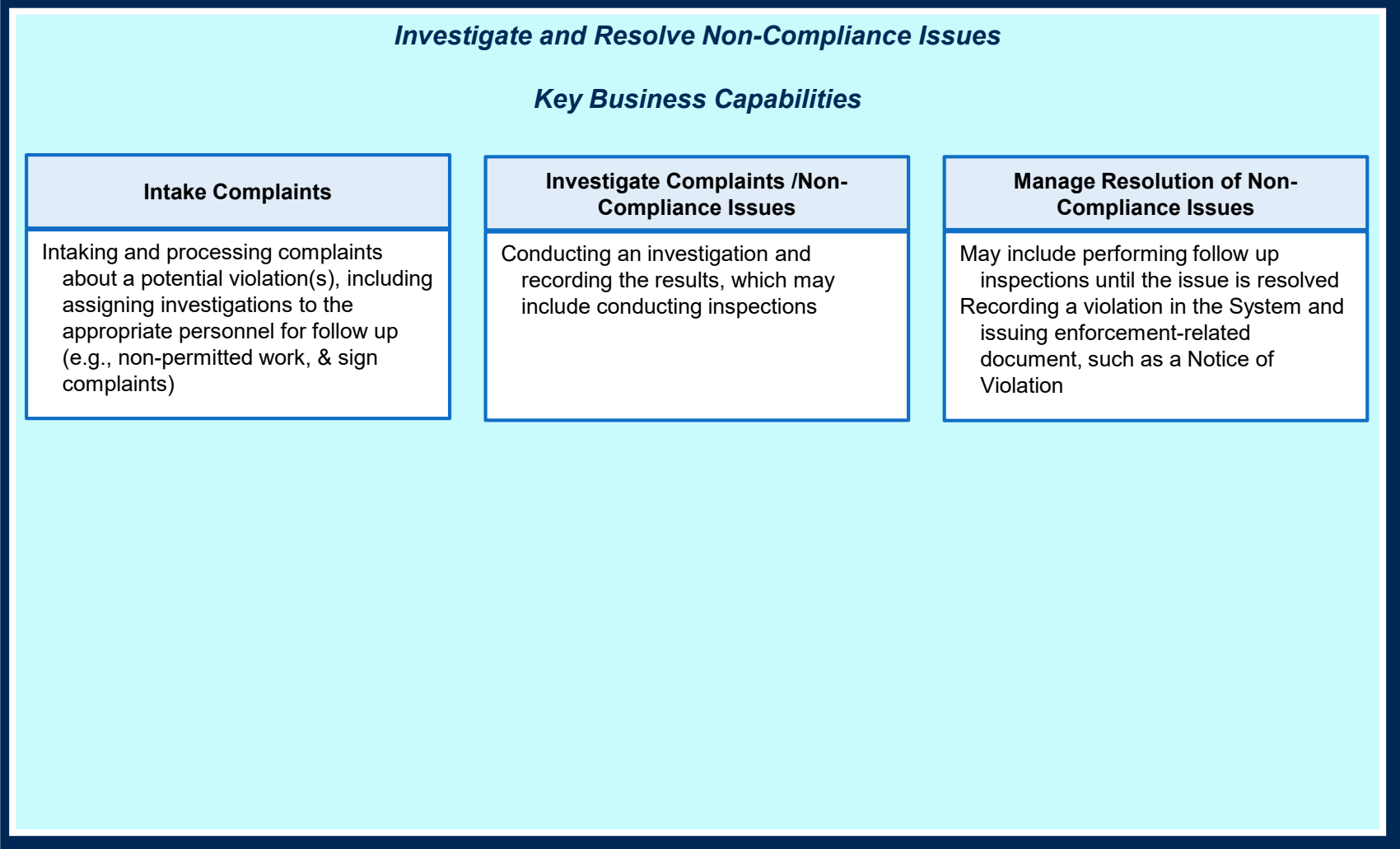
Emergency / Rehab Inspections		
Perform Field Rapid Assessment Inspections	Record Building / Property Damages	Track and Manage Building / Property Damage Type
Issue Habitation Clearance Communications	Calculate Cost to Repair Estimate	Issue Damage Reimbursement Forms
Manage Critical Building / Property Information		Track and Manage Emergency Zone Maps

Test Lab: Field Testing & Inspections		
Assign Electrical Field Test	Perform Electrical Field Test	Record Field Test Outcome and Notes
Manage Electrical Field Test Requirements		

LADBS
Business Capabilities
Code Enforcement

LADBS Business Capability Descriptions

Code Enforcement



LADBS Business Capabilities - Details

Code Enforcement

Legend

Targeted to be supported by the new core system

Other LADBS System

Non-LADBS System

Code Enforcement
Investigate and Resolve Compliance Issues
Intake Complaints
Investigate Complaints/ Non-Compliance Issues
Issue Notices of Violation & Orders to Comply / Citations
Conduct Proactive Code Enforcement
Manage Abatement Programs



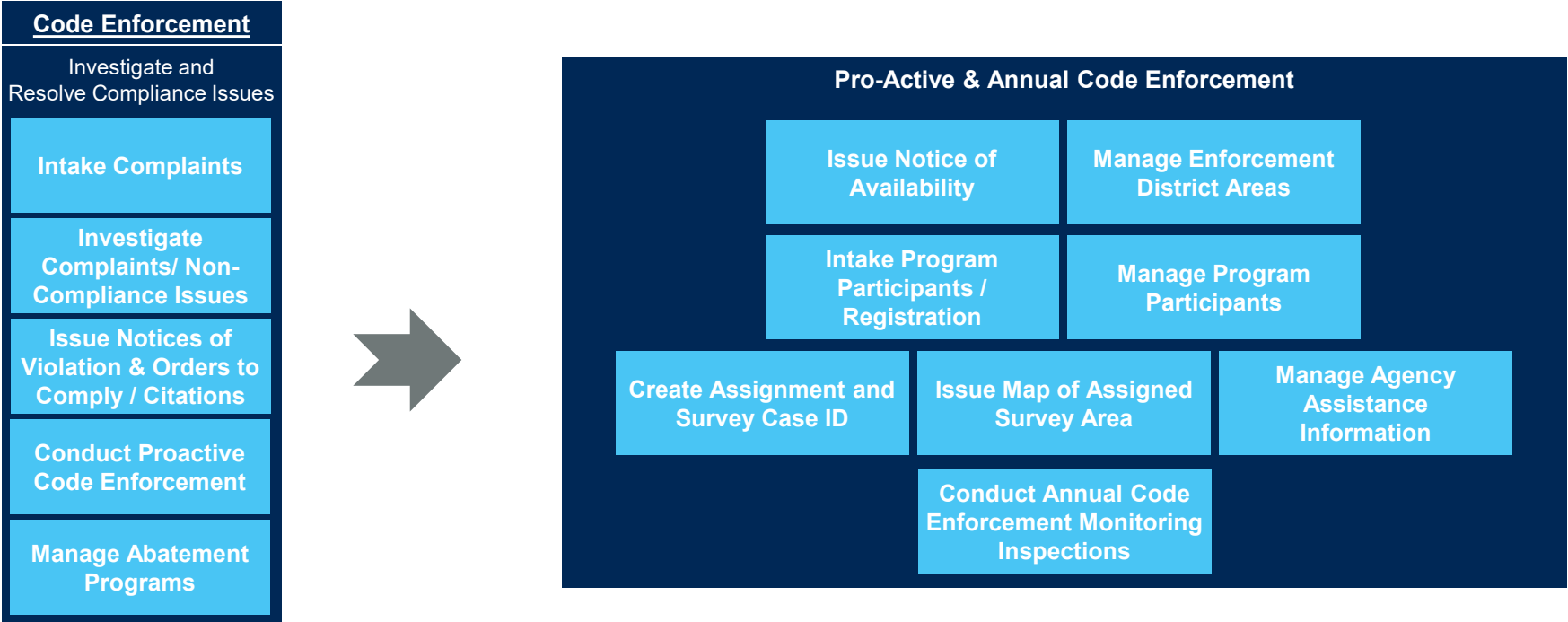
Manage Complaints		
Submit Complaints / Potential Violations	Intake Complaints / Potential Violations	Assign Complaint Reviews
Review & Investigate Complaints	Track Outstanding & Repeat Violations	Manage Non-Compliance Filings
Manage Compliance Conditions	Reinvestigate /Follow Up on Violations	Generate Referral for Property Lien
		Intake Potential Violations Reporting from Other DSDs

Reporting of potential STVR violations and LADBS confirmation will continue to occur in the system outside of LADBS with no interface to the new system

LADBS Business Capabilities - Details

Code Enforcement – Pro-Active & Annual Code Enforcement

Legend	
Targeted to be supported by the new core system	
Other LADBS System	Non-LADBS System



LADBS Business Capabilities - Details

Code Enforcement

Legend

Targeted to be supported by the new core system

Other LADBS System

Non-LADBS System

Code Enforcement
Investigate and Resolve Compliance Issues
Intake Complaints
Investigate Complaints/ Non-Compliance Issues
Issue Notices of Violation & Orders to Comply / Citations
Conduct Proactive Code Enforcement
Manage Abatement Programs



Manage Abatement Programs	
Issue an Order to Abate	Receive Statement of Intent from Owner
Create Abatement Work Order	Receive Abatement Bids
Award Abatement Work Order to Contractor	Monitor and Inspect Abatement Work Order Progress
Receive Invoices	Issue Abatement Work Order Payments
Send Abatement Work to Collections/Lien	Maintain Abatement Contractors Database

Abatement contracting is done on a yearly basis outside of the abatement program

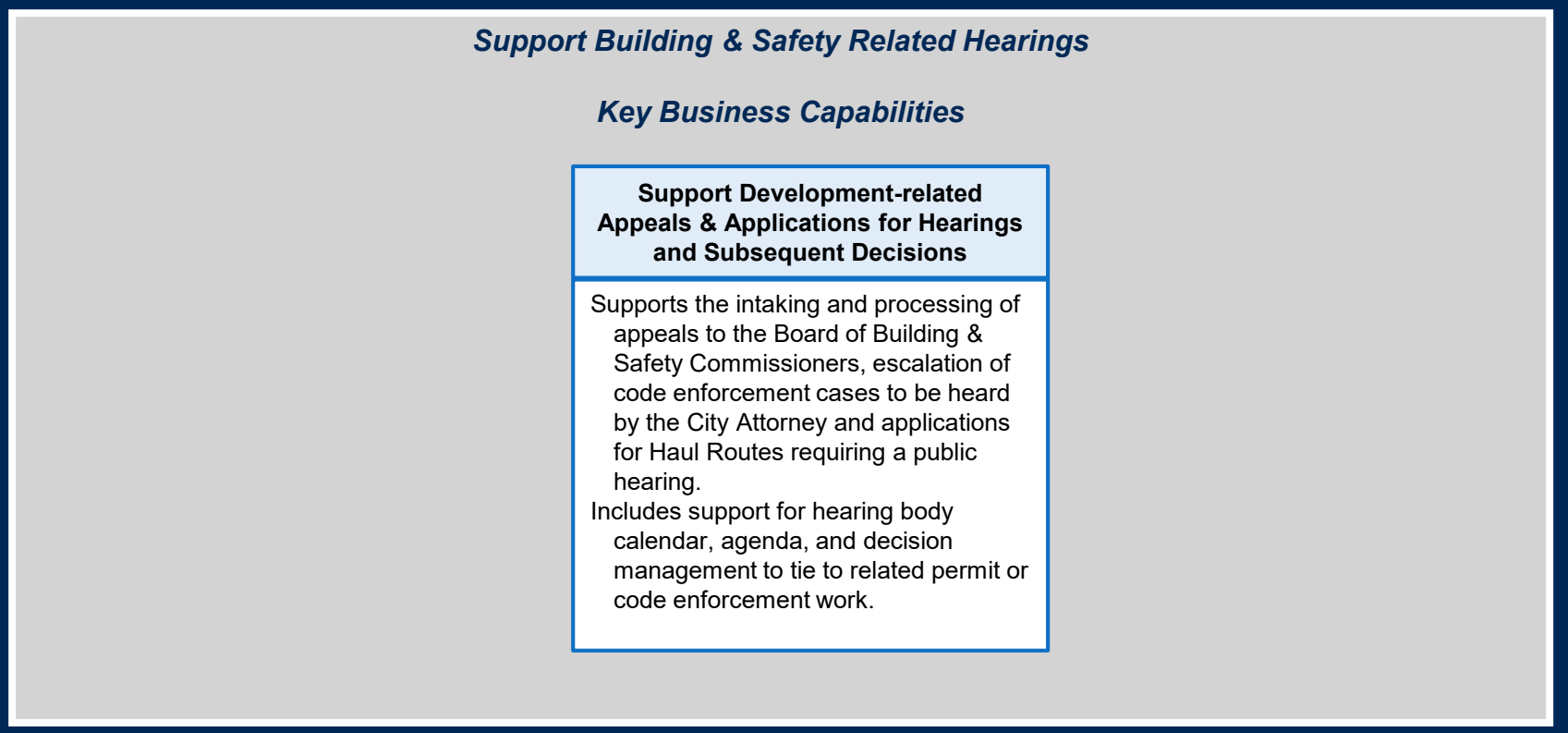
LADBS

Business Capabilities

Hearings

LADBS Business Capability Descriptions

Hearings



LADBS Business Capabilities - Details

Hearings

Legend

Targeted to be supported by the new core system

Other LADBS System

Non-LADBS System

Hearings
Support Building & Safety Related Hearings
Manage Building & Safety Commissioners Hearings & Appeals
Conduct Enforcement Hearings w/City Attorney
Manage Public Hearings on Haul Routes



Public & Enforcement Hearings		
Intake Appeal or Hearing Request	Process Appeal	Manage Hearing Calendar
Draft Staff Report on Haul Routes	Schedule Hearings	Assign Hearings Body
Issue Legal Advertising/Notice of Hearing	Manage Affidavits & Applicant Pre-Hearing Requirements	Conduct Hearings
Capture Hearing Decision	Manage Approved Haul Routes	Submit Appeal Request by Other Departments

LADBS
Business Capabilities
Licensing

LADBS Business Capability Descriptions

Licensing



LADBS Business Capabilities - Details

Licensing – Certified Licensed Contractors & General Licensing

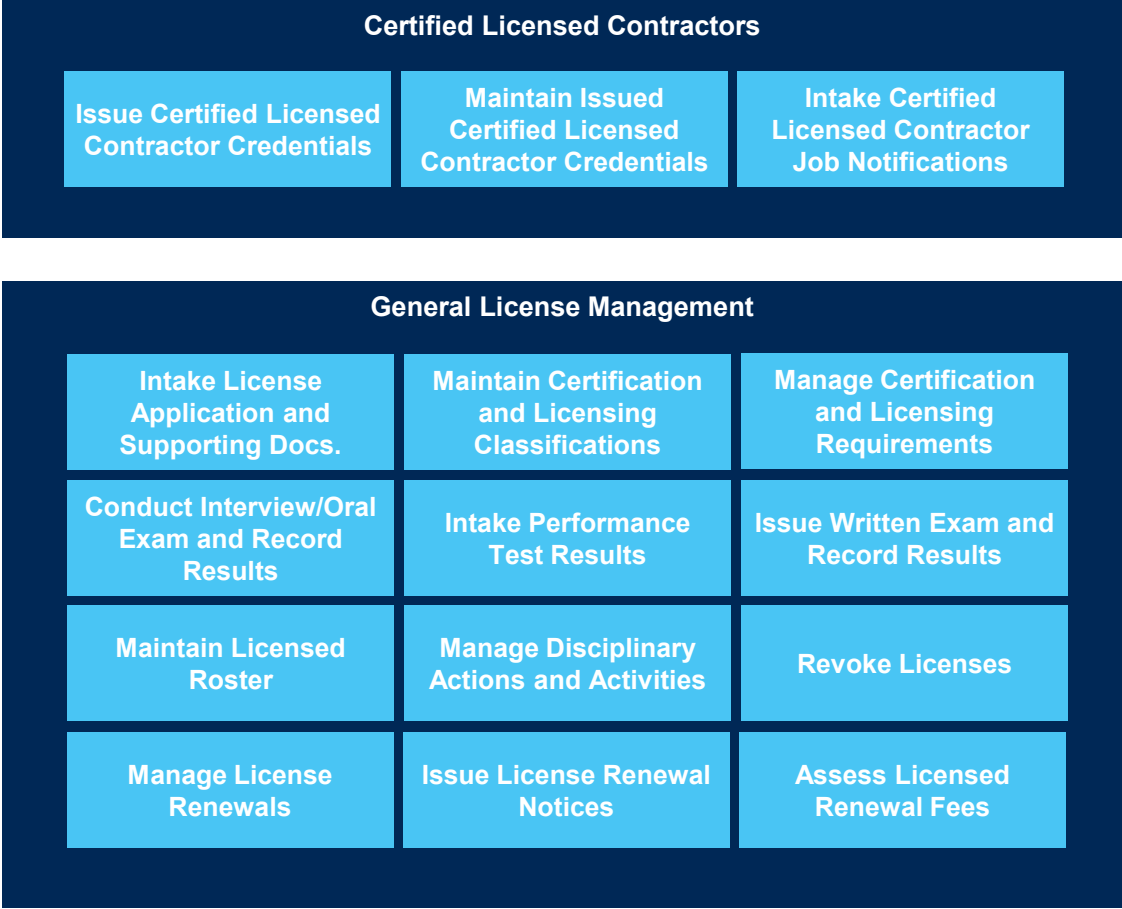
Legend

Targeted to be supported by the new core system

Other LADBS System

Non-LADBS System

Licensing
Ensure Safe and Compliant Professionals and Agencies
Manage Trade Licenses & Registered Deputy Inspectors
Manage Recognized Listing/Testing Agencies & Fabricators
Issue Licenses and Manage Renewals



LADBS Business Capabilities - Details

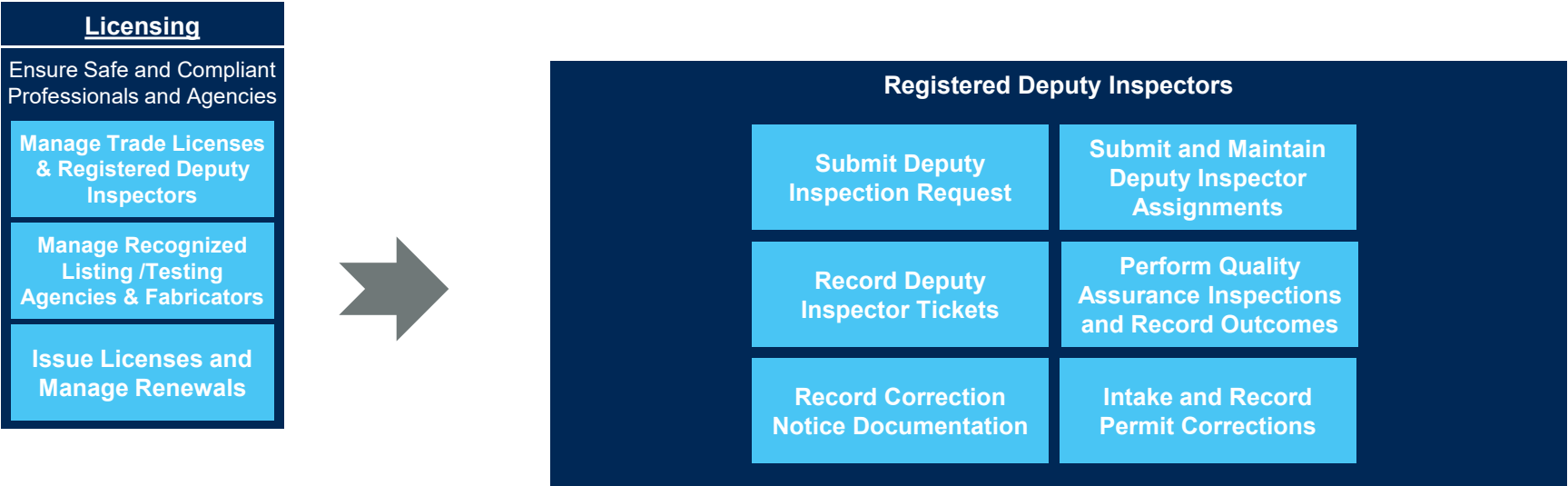
Licensing – Registered Deputy Inspectors

Legend

Targeted to be supported by the new core system

Other LADBS System

Non-LADBS System



LADBS Business Capabilities - Details

Licensing – Recognized Agencies & Fabrication Shops

Legend	
Targeted to be supported by the new core system	
Other LADBS System	Non-LADBS System

Licensing
Ensure Safe and Compliant Professionals and Agencies
Manage Trade Licenses & Registered Deputy Inspectors
Manage Recognized Listing /Testing Agencies & Fabricators
Issue Licenses and Manage Renewals



Recognized Listing /Testing Agency & Fabricator Registration		
Submit Recognized Agency or Fabricator Registration Application	Review Recognized Agency or Fabricator Application	Review Recognized Agency Test Results
Conduct Fabricator Shop Inspection	Issue Recognized Agency or Fabricator License	Publish Recognized Agency or Fabricator Roster

Recognized Agencies include 3rd party Testing Agencies that test product and Listing Agencies that certify / list products.

CITY OF LOS ANGELES

**DEPARTMENT OF BUILDING AND
SAFETY**

LA City Permitting System

CONFIGURATION ITEMS

201 North Figueroa Street
Los Angeles, CA 90012

CONFIGURATION ITEMS
Record Types

APPENDIX 4

Category	Total Number
Permits, Applications for / Issuance of (Plan Checks align to Permits)	60
Inspections	174
Code Enforcement (Cases + CSRs)	62
Licenses	41
Letters, Templates not including Permits, COOs, OTCs, & Licenses	14
Reports, for management & other data analytics	328

2019 Permits

Permit Type	Permit Sub-Type	Permit Applications Filed 2019	Permits Filed and Issued in 2019	Permits Filed before 2019 and Issued in 2019
1 Bldg-Addition	1 or 2 Family Dwelling	7796	5978	1701
2 Bldg-Addition	Apartment	150	73	23
3 Bldg-Addition	Commercial	387	172	95
4 Bldg-Alter/Repair	1 or 2 Family Dwelling	31434	28627	1123
5 Bldg-Alter/Repair	Apartment	12643	9734	2397
6 Bldg-Alter/Repair	Commercial	10262	7839	1543
7 Bldg-Demolition	1 or 2 Family Dwelling	5002	1978	371
8 Bldg-Demolition	Apartment	484	179	62
9 Bldg-Demolition	Commercial	978	357	67
10 Bldg-New	1 or 2 Family Dwelling	5447	3545	2197
11 Bldg-New	Apartment	667	157	251
12 Bldg-New	Commercial	745	283	215
13 Bldg-Relocation	1 or 2 Family Dwelling	9	2	1
14 Bldg-Relocation	Apartment	0	0	0
15 Bldg-Relocation	Commercial	0	0	0
16 Electrical	1 or 2 Family Dwelling	28085	26507	70
17 Electrical	Apartment	9225	8478	183
18 Electrical	Commercial	20201	17815	663
19 Electrical	Public Safety Only	286	285	1
20 Electrical	Special Equipment	807	796	0
21 Elevator	1 or 2 Family Dwelling	240	212	15
22 Elevator	Apartment	992	947	31
23 Elevator	Commercial	1137	1078	32
24 Fire Sprinkler	1 or 2 Family Dwelling	4353	3752	17
25 Fire Sprinkler	Apartment	847	596	48
26 Fire Sprinkler	Commercial	3295	2567	58
27 Grading	1 or 2 Family Dwelling	7885	2615	686
28 Grading	Apartment	540	220	144
29 Grading	Commercial	659	334	112
30 HVAC	1 or 2 Family Dwelling	7543	7316	4
31 HVAC	Apartment	4841	4429	137
32 HVAC	Commercial	5160	4427	258
33 Nonbldg-Addition	1 or 2 Family Dwelling	33	23	1
34 Nonbldg-Addition	Apartment	4	1	0
35 Nonbldg-Addition	Commercial	6	3	2
36 Nonbldg-Alter/Repair	1 or 2 Family Dwelling	515	442	15
37 Nonbldg-Alter/Repair	Apartment	56	39	5
38 Nonbldg-Alter/Repair	Commercial	598	400	157
39 Nonbldg-Demolition	1 or 2 Family Dwelling	7	3	0
40 Nonbldg-Demolition	Apartment	0	0	0
41 Nonbldg-Demolition	Commercial	14	5	2
42 Nonbldg-New	1 or 2 Family Dwelling	2477	1675	584
43 Nonbldg-New	Apartment	393	210	139

Permit Type	Permit Sub-Type
1 Bldg-Addition	1 or 2 Family Dwelling
2 Bldg-Addition	Apartment
3 Bldg-Addition	Commercial
4 Bldg-Alter/Repair	1 or 2 Family Dwelling
5 Bldg-Alter/Repair	Apartment
6 Bldg-Alter/Repair	Commercial
7 Bldg-Demolition	1 or 2 Family Dwelling
8 Bldg-Demolition	Apartment
9 Bldg-Demolition	Commercial
10 Bldg-New	1 or 2 Family Dwelling
11 Bldg-New	Apartment
12 Bldg-New	Commercial
13 Bldg-Relocation	1 or 2 Family Dwelling
14 Bldg-Relocation	Apartment
15 Bldg-Relocation	Commercial
16 Electrical	1 or 2 Family Dwelling
17 Electrical	Apartment
18 Electrical	Commercial
19 Electrical	Public Safety Only
20 Electrical	Special Equipment
21 Elevator	1 or 2 Family Dwelling
22 Elevator	Apartment
23 Elevator	Commercial
24 Fire Sprinkler	1 or 2 Family Dwelling
25 Fire Sprinkler	Apartment
26 Fire Sprinkler	Commercial
27 Grading	1 or 2 Family Dwelling
28 Grading	Apartment
29 Grading	Commercial
30 HVAC	1 or 2 Family Dwelling
31 HVAC	Apartment
32 HVAC	Commercial
33 Nonbldg-Addition	1 or 2 Family Dwelling
34 Nonbldg-Addition	Apartment
35 Nonbldg-Addition	Commercial
36 Nonbldg-Alter/Repair	1 or 2 Family Dwelling
37 Nonbldg-Alter/Repair	Apartment
38 Nonbldg-Alter/Repair	Commercial
39 Nonbldg-Demolition	1 or 2 Family Dwelling
40 Nonbldg-Demolition	Apartment
41 Nonbldg-Demolition	Commercial
42 Nonbldg-New	1 or 2 Family Dwelling
43 Nonbldg-New	Apartment

Permit Type	Permit Sub-Type	Permit Applications Filed 2019	Permits Filed and Issued in 2019	Permits Filed before 2019 and Issued in 2019
44 Nonbldg-New	Commercial	1072	691	212
45 Plumbing	1 or 2 Family Dwelling	15668	15001	26
46 Plumbing	Apartment	12225	11127	193
47 Plumbing	Commercial	7438	6381	255
48 Pressure Vessel	1 or 2 Family Dwelling	19	19	0
49 Pressure Vessel	Apartment	175	165	0
50 Pressure Vessel	Commercial	220	211	0
51 Sign	Offsite	77	32	1
52 Sign	Onsite	3426	1889	172
53 Swimming-Pool/Spa	1 or 2 Family Dwelling	2550	2194	296
54 Swimming-Pool/Spa	Apartment	71	68	29
55 Swimming-Pool/Spa	Commercial	43	27	13
56 Temporary Special Event	1 or 2 Family Dwelling	96	96	0
57 Temporary Special Event	Apartment	42	42	0
58 Temporary Special Event	Commercial	2527	2527	0
59 Temporary Special Event	Public Way	47	47	0
60 Temporary Special Event	Vacant Land	70	70	0
TOTALS		221,969	184,686	14,607

Permit Type	Permit Sub-Type
44 Nonbldg-New	Commercial
45 Plumbing	1 or 2 Family Dwelling
46 Plumbing	Apartment
47 Plumbing	Commercial
48 Pressure Vessel	1 or 2 Family Dwelling
49 Pressure Vessel	Apartment
50 Pressure Vessel	Commercial
51 Sign	Offsite
52 Sign	Onsite
53 Swimming-Pool/Spa	1 or 2 Family Dwelling
54 Swimming-Pool/Spa	Apartment
55 Swimming-Pool/Spa	Commercial
56 Temporary Special Event	1 or 2 Family Dwelling
57 Temporary Special Event	Apartment
58 Temporary Special Event	Commercial
59 Temporary Special Event	Public Way
60 Temporary Special Event	Vacant Land

Count	Type	Description
1	Building	New building or structure
2	Building	Addition to building
3	Building	Structural alteration to building or structure
4	Building	Interior modification and change of floor plan
5	Building	Change of use and/or occupancy
6	Building	Parking layout change
7	Building	Use-of-land, such as recycling deposit center, open air storage, outdoor temporary events
8	Building	Signs and sign structures
9	Building	Fences, retaining walls and shoring plans
10	Electrical	Theaters or motion picture theaters
11	Electrical	Places of assembly
12	Electrical	All health care facilities within the scope of Article 517 of the C.E.C.
13	Electrical	A new building or an addition to a building if the computed area exceeds 30,000 square feet (2,787 m ²), any installation if the total load exceeds 400 amperes, or the installation of equipment rated 600 amperes or more. The computed area shall be the sum of the areas on each floor bounded by the outside surfaces of the exterior walls and shall include floor areas beneath building projections which extend more than 6 feet (1829 mm).
14	Electrical	All electrical installations over 600 volts.
15	Electrical	Installation in locations classified as hazardous locations, unless otherwise satisfactory to the Department.
16	Electrical	Projects which include the installation of exit signs, egress lighting or security lighting.
17	Electrical	Installation of a complicated electrical system as determined by the Department, such as, Emergency, Legally Required Standby, Fire Alarm, and Gas Detection Systems, except for the following: The addition of strobe power supplies and their attached devices connected to any existing fire control unit or panel, The installation of special extinguishing, central station monitoring systems, dialers, and their attached devices, The addition of any fire warning devices connected to an existing programmable fire warning system, Installation of lighting fixtures weighing more than 300 pounds, Installation of electrical devices, equipment and lighting systems subject to the California Energy Code
18	Elevator/Pressure Vessel	Installation of any elevator, lift, dumbwaiter, or escalator.
19	Elevator/Pressure Vessel	modification of any elevator, lift, dumbwaiter, or escalator.
20	Fire Sprinkler	Class H Standpipes
21	Fire Sprinkler	Standpipes: Wet, Dry, or Combination (Class I, II, III)
22	Fire Sprinkler	Fire pump systems
23	Fire Sprinkler	Fire hydrant systems
24	Fire Sprinkler	Hand hose systems connected to fire sprinkler piping
25	Fire Sprinkler	Monitor nozzle systems
26	Fire Sprinkler	Fire sprinkler systems
27	Grading	Slope repairs
28	Grading	Landslide repairs or removal
29	Grading	Tract Grading
30	Grading	Mass Grading
31	Grading	Site preparation
32	Grading	Removal and recompaction for building pads
33	Grading	Basement excavations for new buildings in Hillside area
34	Grading	Pool excavations for new pools in Hillside area
35	Grading	Retaining walls cuts, backcuts, and backfill
36	Mechanical HVAC	Installations where the aggregate BTU/H input capacity is 500,000 BTU/H (2299.3 L/W) and over, for comfort heating, or for comfort-cooling, or for absorption units for commercial applications
37	Mechanical HVAC	Installations where the system BTU/H input capacity is 500,000 BTU/H (2299.3 L/W) and over for comfort heating, or for comfort cooling, or for absorption units for residential applications
38	Mechanical HVAC	Smoke-control systems
39	Mechanical HVAC	Any comfort-cooling compressor or refrigeration compressor for any system which contains any Group B refrigerant
40	Mechanical HVAC	Any commercial cooking hood and ventilation system
41	Mechanical HVAC	Product conveying ventilation systems
42	Mechanical HVAC	Engineered water heater/heating appliance vents
43	Plumbing	Drainage systems.
44	Plumbing	Drainage and vent systems for a building or structure involving fixtures that discharge 217 or more drainage fixture units.
45	Plumbing	Drainage pumps and ejectors.
46	Plumbing	Combination waste and vent systems.
47	Plumbing	Fuel gas piping with any of the following: Systems having more than 10 outlets, Medium pressure gas systems, High pressure gas systems, Methane gas extraction systems.
48	Plumbing	Potable water piping with any of the following: Systems requiring a 2-inch or larger supply, Systems designed from the procedure in Section 610.5 of the Uniform Plumbing Code. Exception: Plan check is not required for existing systems, that are added to or altered, with branch lines that serve less than 20 fixture units and sized by Table 6-4.

Count	Type	Description
49	Plumbing	Rainwater piping systems with more than 10 interconnected rainwater or overflow drains, or a rainwater pump.
50	Plumbing	Special water piping systems for reclaimed water piping.
51	Plumbing	Lawn sprinkler systems required for irrigation of cut-and-fill slopes in hillside areas.
52	Plumbing	Subsurface drainage piping.
53	Plumbing	Swimming pool circulating water systems.
54	Disabled Access	New construction to an apartment and/or commercial building for a building permit will also be separately reviewed for disabled access and accessibility.
55	Disabled Access	Alteration to an apartment and/or commercial building for a building permit will also be separately reviewed for disabled access and accessibility.
56	Green Building	Plans submitted for all new construction, addition, alteration that increase the building's conditioned volume, or alteration with a valuation greater than \$200,000 for a building permit will also be separately reviewed for compliance to the Green Building Code.
57	Temporary Special Event	Tents or canopies, larger than 450 square foot, on a residential property.
58	Temporary Special Event	Tents or canopies, larger than 12 feet in length or width, on a commercial property.
59	Temporary Special Event	Stages or platforms more than 30 inches above grade (structures higher than 30 inches intended for live loads require approved engineering prior to inspection).
60	Temporary Special Event	Grandstands or bleachers.
61	Temporary Special Event	Structures higher than 12 feet.

Inspection Type	Permit Type	Inspections Conducted in 2019
1 AIM Verification	Bldg-Addition	86
2 AIM Verification	Bldg-Alter/Repair	501
3 AIM Verification	Bldg-New	218
4 AIM Verification	Nonbldg-Alter/Repair	15
5 AIM Verification	Nonbldg-New	126
6 AIM Verification	Swimming-Pool/Spa	6
7 Approved Compaction Report	Grading	1905
8 BUILDING-Rough-Frame	Bldg-Addition	12979
9 BUILDING-Rough-Frame	Bldg-Alter/Repair	7998
10 BUILDING-Rough-Frame	Bldg-New	9558
11 BUILDING-Rough-Frame	Bldg-Relocation	1
12 BUILDING-Rough-Frame	Nonbldg-Alter/Repair	3
13 BUILDING-Rough-Frame	Nonbldg-New	1
14 BUILDING-Rough-Frame	Swimming-Pool/Spa	1
15 Bathtub Test	Plumbing	1051
16 Bottom/Toe	Grading	6270
17 Construction Power(CTS)	Electrical	2333
18 Deck	Bldg-Addition	71
19 Deck	Bldg-Alter/Repair	29
20 Deck	Bldg-New	66
21 Deck	Electrical	1074
22 Deck	Nonbldg-Alter/Repair	31
23 Deck	Swimming-Pool/Spa	1150
24 Demo Pre-Inspection	Bldg-Demolition	3811
25 Demo Pre-Inspection	Demo Pre-Inspection	26
26 Demo Pre-Inspection	Grading	1
27 Demo Pre-Inspection	Nonbldg-Demolition	4
28 Deputy Drilled-In Anchors	Bldg-Addition	3494
29 Deputy Drilled-In Anchors	Bldg-Alter/Repair	6445
30 Deputy Drilled-In Anchors	Bldg-New	3418
31 Deputy Drilled-In Anchors	Electrical	9
32 Deputy Drilled-In Anchors	Fire Sprinkler	17
33 Deputy Drilled-In Anchors	HVAC	12
34 Deputy Drilled-In Anchors	Nonbldg-Addition	3
35 Deputy Drilled-In Anchors	Nonbldg-Alter/Repair	49
36 Deputy Drilled-In Anchors	Nonbldg-New	338
37 Deputy Drilled-In Anchors	Plumbing	11
38 Deputy Drilled-In Anchors	Sign	8
39 Deputy Drilled-In Anchors	Swimming-Pool/Spa	57
40 Deputy EIFS	Bldg-Alter/Repair	17
41 Deputy EIFS	Bldg-New	9
42 Deputy EIFS	Nonbldg-Alter/Repair	5
43 Deputy Fireproofing	Bldg-Addition	531
44 Deputy Fireproofing	Bldg-Alter/Repair	780
45 Deputy Fireproofing	Bldg-New	373
46 Deputy Fireproofing	Nonbldg-New	1
47 Deputy Grading	Bldg-Addition	114
48 Deputy Grading	Bldg-Alter/Repair	438
49 Deputy Grading	Bldg-New	656
50 Deputy Grading	Grading	2894
51 Deputy Grading	Nonbldg-Alter/Repair	65
52 Deputy Grading	Nonbldg-New	3419
53 Deputy Grading	Sign	2
54 Deputy Grading	Swimming-Pool/Spa	52
55 Deputy Methane Barrier	Bldg-Addition	27
56 Deputy Methane Barrier	Bldg-Alter/Repair	251
57 Deputy Methane Barrier	Bldg-New	650
58 Deputy Methane Barrier	Grading	7
59 Deputy Methane Barrier	Nonbldg-New	42
60 Deputy Other (see comments)	Bldg-Addition	55
61 Deputy Other (see comments)	Bldg-Alter/Repair	341
62 Deputy Other (see comments)	Bldg-Demolition	3
63 Deputy Other (see comments)	Bldg-New	152

Inspection Type	2019 Count
1 AIM Verification	952
2 Approved Compaction Report	1905
3 BUILDING-Rough-Frame	30541
4 Bathtub Test	1051
5 Bottom/Toe	6270
6 Construction Power(CTS)	2333
7 Deck	2421
8 Demo Pre-Inspection	3842
9 Deputy Drilled-In Anchors	13861
10 Deputy EIFS	31
11 Deputy Fireproofing	1685
12 Deputy Grading	7640
13 Deputy Methane Barrier	977
14 Deputy Other (see comments)	1017
15 Deputy Pre-Stress Concrete	2389
16 Deputy Reinf. Concrete	22485
17 Deputy Reinf. Masonry	5334
18 Deputy Seismic Resistance	15
19 Deputy Shotcrete	4386
20 Deputy Steel/Welding	15806
21 Deputy Wind Resistance	5
22 Deputy Wood Construction	6086
23 Drainage Devices/Catch Basin	1784
24 Drywall Nailing	29496
25 ELECTRICAL-Final	11356
26 ELECTRICAL-Rough	21525
27 Electrical Equipment Testing	1
28 Electrical Verification	1856
29 Elevator Periodic Inspection	21667
30 Elevator Verification	562
31 Enclosure/Fence	3301
32 Equipment Noise Level	667
33 Event Site Inspection	1501
34 Excavation	1993
35 Excavation/Setback/Form/Re-Bar	20899
36 FIRE PLACES-Final	163
37 FLOOD-Elevation Certificate	546
38 FLOOD-Proofing Certificate	582
39 Fill/Backfill	969
40 Final	250324
41 Fire Damper Framing	1610
42 Fire Dept Connection Flush	64
43 Fire Dept Connection Hydro	80
44 Fire Pump Hydro	75
45 Fire Pump Test	116
46 Fire Sprinkler Verification	2609
47 Floor/Roof Diaphragm/Shear Wall	35578
48 Footing/Foundation/Slab	39328
49 Gas Piping	2204
50 Gas Piping or Gas Test	818
51 Gas Test	8031
52 Grading Pre-Inspection	5071
53 Grading Verification	4751
54 Green Building Final	18767
55 Green Building Rough	25502
56 Green Code Verification	24
57 Green Electrical Final	2332
58 Green HVAC Final	932
59 Green HVAC Rough	2242
60 Green Plumbing Final	1297
61 Grounding or Bonding	1625
62 Guniting	190
63 HEATING-Final	1844

Permit Type	Inspection Type
1 Bldg-Addition	Deputy Drilled-In Anchors
2 Bldg-Addition	Deputy EIFS
3 Bldg-Addition	Deputy Fireproofing
4 Bldg-Addition	Deputy Grading
5 Bldg-Addition	Deputy Methane Barrier
6 Bldg-Addition	Deputy Other (see comments)
7 Bldg-Addition	Deputy Pre-Stress Concrete
8 Bldg-Addition	Deputy Reinf. Concrete
9 Bldg-Addition	Deputy Reinf. Masonry
10 Bldg-Addition	Deputy Seismic Resistance
11 Bldg-Addition	Deputy Shotcrete
12 Bldg-Addition	Deputy Steel/Welding
13 Bldg-Addition	Deputy Wind Resistance
14 Bldg-Addition	Deputy Wood Construction
15 Bldg-Addition	Drywall Nailing
16 Bldg-Addition	Drywall Nailing
17 Bldg-Addition	Excavation/Setback/Form/Re-Bar
18 Bldg-Addition	FLOOD-Elevation Certificate
19 Bldg-Addition	FLOOD-Proofing Certificate
20 Bldg-Addition	Final
21 Bldg-Addition	Final
22 Bldg-Addition	Floor/Roof Diaphragm/Shear Wall
23 Bldg-Addition	Footing/Foundation/Slab
24 Bldg-Addition	Footing/Foundation/Slab
25 Bldg-Addition	Grading Pre-Inspection
26 Bldg-Addition	Green Building Final
27 Bldg-Addition	Green Building Final
28 Bldg-Addition	Green Building Rough
29 Bldg-Addition	Green Building Rough
30 Bldg-Addition	Insulation
31 Bldg-Addition	Insulation
32 Bldg-Addition	Interior/Exterior Lathing
33 Bldg-Addition	Interior/Exterior Lathing
34 Bldg-Addition	Light Gage Steel Frame
35 Bldg-Addition	METHANE-Barrier
36 Bldg-Addition	METHANE-Final
37 Bldg-Addition	METHANE-Rough
38 Bldg-Addition	METHANE-Subgrade
39 Bldg-Addition	Masonry Wall/Backfill
40 Bldg-Addition	Med. Marijuana Pre-Inspection
41 Bldg-Addition	Piling/Pier/Caisson
42 Bldg-Addition	Posting Pre-Inspection
43 Bldg-Addition	Pre-Inspection
44 Bldg-Addition	Pre-Inspection
45 Bldg-Addition	Protected Tree Letter
46 Bldg-Addition	Reinforced Concrete Frame
47 Bldg-Addition	Reinforced Masonry Frame
48 Bldg-Addition	Rough-Frame
49 Bldg-Addition	SGSOV-Seismic Gas S/O Valve
50 Bldg-Addition	SUSMP-Std. Urban Storm Water
51 Bldg-Addition	SWPPP-Const. Storm Water
52 Bldg-Addition	Smoke Detectors
53 Bldg-Addition	Special/Order Compliance
54 Bldg-Addition	Structural Steel Frame
55 Bldg-Addition	T-Bar Ceiling
56 Bldg-Addition	Verify Rec and Parks Fee Memo
57 Bldg-Addition	Verify Sprinkler Sign Off
58 Bldg-Addition	Wall Anchors
59 Bldg-Addition	Wood Frame
60 Bldg-Alter/Repair	Deputy Drilled-In Anchors
61 Bldg-Alter/Repair	Deputy EIFS
62 Bldg-Alter/Repair	Deputy Fireproofing
63 Bldg-Alter/Repair	Deputy Grading

Inspection Type	Permit Type	Inspections Conducted in 2019
64 Deputy Other (see comments)	Grading	190
65 Deputy Other (see comments)	Nonbldg-Alter/Repair	3
66 Deputy Other (see comments)	Nonbldg-New	62
67 Deputy Other (see comments)	Swimming-Pool/Spa	211
68 Deputy Pre-Stress Concrete	Bldg-Addition	7
69 Deputy Pre-Stress Concrete	Bldg-Alter/Repair	298
70 Deputy Pre-Stress Concrete	Bldg-New	1967
71 Deputy Pre-Stress Concrete	Nonbldg-New	112
72 Deputy Pre-Stress Concrete	Swimming-Pool/Spa	5
73 Deputy Reinf. Concrete	Bldg-Addition	2612
74 Deputy Reinf. Concrete	Bldg-Alter/Repair	7046
75 Deputy Reinf. Concrete	Bldg-New	10338
76 Deputy Reinf. Concrete	Nonbldg-Addition	2
77 Deputy Reinf. Concrete	Nonbldg-Alter/Repair	125
78 Deputy Reinf. Concrete	Nonbldg-New	2353
79 Deputy Reinf. Concrete	Sign	9
80 Deputy Reinf. Masonry	Bldg-Addition	283
81 Deputy Reinf. Masonry	Bldg-Alter/Repair	760
82 Deputy Reinf. Masonry	Bldg-New	4009
83 Deputy Reinf. Masonry	Nonbldg-Alter/Repair	10
84 Deputy Reinf. Masonry	Nonbldg-New	271
85 Deputy Reinf. Masonry	Sign	1
86 Deputy Seismic Resistance	Bldg-Alter/Repair	8
87 Deputy Seismic Resistance	Bldg-New	5
88 Deputy Seismic Resistance	Nonbldg-New	2
89 Deputy Shotcrete	Bldg-Addition	103
90 Deputy Shotcrete	Bldg-Alter/Repair	941
91 Deputy Shotcrete	Bldg-New	2064
92 Deputy Shotcrete	Nonbldg-Addition	2
93 Deputy Shotcrete	Nonbldg-Alter/Repair	21
94 Deputy Shotcrete	Nonbldg-New	358
95 Deputy Shotcrete	Swimming-Pool/Spa	897
96 Deputy Steel/Welding	Bldg-Addition	1876
97 Deputy Steel/Welding	Bldg-Alter/Repair	7143
98 Deputy Steel/Welding	Bldg-New	5482
99 Deputy Steel/Welding	Nonbldg-Addition	3
100 Deputy Steel/Welding	Nonbldg-Alter/Repair	181
101 Deputy Steel/Welding	Nonbldg-New	1068
102 Deputy Steel/Welding	Sign	15
103 Deputy Steel/Welding	Swimming-Pool/Spa	38
104 Deputy Wind Resistance	Bldg-Alter/Repair	1
105 Deputy Wind Resistance	Bldg-New	4
106 Deputy Wood Construction	Bldg-Addition	782
107 Deputy Wood Construction	Bldg-Alter/Repair	1320
108 Deputy Wood Construction	Bldg-New	3925
109 Deputy Wood Construction	Nonbldg-Alter/Repair	2
110 Deputy Wood Construction	Nonbldg-New	57
111 Drainage Devices/Catch Basin	Grading	1784
112 Drywall Nailing	Bldg-Addition	6529
113 Drywall Nailing	Bldg-Alter/Repair	13541
114 Drywall Nailing	Bldg-New	9393
115 Drywall Nailing	Bldg-Relocation	3
116 Drywall Nailing	Nonbldg-Alter/Repair	2
117 Drywall Nailing	Nonbldg-New	28
118 ELECTRICAL-Final	Bldg-Addition	3641
119 ELECTRICAL-Final	Bldg-Alter/Repair	2557
120 ELECTRICAL-Final	Bldg-New	4798
121 ELECTRICAL-Final	Nonbldg-New	1
122 ELECTRICAL-Final	Swimming-Pool/Spa	359
123 ELECTRICAL-Rough	Bldg-Addition	7467
124 ELECTRICAL-Rough	Bldg-Alter/Repair	8158
125 ELECTRICAL-Rough	Bldg-New	5870
126 ELECTRICAL-Rough	Nonbldg-Alter/Repair	28

Inspection Type	2019 Count
64 HVAC-Final	8757
65 HVAC-Rough	12791
66 Heat,Vent,A/C Verification	1619
67 Hood Velocity Test	239
68 Initial Grading	2306
69 Insulation	21065
70 Interior/Exterior Lathing	29397
71 Irrigation/Landscape	146
72 Legal Liaison Inspection	291
73 Life Safety	2468
74 Light Gage Steel Frame	8681
75 MERV13>=Final	2825
76 MERV13>=Rough	3885
77 METHANE-Barrier	2913
78 METHANE-Final	2096
79 METHANE-Rough	3478
80 METHANE-Subgrade	2938
81 METHANE-Vent Piping	328
82 Masonry Wall	167
83 Masonry Wall/Backfill	3459
84 Materials Control Inspection	1034
85 Overhead Hydro	7857
86 PLUMBING-Final	9764
87 PLUMBING-Rough	27367
88 Partition/T-Bar Ceiling	296
89 Piling/Pier/Caisson	2944
90 Plumbing Verification	1817
91 Pool Equipment Noise Test	1166
92 Pool Piping	859
93 Pool/Spa Cover	232
94 Posting Pre-Inspection	161
95 Pre-Gunite	2877
96 Pre-Inspection	16600
97 Pre-PCIS Permit	2
98 Pre-Wrap Duct Insp	2489
99 Pre-action System Air Test	72
100 Preliminary	1
101 Pressure Test-Gas	168
102 Pressure Test-Ref	381
103 Pressure Vessel Periodic Insp	22299
104 Pressure Vessel Verification	249
105 Private Sewage Disposal System	54
106 Protected Tree Letter	45
107 Protection Fence/Barricades	280
108 Public Counter	6917
109 REFRIGERATION-Final	647
110 Reinforced Concrete Frame	4607
111 Reinforced Masonry Frame	2457
112 Relocation Pre-Inspection	5
113 Rough	80112
114 Rough-A/C and Heating	10351
115 Rough-Appliance Vents	1160
116 Rough-Elec/Plmb/HVAC	3847
117 Rough-Electrical	877
118 Rough-Frame	1
119 Rough-Grease Duct	1087
120 Rough-Mechanical	39
121 Rough-Plumbing	860
122 Rough-Ventilation	4405
123 SGSOV Inspection	22
124 SGSOV-Seismic Gas S/O Valve	34964
125 SUSMP-Std. Urban Storm Water	305
126 SWPPP-Const. Storm Water	265

Permit Type	Inspection Type
64 Bldg-Alter/Repair	Deputy Methane Barrier
65 Bldg-Alter/Repair	Deputy Other (see comments)
66 Bldg-Alter/Repair	Deputy Pre-Stress Concrete
67 Bldg-Alter/Repair	Deputy Reinf. Concrete
68 Bldg-Alter/Repair	Deputy Reinf. Masonry
69 Bldg-Alter/Repair	Deputy Seismic Resistance
70 Bldg-Alter/Repair	Deputy Shotcrete
71 Bldg-Alter/Repair	Deputy Steel/Welding
72 Bldg-Alter/Repair	Deputy Wind Resistance
73 Bldg-Alter/Repair	Deputy Wood Construction
74 Bldg-Alter/Repair	Drywall Nailing
75 Bldg-Alter/Repair	Drywall Nailing
76 Bldg-Alter/Repair	Excavation/Setback/Form/Re-Bar
77 Bldg-Alter/Repair	FLOOD-Elevation Certificate
78 Bldg-Alter/Repair	FLOOD-Proofing Certificate
79 Bldg-Alter/Repair	Final
80 Bldg-Alter/Repair	Final
81 Bldg-Alter/Repair	Floor/Roof Diaphragm/Shear Wall
82 Bldg-Alter/Repair	Footing/Foundation/Slab
83 Bldg-Alter/Repair	Footing/Foundation/Slab
84 Bldg-Alter/Repair	Grading Pre-Inspection
85 Bldg-Alter/Repair	Green Building Final
86 Bldg-Alter/Repair	Green Building Final
87 Bldg-Alter/Repair	Green Building Rough
88 Bldg-Alter/Repair	Green Building Rough
89 Bldg-Alter/Repair	Insulation
90 Bldg-Alter/Repair	Insulation
91 Bldg-Alter/Repair	Interior/Exterior Lathing
92 Bldg-Alter/Repair	Interior/Exterior Lathing
93 Bldg-Alter/Repair	Light Gage Steel Frame
94 Bldg-Alter/Repair	METHANE-Barrier
95 Bldg-Alter/Repair	METHANE-Final
96 Bldg-Alter/Repair	METHANE-Rough
97 Bldg-Alter/Repair	METHANE-Subgrade
98 Bldg-Alter/Repair	Masonry Wall/Backfill
99 Bldg-Alter/Repair	Med. Marijuana Pre-Inspection
100 Bldg-Alter/Repair	Partition/T-Bar Ceiling
101 Bldg-Alter/Repair	Piling/Pier/Caisson
102 Bldg-Alter/Repair	Posting Pre-Inspection
103 Bldg-Alter/Repair	Pre-Inspection
104 Bldg-Alter/Repair	Pre-Inspection
105 Bldg-Alter/Repair	Protected Tree Letter
106 Bldg-Alter/Repair	Reinforced Concrete Frame
107 Bldg-Alter/Repair	Reinforced Masonry Frame
108 Bldg-Alter/Repair	Rough-Frame
109 Bldg-Alter/Repair	SGSOV-Seismic Gas S/O Valve
110 Bldg-Alter/Repair	SUSMP-Std. Urban Storm Water
111 Bldg-Alter/Repair	SWPPP-Const. Storm Water
112 Bldg-Alter/Repair	Smoke Detectors
113 Bldg-Alter/Repair	Special/Order Compliance
114 Bldg-Alter/Repair	Structural Steel Frame
115 Bldg-Alter/Repair	T-Bar Ceiling
116 Bldg-Alter/Repair	Verify Rec and Parks Fee Memo
117 Bldg-Alter/Repair	Verify Sprinkler Sign Off
118 Bldg-Alter/Repair	Wall Anchors
119 Bldg-Alter/Repair	Wood Frame
120 Bldg-Demolition	Demo Pre-Inspection
121 Bldg-Demolition	Deputy Grading
122 Bldg-Demolition	Deputy Other (see comments)
123 Bldg-Demolition	Final
124 Bldg-Demolition	Final
125 Bldg-Demolition	Med. Marijuana Pre-Inspection
126 Bldg-Demolition	Protection Fence/Barricades

Inspection Type	Permit Type	Inspections Conducted in 2019
127 ELECTRICAL-Rough	Nonbldg-New	1
128 ELECTRICAL-Rough	Swimming-Pool/Spa	1
129 Electrical Equipment Testing	Electrical Equipment Testing	1
130 Electrical Verification	Bldg-Addition	211
131 Electrical Verification	Bldg-Alter/Repair	963
132 Electrical Verification	Bldg-New	475
133 Electrical Verification	Nonbldg-Alter/Repair	15
134 Electrical Verification	Nonbldg-New	146
135 Electrical Verification	Swimming-Pool/Spa	46
136 Elevator Periodic Inspection	Elevator Periodic Inspection	21667
137 Elevator Verification	Bldg-Addition	72
138 Elevator Verification	Bldg-Alter/Repair	24
139 Elevator Verification	Bldg-New	464
140 Elevator Verification	Nonbldg-New	2
141 Enclosure/Fence	Bldg-Addition	39
142 Enclosure/Fence	Bldg-Alter/Repair	27
143 Enclosure/Fence	Bldg-New	59
144 Enclosure/Fence	Nonbldg-Alter/Repair	157
145 Enclosure/Fence	Swimming-Pool/Spa	3019
146 Equipment Noise Level	Swimming-Pool/Spa	667
147 Event Site Inspection	Temporary Special Event	1501
148 Excavation	Grading	1993
149 Excavation/Setback/Form/Re-Bar	Bldg-Addition	4116
150 Excavation/Setback/Form/Re-Bar	Bldg-Alter/Repair	4556
151 Excavation/Setback/Form/Re-Bar	Bldg-New	6827
152 Excavation/Setback/Form/Re-Bar	Nonbldg-Addition	10
153 Excavation/Setback/Form/Re-Bar	Nonbldg-Alter/Repair	180
154 Excavation/Setback/Form/Re-Bar	Nonbldg-New	2449
155 Excavation/Setback/Form/Re-Bar	Sign	170
156 Excavation/Setback/Form/Re-Bar	Swimming-Pool/Spa	2591
157 FIRE PLACES-Final	HVAC	163
158 FLOOD-Elevation Certificate	Bldg-Addition	185
159 FLOOD-Elevation Certificate	Bldg-Alter/Repair	4
160 FLOOD-Elevation Certificate	Bldg-New	154
161 FLOOD-Elevation Certificate	Grading	129
162 FLOOD-Elevation Certificate	Nonbldg-New	2
163 FLOOD-Elevation Certificate	Swimming-Pool/Spa	72
164 FLOOD-Proofing Certificate	Bldg-Addition	198
165 FLOOD-Proofing Certificate	Bldg-Alter/Repair	81
166 FLOOD-Proofing Certificate	Bldg-New	144
167 FLOOD-Proofing Certificate	Grading	92
168 FLOOD-Proofing Certificate	Nonbldg-New	2
169 FLOOD-Proofing Certificate	Swimming-Pool/Spa	65
170 Fill/Backfill	Grading	969
171 Final	Bldg-Addition	13960
172 Final	Bldg-Alter/Repair	57778
173 Final	Bldg-Demolition	2947
174 Final	Bldg-New	11136
175 Final	Bldg-Relocation	4
176 Final	Electrical	72924
177 Final	Elevator	4878
178 Final	Fire Sprinkler	10743
179 Final	Grading	5437
180 Final	HVAC	21026
181 Final	Nonbldg-Addition	43
182 Final	Nonbldg-Alter/Repair	901
183 Final	Nonbldg-Demolition	8
184 Final	Nonbldg-New	3149
185 Final	Plumbing	37911
186 Final	Pressure Vessel	486
187 Final	Sign	2275
188 Final	Swimming-Pool/Spa	4438
189 Final	Temporary Special Event	280

Inspection Type	2019 Count
127 Service/Power Release	29312
128 Sewer	4185
129 Sewer Cap	805
130 Sewer or Sewer Cap	2353
131 Shower Pan	9675
132 Sign Pre-Inspection	1003
133 Smoke Detectors	47719
134 Soil Report Approved	1
135 Solar Panels/Heater	13
136 Solar System	5
137 Special Equipment	2122
138 Special Equipment/Movie Shoots	17
139 Special Inspection	10238
140 Special/Order Compliance	11556
141 Standpipe Flush	259
142 Standpipe Hydro	469
143 Stormwater Drainage	1171
144 Structural Steel Frame	5196
145 Sub-Drain	2449
146 T-Bar Ceiling	6911
147 TCO AIM Verification	9
148 TCO BMI Verification	6
149 TCO Building Verification	16
150 TCO Electrical Verification	204
151 TCO Elevator Verification	55
152 TCO Grading Verification	66
153 TCO Green Code Verification	10
154 TCO Heat,Vent,A/C Verification	157
155 TCO PV Verification	32
156 TCO Plumbing Verification	166
157 TCO Sprinkler Verification	113
158 TSE Final	2438
159 Temporary Special Event Insp	2
160 Test-Life Sfty/Vent/Smoke/Air	1933
161 UFER	326
162 Underground	10645
163 Underground Flush	831
164 Underground Hydro	1263
165 Underground Mechanical	7758
166 VENTILATION-Final	867
167 Verify Rec and Parks Fee Memo	253
168 Verify Sprinkler Sign Off	10738
169 Void - Demo Pre-Inspection	1
170 Wall Anchors	491
171 Water Heater or Vent	2260
172 Water Piping or Service	3030
173 Weld	557
174 Wood Frame	25415

Permit Type	Inspection Type
127 Bldg-Demolition	Protection Fence/Barricades
128 Bldg-Demolition	SGSOV-Seismic Gas S/O Valve
129 Bldg-Demolition	SWPPP-Const. Storm Water
130 Bldg-Demolition	Sewer Cap
131 Bldg-Demolition	Sewer or Sewer Cap
132 Bldg-Demolition	Special/Order Compliance
133 Bldg-New	Deputy Drilled-In Anchors
134 Bldg-New	Deputy EIFS
135 Bldg-New	Deputy Fireproofing
136 Bldg-New	Deputy Grading
137 Bldg-New	Deputy Methane Barrier
138 Bldg-New	Deputy Other (see comments)
139 Bldg-New	Deputy Pre-Stress Concrete
140 Bldg-New	Deputy Reinf. Concrete
141 Bldg-New	Deputy Reinf. Masonry
142 Bldg-New	Deputy Seismic Resistance
143 Bldg-New	Deputy Shotcrete
144 Bldg-New	Deputy Steel/Welding
145 Bldg-New	Deputy Wind Resistance
146 Bldg-New	Deputy Wood Construction
147 Bldg-New	Drywall Nailing
148 Bldg-New	Drywall Nailing
149 Bldg-New	Excavation/Setback/Form/Re-Bar
150 Bldg-New	FLOOD-Elevation Certificate
151 Bldg-New	FLOOD-Proofing Certificate
152 Bldg-New	Final
153 Bldg-New	Final
154 Bldg-New	Floor/Roof Diaphragm/Shear Wall
155 Bldg-New	Footings/Foundation/Slab
156 Bldg-New	Footings/Foundation/Slab
157 Bldg-New	Grading Pre-Inspection
158 Bldg-New	Green Building Final
159 Bldg-New	Green Building Final
160 Bldg-New	Green Building Rough
161 Bldg-New	Green Building Rough
162 Bldg-New	Insulation
163 Bldg-New	Insulation
164 Bldg-New	Interior/Exterior Lathing
165 Bldg-New	Interior/Exterior Lathing
166 Bldg-New	Light Gage Steel Frame
167 Bldg-New	METHANE-Barrier
168 Bldg-New	METHANE-Final
169 Bldg-New	METHANE-Rough
170 Bldg-New	METHANE-Subgrade
171 Bldg-New	Masonry Wall/Backfill
172 Bldg-New	Med. Marijuana Pre-Inspection
173 Bldg-New	Piling/Pier/Caisson
174 Bldg-New	Posting Pre-Inspection
175 Bldg-New	Pre-Inspection
176 Bldg-New	Pre-Inspection
177 Bldg-New	Protected Tree Letter
178 Bldg-New	Reinforced Concrete Frame
179 Bldg-New	Reinforced Masonry Frame
180 Bldg-New	Rough-Frame
181 Bldg-New	SGSOV-Seismic Gas S/O Valve
182 Bldg-New	SUSMP-Std. Urban Storm Water
183 Bldg-New	SWPPP-Const. Storm Water
184 Bldg-New	Smoke Detectors
185 Bldg-New	Special/Order Compliance
186 Bldg-New	Structural Steel Frame
187 Bldg-New	T-Bar Ceiling
188 Bldg-New	Verify Rec and Parks Fee Memo
189 Bldg-New	Verify Sprinkler Sign Off

Permit Type	Inspection Type
190 Bldg-New	Wall Anchors
191 Bldg-New	Wood Frame
192 Bldg-Relocation	Deputy Drilled-In Anchors
193 Bldg-Relocation	Deputy EIFS
194 Bldg-Relocation	Deputy Fireproofing
195 Bldg-Relocation	Deputy Grading
196 Bldg-Relocation	Deputy Methane Barrier
197 Bldg-Relocation	Deputy Other (see comments)
198 Bldg-Relocation	Deputy Pre-Stress Concrete
199 Bldg-Relocation	Deputy Reinf. Concrete
200 Bldg-Relocation	Deputy Reinf. Masonry
201 Bldg-Relocation	Deputy Seismic Resistance
202 Bldg-Relocation	Deputy Shotcrete
203 Bldg-Relocation	Deputy Steel/Welding
204 Bldg-Relocation	Deputy Wind Resistance
205 Bldg-Relocation	Deputy Wood Construction
206 Bldg-Relocation	Drywall Nailing
207 Bldg-Relocation	Drywall Nailing
208 Bldg-Relocation	Excavation/Setback/Form/Re-Bar
209 Bldg-Relocation	FLOOD-Elevation Certificate
210 Bldg-Relocation	FLOOD-Proofing Certificate
211 Bldg-Relocation	Final
212 Bldg-Relocation	Final
213 Bldg-Relocation	Floor/Roof Diaphragm/Shear Wall
214 Bldg-Relocation	Footing/Foundation/Slab
215 Bldg-Relocation	Footing/Foundation/Slab
216 Bldg-Relocation	Grading Pre-Inspection
217 Bldg-Relocation	Green Building Final
218 Bldg-Relocation	Green Building Final
219 Bldg-Relocation	Green Building Rough
220 Bldg-Relocation	Green Building Rough
221 Bldg-Relocation	Insulation
222 Bldg-Relocation	Insulation
223 Bldg-Relocation	Interior/Exterior Lathing
224 Bldg-Relocation	Interior/Exterior Lathing
225 Bldg-Relocation	Light Gage Steel Frame
226 Bldg-Relocation	METHANE-Barrier
227 Bldg-Relocation	METHANE-Final
228 Bldg-Relocation	METHANE-Rough
229 Bldg-Relocation	METHANE-Subgrade
230 Bldg-Relocation	Masonry Wall/Backfill
231 Bldg-Relocation	Med. Marijuana Pre-Inspection
232 Bldg-Relocation	Piling/Pier/Caisson
233 Bldg-Relocation	Posting Pre-Inspection
234 Bldg-Relocation	Protected Tree Letter
235 Bldg-Relocation	Reinforced Concrete Frame
236 Bldg-Relocation	Reinforced Masonry Frame
237 Bldg-Relocation	Relocation Pre-Inspection
238 Bldg-Relocation	Rough-Frame
239 Bldg-Relocation	SGSOV-Seismic Gas S/O Valve
240 Bldg-Relocation	SUSMP-Std. Urban Storm Water
241 Bldg-Relocation	SWPPP-Const. Storm Water
242 Bldg-Relocation	Smoke Detectors
243 Bldg-Relocation	Special/Order Compliance
244 Bldg-Relocation	Structural Steel Frame
245 Bldg-Relocation	T-Bar Ceiling
246 Bldg-Relocation	Verify Rec and Parks Fee Memo
247 Bldg-Relocation	Verify Sprinkler Sign Off
248 Bldg-Relocation	Wall Anchors
249 Bldg-Relocation	Wood Frame
250 Electrical	Construction Power(CTS)
251 Electrical	Deck
252 Electrical	Deputy Drilled-In Anchors

Permit Type	Inspection Type
253 Electrical	Final
254 Electrical	Final
255 Electrical	Green Electrical Final
256 Electrical	Life Safety
257 Electrical	Rough
258 Electrical	Rough
259 Electrical	Service/Power Release
260 Electrical	Service/Power Release
261 Electrical	Smoke Detectors
262 Electrical	Special Equipment
263 Electrical	Special/Order Compliance
264 Electrical	T-Bar Ceiling
265 Electrical	UFER
266 Electrical	Underground
267 Electrical	Underground
268 Elevator	Final
269 Elevator	Rough
270 Elevator	Special/Order Compliance
271 Fire Sprinkler	Deputy Drilled-In Anchors
272 Fire Sprinkler	Final
273 Fire Sprinkler	Final
274 Fire Sprinkler	Fire Dept Connection Flush
275 Fire Sprinkler	Fire Dept Connection Hydro
276 Fire Sprinkler	Fire Pump Hydro
277 Fire Sprinkler	Fire Pump Hydro
278 Fire Sprinkler	Fire Pump Test
279 Fire Sprinkler	Fire Pump Test
280 Fire Sprinkler	Overhead Hydro
281 Fire Sprinkler	Overhead Hydro
282 Fire Sprinkler	Pre-action System Air Test
283 Fire Sprinkler	Rough
284 Fire Sprinkler	Rough
285 Fire Sprinkler	Special/Order Compliance
286 Fire Sprinkler	Standpipe Flush
287 Fire Sprinkler	Standpipe Flush
288 Fire Sprinkler	Standpipe Hydro
289 Fire Sprinkler	Standpipe Hydro
290 Fire Sprinkler	Underground Flush
291 Fire Sprinkler	Underground Flush
292 Fire Sprinkler	Underground Hydro
293 Fire Sprinkler	Underground Hydro
294 Fire Sprinkler	Weld
295 Fire Sprinkler	Weld
296 Grading	Approved Compaction Report
297 Grading	Bottom/Toe
298 Grading	Bottom/Toe
299 Grading	Deputy Grading
300 Grading	Deputy Methane Barrier
301 Grading	Deputy Other (see comments)
302 Grading	Drainage Devices/Catch Basin
303 Grading	Drainage Devices/Catch Basin
304 Grading	Excavation
305 Grading	Excavation
306 Grading	Fill/Backfill
307 Grading	Final
308 Grading	Final
309 Grading	Initial Grading
310 Grading	Irrigation/Landscape
311 Grading	Irrigation/Landscape
312 Grading	Private Sewage Disposal System
313 Grading	Protected Tree Letter
314 Grading	Rough
315 Grading	Rough

Permit Type	Inspection Type
316 Grading	SWPPP-Const. Storm Water
317 Grading	Special/Order Compliance
318 Grading	Sub-Drain
319 HVAC	Deputy Drilled-In Anchors
320 HVAC	Deputy Smoke Control
321 HVAC	FIRE PLACES-Final
322 HVAC	Final
323 HVAC	Final
324 HVAC	Fire Damper Framing
325 HVAC	Fire Damper Framing
326 HVAC	Green HVAC Final
327 HVAC	Green HVAC Rough
328 HVAC	HEATING-Final
329 HVAC	Hood Velocity Test
330 HVAC	MERV13>=Final
331 HVAC	MERV13>=Rough
332 HVAC	Pre-Wrap Duct Insp
333 HVAC	Pre-Wrap Duct Insp
334 HVAC	Pressure Test-Gas
335 HVAC	Pressure Test-Ref
336 HVAC	REFRIGERATION-Final
337 HVAC	Rough-A/C and Heating
338 HVAC	Rough-A/C and Heating
339 HVAC	Rough-Appliance Vents
340 HVAC	Rough-Grease Duct
341 HVAC	Rough-Ventilation
342 HVAC	Solar Panels/Heater
343 HVAC	Special/Order Compliance
344 HVAC	Test-Life Sfty/Vent/Smoke/Air
345 HVAC	Underground
346 HVAC	VENTILATION-Final
347 N/A	BUILDING-Rough-f-Frame
348 N/A	Deck
349 N/A	Deputy Drilled-In Anchors
350 N/A	Deputy EIFS
351 N/A	Deputy Fireproofing
352 N/A	Deputy Grading
353 N/A	Deputy Methane Barrier
354 N/A	Deputy Other (see comments)
355 N/A	Deputy Pre-Stress Concrete
356 N/A	Deputy Reinf. Concrete
357 N/A	Deputy Reinf. Masonry
358 N/A	Deputy Seismic Resistance
359 N/A	Deputy Shotcrete
360 N/A	Deputy Steel/Welding
361 N/A	Deputy Wind Resistance
362 N/A	Deputy Wood Construction
363 N/A	Drywall Nailing
364 N/A	Drywall Nailing
365 N/A	ELECTRICAL-Final
366 N/A	ELECTRICAL-Final
367 N/A	ELECTRICAL-Rough
368 N/A	ELECTRICAL-Rough
369 N/A	Enclosure/Fence
370 N/A	Excavation/Setback/Form/Re-Bar
371 N/A	FLOOD-Elevation Certificate
372 N/A	FLOOD-Proofing Certificate
373 N/A	Final
374 N/A	Final
375 N/A	Floor/Roof Diaphrgm/Shear Wall
376 N/A	Footing/Foundation/Slab
377 N/A	Footing/Foundation/Slab
378 N/A	Gas Test

Permit Type	Inspection Type
379 N/A	Grading Pre-Inspection
380 N/A	Green Building Final
381 N/A	Green Building Final
382 N/A	Green Building Rough
383 N/A	Green Building Rough
384 N/A	Grounding or Bonding
385 N/A	HVAC-Final
386 N/A	HVAC-Final
387 N/A	HVAC-Rough
388 N/A	HVAC-Rough
389 N/A	Insulation
390 N/A	Interior/Exterior Lathing
391 N/A	Light Gage Steel Frame
392 N/A	MERV13>=Final
393 N/A	MERV13>=Rough
394 N/A	METHANE-Barrier
395 N/A	METHANE-Final
396 N/A	METHANE-Rough
397 N/A	METHANE-Subgrade
398 N/A	Masonry Wall/Backfill
399 N/A	Med. Marijuana Pre-Inspection
400 N/A	PLUMBING-Final
401 N/A	PLUMBING-Final
402 N/A	PLUMBING-Rough
403 N/A	PLUMBING-Rough
404 N/A	Piling/Pier/Caisson
405 N/A	Pool Piping
406 N/A	Pool/Spa Cover
407 N/A	Posting Pre-Inspection
408 N/A	Pre-Gunite
409 N/A	Pre-Inspection
410 N/A	Protected Tree Letter
411 N/A	Reinforced Concrete Frame
412 N/A	Reinforced Masonry Frame
413 N/A	Rough-Elec/Plmb/HVAC
414 N/A	Rough-Frame
415 N/A	SGSOV-Seismic Gas S/O Valve
416 N/A	SUSMP-Std. Urban Storm Water
417 N/A	SWPPP-Const. Storm Water
418 N/A	Service/Power Release
419 N/A	Sewer
420 N/A	Shower Pan
421 N/A	Smoke Detectors
422 N/A	Special/Order Compliance
423 N/A	Structural Steel Frame
424 N/A	Underground Mechanical
425 N/A	Verify Rec and Parks Fee Memo
426 N/A	Verify Sprinkler Sign Off
427 N/A	Wood Frame
428 Nonbldg-Addition	Deputy Drilled-In Anchors
429 Nonbldg-Addition	Deputy EIFS
430 Nonbldg-Addition	Deputy Fireproofing
431 Nonbldg-Addition	Deputy Grading
432 Nonbldg-Addition	Deputy Methane Barrier
433 Nonbldg-Addition	Deputy Other (see comments)
434 Nonbldg-Addition	Deputy Pre-Stress Concrete
435 Nonbldg-Addition	Deputy Reinf. Concrete
436 Nonbldg-Addition	Deputy Reinf. Masonry
437 Nonbldg-Addition	Deputy Seismic Resistance
438 Nonbldg-Addition	Deputy Shotcrete
439 Nonbldg-Addition	Deputy Steel/Welding
440 Nonbldg-Addition	Deputy Wind Resistance
441 Nonbldg-Addition	Deputy Wood Construction

Inspection Type	Permit Type	Inspections Conducted in 2019
442 Reinforced Masonry Frame	Bldg-New	1304
443 Reinforced Masonry Frame	Nonbldg-Alter/Repair	19
444 Reinforced Masonry Frame	Nonbldg-New	408
445 Relocation Pre-Inspection	Bldg-Relocation	5
446 Rough	Electrical	39192
447 Rough	Fire Sprinkler	14695
448 Rough	Grading	4924
449 Rough	Nonbldg-Alter/Repair	7
450 Rough	Nonbldg-New	62
451 Rough	Plumbing	20984
452 Rough	Pressure Vessel	7
453 Rough	Sign	241
454 Rough-A/C and Heating	HVAC	10351
455 Rough-Appliance Vents	HVAC	1160
456 Rough-Elec/Plmb/HVAC	Bldg-Addition	1404
457 Rough-Elec/Plmb/HVAC	Bldg-Alter/Repair	1461
458 Rough-Elec/Plmb/HVAC	Bldg-New	973
459 Rough-Elec/Plmb/HVAC	Bldg-Relocation	4
460 Rough-Elec/Plmb/HVAC	Nonbldg-Alter/Repair	4
461 Rough-Elec/Plmb/HVAC	Swimming-Pool/Spa	1
462 Rough-Electrical	Swimming-Pool/Spa	877
463 Rough-Frame	Bldg-Alter/Repair	1
464 Rough-Grease Duct	HVAC	1087
465 Rough-Mechanical	Swimming-Pool/Spa	39
466 Rough-Plumbing	Swimming-Pool/Spa	860
467 Rough-Ventilation	HVAC	4405
468 SGSOV Inspection	SGSOV Inspection	22
469 SGSOV-Seismic Gas S/O Valve	Bldg-Addition	7277
470 SGSOV-Seismic Gas S/O Valve	Bldg-Alter/Repair	18353
471 SGSOV-Seismic Gas S/O Valve	Bldg-New	6163
472 SGSOV-Seismic Gas S/O Valve	Bldg-Relocation	3
473 SGSOV-Seismic Gas S/O Valve	Nonbldg-New	1
474 SGSOV-Seismic Gas S/O Valve	Plumbing	866
475 SGSOV-Seismic Gas S/O Valve	Swimming-Pool/Spa	2301
476 SUSMP-Std. Urban Storm Water	Bldg-Addition	18
477 SUSMP-Std. Urban Storm Water	Bldg-Alter/Repair	14
478 SUSMP-Std. Urban Storm Water	Bldg-New	135
479 SUSMP-Std. Urban Storm Water	Grading	97
480 SUSMP-Std. Urban Storm Water	Nonbldg-Alter/Repair	1
481 SUSMP-Std. Urban Storm Water	Nonbldg-New	29
482 SUSMP-Std. Urban Storm Water	Swimming-Pool/Spa	11
483 SWPPP-Const. Storm Water	Bldg-Addition	13
484 SWPPP-Const. Storm Water	Bldg-Alter/Repair	9
485 SWPPP-Const. Storm Water	Bldg-Demolition	5
486 SWPPP-Const. Storm Water	Bldg-New	77
487 SWPPP-Const. Storm Water	Grading	144
488 SWPPP-Const. Storm Water	Nonbldg-Alter/Repair	1
489 SWPPP-Const. Storm Water	Nonbldg-New	14
490 SWPPP-Const. Storm Water	Swimming-Pool/Spa	2
491 Service/Power Release	Bldg-Addition	1475
492 Service/Power Release	Bldg-Alter/Repair	534
493 Service/Power Release	Bldg-New	6957
494 Service/Power Release	Bldg-Relocation	1
495 Service/Power Release	Electrical	20345
496 Sewer	Bldg-Addition	1118
497 Sewer	Bldg-Alter/Repair	759
498 Sewer	Bldg-New	2308
499 Sewer Cap	Bldg-Demolition	804
500 Sewer Cap	Bldg-New	1
501 Sewer or Sewer Cap	Bldg-Demolition	74
502 Sewer or Sewer Cap	Plumbing	2279
503 Shower Pan	Bldg-Addition	2727
504 Shower Pan	Bldg-Alter/Repair	3012

Inspection Type	2019 Count
442 Nonbldg-Addition	Drywall Nailing
443 Nonbldg-Addition	Excavation/Setback/Form/Re-Bar
444 Nonbldg-Addition	FLOOD-Elevation Certificate
445 Nonbldg-Addition	FLOOD-Proofing Certificate
446 Nonbldg-Addition	Final
447 Nonbldg-Addition	Final
448 Nonbldg-Addition	Floor/Roof Diaphragm/Shear Wall
449 Nonbldg-Addition	Footings/Foundation/Slab
450 Nonbldg-Addition	Footings/Foundation/Slab
451 Nonbldg-Addition	Grading Pre-Inspection
452 Nonbldg-Addition	Green Building Final
453 Nonbldg-Addition	Green Building Rough
454 Nonbldg-Addition	Insulation
455 Nonbldg-Addition	Interior/Exterior Lathing
456 Nonbldg-Addition	Light Gauge Steel Frame
457 Nonbldg-Addition	Masonry Wall
458 Nonbldg-Addition	Masonry Wall/Backfill
459 Nonbldg-Addition	Piling/Pier/Caisson
460 Nonbldg-Addition	Posting Pre-Inspection
461 Nonbldg-Addition	Pre-Inspection
462 Nonbldg-Addition	Protected Tree Letter
463 Nonbldg-Addition	Reinforced Concrete Frame
464 Nonbldg-Addition	Reinforced Masonry Frame
465 Nonbldg-Addition	Rough
466 Nonbldg-Addition	SGSOV-Seismic Gas S/O Valve
467 Nonbldg-Addition	SUSMP-Std. Urban Storm Water
468 Nonbldg-Addition	SWPPP-Const. Storm Water
469 Nonbldg-Addition	Special/Order Compliance
470 Nonbldg-Addition	Structural Steel Frame
471 Nonbldg-Addition	Wood Frame
472 Nonbldg-Alter/Repair	Deck
473 Nonbldg-Alter/Repair	Deputy Drilled-In Anchors
474 Nonbldg-Alter/Repair	Deputy EIFS
475 Nonbldg-Alter/Repair	Deputy Fireproofing
476 Nonbldg-Alter/Repair	Deputy Grading
477 Nonbldg-Alter/Repair	Deputy Methane Barrier
478 Nonbldg-Alter/Repair	Deputy Other (see comments)
479 Nonbldg-Alter/Repair	Deputy Pre-Stress Concrete
480 Nonbldg-Alter/Repair	Deputy Reinf. Concrete
481 Nonbldg-Alter/Repair	Deputy Reinf. Masonry
482 Nonbldg-Alter/Repair	Deputy Seismic Resistance
483 Nonbldg-Alter/Repair	Deputy Shotcrete
484 Nonbldg-Alter/Repair	Deputy Steel/Welding
485 Nonbldg-Alter/Repair	Deputy Wind Resistance
486 Nonbldg-Alter/Repair	Deputy Wood Construction
487 Nonbldg-Alter/Repair	Drywall Nailing
488 Nonbldg-Alter/Repair	Enclosure/Fence
489 Nonbldg-Alter/Repair	Excavation/Setback/Form/Re-Bar
490 Nonbldg-Alter/Repair	FLOOD-Elevation Certificate
491 Nonbldg-Alter/Repair	FLOOD-Proofing Certificate
492 Nonbldg-Alter/Repair	Final
493 Nonbldg-Alter/Repair	Final
494 Nonbldg-Alter/Repair	Floor/Roof Diaphragm/Shear Wall
495 Nonbldg-Alter/Repair	Footings/Foundation/Slab
496 Nonbldg-Alter/Repair	Footings/Foundation/Slab
497 Nonbldg-Alter/Repair	Grading Pre-Inspection
498 Nonbldg-Alter/Repair	Green Building Final
499 Nonbldg-Alter/Repair	Green Building Rough
500 Nonbldg-Alter/Repair	Grounding or Bonding
501 Nonbldg-Alter/Repair	Insulation
502 Nonbldg-Alter/Repair	Interior/Exterior Lathing
503 Nonbldg-Alter/Repair	Light Gauge Steel Frame
504 Nonbldg-Alter/Repair	Masonry Wall

Permit Type	Inspection Type
442 Nonbldg-Addition	Drywall Nailing
443 Nonbldg-Addition	Excavation/Setback/Form/Re-Bar
444 Nonbldg-Addition	FLOOD-Elevation Certificate
445 Nonbldg-Addition	FLOOD-Proofing Certificate
446 Nonbldg-Addition	Final
447 Nonbldg-Addition	Final
448 Nonbldg-Addition	Floor/Roof Diaphragm/Shear Wall
449 Nonbldg-Addition	Footings/Foundation/Slab
450 Nonbldg-Addition	Footings/Foundation/Slab
451 Nonbldg-Addition	Grading Pre-Inspection
452 Nonbldg-Addition	Green Building Final
453 Nonbldg-Addition	Green Building Rough
454 Nonbldg-Addition	Insulation
455 Nonbldg-Addition	Interior/Exterior Lathing
456 Nonbldg-Addition	Light Gauge Steel Frame
457 Nonbldg-Addition	Masonry Wall
458 Nonbldg-Addition	Masonry Wall/Backfill
459 Nonbldg-Addition	Piling/Pier/Caisson
460 Nonbldg-Addition	Posting Pre-Inspection
461 Nonbldg-Addition	Pre-Inspection
462 Nonbldg-Addition	Protected Tree Letter
463 Nonbldg-Addition	Reinforced Concrete Frame
464 Nonbldg-Addition	Reinforced Masonry Frame
465 Nonbldg-Addition	Rough
466 Nonbldg-Addition	SGSOV-Seismic Gas S/O Valve
467 Nonbldg-Addition	SUSMP-Std. Urban Storm Water
468 Nonbldg-Addition	SWPPP-Const. Storm Water
469 Nonbldg-Addition	Special/Order Compliance
470 Nonbldg-Addition	Structural Steel Frame
471 Nonbldg-Addition	Wood Frame
472 Nonbldg-Alter/Repair	Deck
473 Nonbldg-Alter/Repair	Deputy Drilled-In Anchors
474 Nonbldg-Alter/Repair	Deputy EIFS
475 Nonbldg-Alter/Repair	Deputy Fireproofing
476 Nonbldg-Alter/Repair	Deputy Grading
477 Nonbldg-Alter/Repair	Deputy Methane Barrier
478 Nonbldg-Alter/Repair	Deputy Other (see comments)
479 Nonbldg-Alter/Repair	Deputy Pre-Stress Concrete
480 Nonbldg-Alter/Repair	Deputy Reinf. Concrete
481 Nonbldg-Alter/Repair	Deputy Reinf. Masonry
482 Nonbldg-Alter/Repair	Deputy Seismic Resistance
483 Nonbldg-Alter/Repair	Deputy Shotcrete
484 Nonbldg-Alter/Repair	Deputy Steel/Welding
485 Nonbldg-Alter/Repair	Deputy Wind Resistance
486 Nonbldg-Alter/Repair	Deputy Wood Construction
487 Nonbldg-Alter/Repair	Drywall Nailing
488 Nonbldg-Alter/Repair	Enclosure/Fence
489 Nonbldg-Alter/Repair	Excavation/Setback/Form/Re-Bar
490 Nonbldg-Alter/Repair	FLOOD-Elevation Certificate
491 Nonbldg-Alter/Repair	FLOOD-Proofing Certificate
492 Nonbldg-Alter/Repair	Final
493 Nonbldg-Alter/Repair	Final
494 Nonbldg-Alter/Repair	Floor/Roof Diaphragm/Shear Wall
495 Nonbldg-Alter/Repair	Footings/Foundation/Slab
496 Nonbldg-Alter/Repair	Footings/Foundation/Slab
497 Nonbldg-Alter/Repair	Grading Pre-Inspection
498 Nonbldg-Alter/Repair	Green Building Final
499 Nonbldg-Alter/Repair	Green Building Rough
500 Nonbldg-Alter/Repair	Grounding or Bonding
501 Nonbldg-Alter/Repair	Insulation
502 Nonbldg-Alter/Repair	Interior/Exterior Lathing
503 Nonbldg-Alter/Repair	Light Gauge Steel Frame
504 Nonbldg-Alter/Repair	Masonry Wall

Permit Type	Inspection Type
505 Nonbldg-Alter/Repair	Masonry Wall/Backfill
506 Nonbldg-Alter/Repair	Piling/Pier/Caisson
507 Nonbldg-Alter/Repair	Pool Piping
508 Nonbldg-Alter/Repair	Pool/Spa Cover
509 Nonbldg-Alter/Repair	Posting Pre-Inspection
510 Nonbldg-Alter/Repair	Pre-Gunite
511 Nonbldg-Alter/Repair	Pre-Inspection
512 Nonbldg-Alter/Repair	Protected Tree Letter
513 Nonbldg-Alter/Repair	Reinforced Concrete Frame
514 Nonbldg-Alter/Repair	Reinforced Masonry Frame
515 Nonbldg-Alter/Repair	Rough
516 Nonbldg-Alter/Repair	SGSOV-Seismic Gas S/O Valve
517 Nonbldg-Alter/Repair	SUSMP-Std. Urban Storm Water
518 Nonbldg-Alter/Repair	SWPPP-Const. Storm Water
519 Nonbldg-Alter/Repair	Special/Order Compliance
520 Nonbldg-Alter/Repair	Structural Steel Frame
521 Nonbldg-Alter/Repair	Wood Frame
522 Nonbldg-Demolition	Demo Pre-Inspection
523 Nonbldg-Demolition	Deputy Grading
524 Nonbldg-Demolition	Deputy Other (see comments)
525 Nonbldg-Demolition	Final
526 Nonbldg-Demolition	Final
527 Nonbldg-Demolition	Protection Fence/Barricades
528 Nonbldg-Demolition	SGSOV-Seismic Gas S/O Valve
529 Nonbldg-Demolition	SWPPP-Const. Storm Water
530 Nonbldg-Demolition	Special/Order Compliance
531 Nonbldg-New	Deputy Drilled-In Anchors
532 Nonbldg-New	Deputy EIFS
533 Nonbldg-New	Deputy Fireproofing
534 Nonbldg-New	Deputy Grading
535 Nonbldg-New	Deputy Methane Barrier
536 Nonbldg-New	Deputy Other (see comments)
537 Nonbldg-New	Deputy Pre-Stress Concrete
538 Nonbldg-New	Deputy Reinf. Concrete
539 Nonbldg-New	Deputy Reinf. Masonry
540 Nonbldg-New	Deputy Seismic Resistance
541 Nonbldg-New	Deputy Shotcrete
542 Nonbldg-New	Deputy Steel/Welding
543 Nonbldg-New	Deputy Wind Resistance
544 Nonbldg-New	Deputy Wood Construction
545 Nonbldg-New	Drywall Nailing
546 Nonbldg-New	Excavation/Setback/Form/Re-Bar
547 Nonbldg-New	FLOOD-Elevation Certificate
548 Nonbldg-New	FLOOD-Proofing Certificate
549 Nonbldg-New	Final
550 Nonbldg-New	Final
551 Nonbldg-New	Floor/Roof Diaphragm/Shear Wall
552 Nonbldg-New	Footing/Foundation/Slab
553 Nonbldg-New	Footing/Foundation/Slab
554 Nonbldg-New	Grading Pre-Inspection
555 Nonbldg-New	Green Building Final
556 Nonbldg-New	Green Building Rough
557 Nonbldg-New	Insulation
558 Nonbldg-New	Interior/Exterior Lathing
559 Nonbldg-New	Light Gauge Steel Frame
560 Nonbldg-New	Masonry Wall
561 Nonbldg-New	Masonry Wall/Backfill
562 Nonbldg-New	Piling/Pier/Caisson
563 Nonbldg-New	Posting Pre-Inspection
564 Nonbldg-New	Pre-Inspection
565 Nonbldg-New	Protected Tree Letter
566 Nonbldg-New	Reinforced Concrete Frame
567 Nonbldg-New	Reinforced Masonry Frame

Permit Type	Inspection Type
568 Nonbldg-New	Rough
569 Nonbldg-New	SGSOV-Seismic Gas S/O Valve
570 Nonbldg-New	SUSMP-Std. Urban Storm Water
571 Nonbldg-New	SWPPP-Const. Storm Water
572 Nonbldg-New	Special/Order Compliance
573 Nonbldg-New	Structural Steel Frame
574 Nonbldg-New	Wood Frame
575 Plumbing	Bathtub Test
576 Plumbing	Deputy Drilled-In Anchors
577 Plumbing	Final
578 Plumbing	Final
579 Plumbing	Gas Piping
580 Plumbing	Gas Test
581 Plumbing	Green Plumbing Final
582 Plumbing	METHANE-Vent Piping
583 Plumbing	Rough
584 Plumbing	Rough
585 Plumbing	SGSOV-Seismic Gas S/O Valve
586 Plumbing	Sewer or Sewer Cap
587 Plumbing	Sewer or Sewer Cap
588 Plumbing	Shower Pan
589 Plumbing	Special/Order Compliance
590 Plumbing	Stormwater Drainage
591 Plumbing	Underground
592 Plumbing	Underground
593 Plumbing	Water Heater or Vent
594 Plumbing	Water Piping or Service
595 Pressure Vessel	Final
596 Pressure Vessel	Interim
597 Pressure Vessel	Preliminary
598 Pressure Vessel	Rough
599 Pressure Vessel	Special/Order Compliance
600 Sign	Deputy Drilled-In Anchors
601 Sign	Deputy EIFS
602 Sign	Deputy Fireproofing
603 Sign	Deputy Grading
604 Sign	Deputy Other (see comments)
605 Sign	Deputy Pre-Stress Concrete
606 Sign	Deputy Reinf. Concrete
607 Sign	Deputy Reinf. Masonry
608 Sign	Deputy Seismic Resistance
609 Sign	Deputy Shotcrete
610 Sign	Deputy Steel/Welding
611 Sign	Deputy Wind Resistance
612 Sign	Deputy Wood Construction
613 Sign	Excavation/Setback/Form/Re-Bar
614 Sign	Final
615 Sign	Final
616 Sign	Footing/Foundation/Slab
617 Sign	Rough
618 Sign	Rough
619 Sign	Sign Pre-Inspection
620 Sign	Special/Order Compliance
621 Swimming-Pool/Spa	Deck
622 Swimming-Pool/Spa	Deck
623 Swimming-Pool/Spa	Deputy Drilled-In Anchors
624 Swimming-Pool/Spa	Deputy Grading
625 Swimming-Pool/Spa	Deputy Other (see comments)
626 Swimming-Pool/Spa	Deputy Pre-Stress Concrete
627 Swimming-Pool/Spa	Deputy Shotcrete
628 Swimming-Pool/Spa	Deputy Steel/Welding
629 Swimming-Pool/Spa	ELECTRICAL-Final
630 Swimming-Pool/Spa	Enclosure/Fence

Permit Type	Inspection Type
631 Swimming-Pool/Spa	Enclosure/Fence
632 Swimming-Pool/Spa	Equipment Noise Level
633 Swimming-Pool/Spa	Excavation/Setback/Form/Re-Bar
634 Swimming-Pool/Spa	Final
635 Swimming-Pool/Spa	Final
636 Swimming-Pool/Spa	Gas Piping or Gas Test
637 Swimming-Pool/Spa	Grading Pre-Inspection
638 Swimming-Pool/Spa	Green Building Final
639 Swimming-Pool/Spa	Green Building Rough
640 Swimming-Pool/Spa	Grounding or Bonding
641 Swimming-Pool/Spa	Gunitite
642 Swimming-Pool/Spa	PLUMBING-Final
643 Swimming-Pool/Spa	Piling/Pier/Caisson
644 Swimming-Pool/Spa	Pool Equipment Noise Test
645 Swimming-Pool/Spa	Pool Piping
646 Swimming-Pool/Spa	Pool/Spa Cover
647 Swimming-Pool/Spa	Posting Pre-Inspection
648 Swimming-Pool/Spa	Pre-Gunitite
649 Swimming-Pool/Spa	Pre-Gunitite
650 Swimming-Pool/Spa	Pre-Inspection
651 Swimming-Pool/Spa	Protected Tree Letter
652 Swimming-Pool/Spa	Rough-Electrical
653 Swimming-Pool/Spa	Rough-Mechanical
654 Swimming-Pool/Spa	Rough-Plumbing
655 Swimming-Pool/Spa	SGSOV-Seismic Gas S/O Valve
656 Swimming-Pool/Spa	SWPPP-Const. Storm Water
657 Swimming-Pool/Spa	Solar System
658 Swimming-Pool/Spa	Special/Order Compliance
659 Temporary Special Event	Event Site Inspection
660 Temporary Special Event	Pre-Inspection
661 Temporary Special Event	Special/Order Compliance
662 Temporary Special Event	TSE Final

Case Type Code	Description	# of Cases in 2019
1 1270	1270 ADULT ENTERTAINMENT	2
2 ATC	SAFETY ASSESSMENT/INSPECTION	54
3 BILLBOARDS	OFF-SITE ADVERTISEMENT	2
4 CITATIONS	CITATIONS	722
5 CNAP	CNA, ABTF AND PPRT CASES	277
6 FRP	FORECLOSURE REGISTRY	124
7 GENERAL	GENERAL	8010
8 NAR	NUISANCE ABATEMENT REVOCATION	426
9 PACE	PRO-ACTIVE CODE ENFORCEMENT	39663
10 SIGNS	ON-SITE ADVERTISEMENT	240
11 VEIP	VEHICLE ESTAB INSPECTION PROG	160
12 XXX	ADULT ENTERTAINMENT	1

Case Type Code	Description
1 1270	1270 ADULT ENTERTAINMENT
2 ATC	SAFETY ASSESSMENT/INSPECTION
3 BILLBOARDS	OFF-SITE ADVERTISEMENT
4 CITATIONS	CITATIONS
5 CNAP	CNA, ABTF AND PPRT CASES
6 FRP	FORECLOSURE REGISTRY
7 GENERAL	GENERAL
8 IHTF	INTERAGENCY HOUSING TASK FORCE
9 IMSP	EXISTING IMSP CASE
10 LEA	LOCAL ENFORCEMENT AGENCY
11 NAR	NUISANCE ABATEMENT REVOCATION
12 PACE	PRO-ACTIVE CODE ENFORCEMENT
13 SIGNS	ON-SITE ADVERTISEMENT
14 VEIP	VEHICLE ESTAB INSPECTION PROG
15 XXX	ADULT ENTERTAINMENT

Problem Code	Description	CSRs in 2019
1 ADVFE	COMMERCIAL ADVERTISING ON A TEMPORARY CONSTRUCTION FENCE	0
2 AUTOR	AUTOMOBILE REPAIR CONDUCTED ON RESIDENTIAL PROPERTY (SINGLE FAMILY DWELLINGS ONLY)	310
3 BLBRD	OUTDOOR ADVERTISEMENTS (SIGNS) FOR GOODS OR SERVICES NOT AVAILABLE ON SITE (E.G. BILLBOARDS)	161
4 CARGO	ISSUES REGARDING CARGO CONTAINER STORAGE YARDS	23
5 CUB-X	CUB OR CUX VIOLATIONS	352
6 EGRES	BLOCKED EXITS PASSAGEWAYS OR WINDOWS	166
7 EQUIP	ISSUES REGARDING USED EQUIPMENT OPEN STORAGE YARDS	10
8 EXVEG	OVERGROWN OR EXCESSIVE VEGETATION	1853
9 GARCV	GARAGE CONVERTED TO A DWELLING	1025
10 GRAF	GRAFFITI ON THE BUILDING, FENCES OR WALLS	155
11 HAZ	HAZARDOUS CONDITIONS	0
12 HDCAP	DISABLED ACCESS ISSUES	56
13 HMOCC	BUSINESS OPERATED FROM A HOUSE OR GARAGE	803
14 HOTEL	ANY ISSUES WITH HOTELS AND MOTELS	47
15 HPOZ	ANY CHANGES DONE TO A PROPERTY IN AN HISTORICAL AREA	275
16 ICCOM	CONSTRUCTION DONE WITHOUT PERMITS OR INSPECTIONS	3370
17 ICIP	CONSTRUCTION IN PROGRESS WITHOUT PERMITS OR INSPECTIONS	3101
18 ILUSE	BUILDING OR PROPERTY CONVERTED TO ANOTHER USE	1957
19 INOPV	OPEN STORAGE OF VEHICLES THAT CANNOT BE LEGALLY OPERATED (E.G. JUNK CARS)	344
20 JNKYD	COMMERCIAL JUNK YARDS	19
21 LIGHT	ISSUES REGARDING TENNIS COURT OR FLOOD LIGHTS IN RESIDENTIAL AREAS	82
22 MAINT	BUILDINGS IN NEED OF GENERAL REPAIR	1071
23 MISC	MISCELLANEOUS COMPLAINTS	4659
24 NOISE	POOL EQUIPMENT OR AIR CONDITIONER NOISE INSPECTION	173
25 OFFHR	ANY PROBLEMS THAT ONLY OCCUR FROM 5:00PM TO 7:00 AM (AT NIGHT) OR ON WEEKENDS	879
26 OHF	FENCES WALLS AND HEDGES THAT ARE TOO HIGH	515
27 OPEXC	OPEN EXCAVATIONS ACCESSIBLE TO THE PUBLIC	74
28 OSTRG	STORAGE OF ITEMS OUTDOORS	180
29 PAINT	BUILDING OR FENCE NEEDS PAINT	38
30 PKGFY	PARKING AUTOMOBILES IN THE FRONT YARD (OTHER THAN IN THE DRIVEWAY)	328
31 PKGRQ	PARKING SPACES BLOCKED OR REMOVED FROM USE	94
32 PKRAT	TOO MANY ITEMS STORED ON PROPERTY (JUNK)	634
33 PLCLR	POOL WATER NOT KEPT CLEAN	235
34 PLENC	GATE OR FENCE AROUND POOL MISSING OR DEFECTIVE	33
35 RCYCL	ANY ISSUE REGARDING RECYCLING CENTERS	35
36 SECBR	IRON BARS OVER WINDOWS OR DOORS	22
37 SEWAG	PRIVATE SEWAGE DISPOSAL SYSTEMS	81
38 SIGNS	OUTDOOR ADVERTISEMENTS (SIGNS) OF GOODS OR SERVICES AVAILABLE ON SITE	310
39 STRHZ	BUILDING OR WALL THAT COULD FALL DOWN	543
40 TRASH	TRASH OR DEBRIS ON PRIVATE PROPERTY	921
41 USCAR	ISSUES REGARDING USED CAR LOTS	14
42 VBLDG	ABANDONED OR VACANT BUILDING LEFT OPEN TO THE PUBLIC	1416
43 VEIP	ISSUES REGARDING AUTOMOBILE REPAIR BUSINESSES	182
44 VENDR	PEOPLE SELLING PRODUCTS OUTSIDE OF AN ENCLOSED BUILDING (E.G. STREET, SIDEWALKS, PARKING)	35
45 VLOT	VACANT LOT WITH TRASH AND DEBRIS	289
46 XXX	ISSUES REGARDING ADULT ENTERTAINMENT LOCATIONS (CLUBS, CABARETS, BOOK AND VIDEO STORES)	4
47 YRDSL	LOCATIONS HAVING YARD SALES ALL THE TIME	56

PROBCODE	PROBDESC	PROBGRP	RESP
ADVFE	COMMERCIAL ADVERTISING ON A TEMPORARY CONSTRUCTION FENCE		GENE
AUTOR	AUTOMOBILE REPAIR CONDUCTED ON RESIDENTIAL PROPERTY (SINGLE FAMILY DWELLINGS ONLY)		GENE
BLBRD	OUTDOOR ADVERTISEMENTS (SIGNS) FOR GOODS OR SERVICES NOT AVAILABLE ON SITE (E.G. BILLBOARDS)		SIGN
CARGO	ISSUES REGARDING CARGO CONTAINER STORAGE YARDS	VEIP	VEIP
CUB-X	CUB OR CUX VIOLATIONS	CUB-X	NAR
EGRES	BLOCKED EXITS PASSAGEWAYS OR WINDOWS		GENE
EQUIP	ISSUES REGARDING USED EQUIPMENT OPEN STORAGE YARDS	VEIP	VEIP
EXVEG	OVERGROWN OR EXCESSIVE VEGETATION	MAINT	GENE
GARCV	GARAGE CONVERTED TO A DWELLING		GENE
GRAF	GRAFFITI ON THE BUILDING, FENCES OR WALLS		GENE
HAZ	HAZARDOUS CONDITIONS		GENE
HDCAP	DISABLED ACCESS ISSUES		GENE
HMOCC	BUSINESS OPERATED FROM A HOUSE OR GARAGE		GENE
HOTEL	ANY ISSUES WITH HOTELS AND MOTELS		GENE
HPOZ	ANY CHANGES DONE TO A PROPERTY IN AN HISTORICAL AREA		GENE
ICCOM	CONSTRUCTION DONE WITHOUT PERMITS OR INSPECTIONS	ILLCON	GENE
ICIP	CONSTRUCTION IN PROGRESS WITHOUT PERMITS OR INSPECTIONS	ILLCON	GENE
ILUSE	BUILDING OR PROPERTY CONVERTED TO ANOTHER USE		GENE
INOPV	OPEN STORAGE OF VEHICLES THAT CANNOT BE LEGALLY OPERATED (E.G. JUNK CARS)		GENE
JNKYD	COMMERCIAL JUNK YARDS	VEIP	VEIP
LIGHT	ISSUES REGARDING TENNIS COURT OR FLOOD LIGHTS IN RESIDENTIAL AREAS	LT/NSE	CITA
MAINT	BUILDINGS IN NEED OF GENERAL REPAIR	MAINT	GENE
MISC	MISCELLANEOUS COMPLAINTS		GENE
NOISE	POOL EQUIPMENT OR AIR CONDITIONER NOISE INSPECTION	LT/NSE	CITA
OFFHR	ANY PROBLEMS THAT ONLY OCCUR FROM 5:00PM TO 7:00 AM (AT NIGHT) OR ON WEEKENDS		CITA
OHF	FENCES WALLS AND HEDGES THAT ARE TOO HIGH		GENE
OPEXC	OPEN EXCAVATIONS ACCESSIBLE TO THE PUBLIC	PIEIH	GENE
OSTRG	STORAGE OF ITEMS OUTDOORS	MAINT	GENE
PAINT	BUILDING OR FENCE NEEDS PAINT	MAINT	GENE
PKGFY	PARKING AUTOMOBILES IN THE FRONT YARD (OTHER THAN IN THE DRIVEWAY)	PARKNG	GENE
PKGRQ	PARKING SPACES BLOCKED OR REMOVED FROM USE	PARKNG	GENE
PKRAT	TOO MANY ITEMS STORED ON PROPERTY (JUNK)		GENE
PLCLR	POOL WATER NOT KEPT CLEAN	POOLS	GENE
PLENC	GATE OR FENCE AROUND POOL MISSING OR DEFECTIVE	POOLS	GENE
RCYCL	ANY ISSUE REGARDING RECYCLING CENTERS		VEIP
SECBR	IRON BARS OVER WINDOWS OR DOORS		GENE
SEWAG	PRIVATE SEWAGE DISPOSAL SYSTEMS		GENE
SIGNS	OUTDOOR ADVERTISEMENTS (SIGNS) OF GOODS OR SERVICES AVAILABLE ON SITE		SIGN
STRHZ	BUILDING OR WALL THAT COULD FALL DOWN	PIEIH	GENE
TRASH	TRASH OR DEBRIS ON PRIVATE PROPERTY	MAINT	GENE
USCAR	ISSUES REGARDING USED CAR LOTS	VEIP	VEIP
VBLDG	ABANDONED OR VACANT BUILDING LEFT OPEN TO THE PUBLIC	CNAP	CNA
VEIP	ISSUES REGARDING AUTOMOBILE REPAIR BUSINESSES	VEIP	VEIP
VENDR	PEOPLE SELLING PRODUCTS OUTSIDE OF AN ENCLOSED BUILDING (E.G. STREET, SIDEWALKS, PARKING)		CITA
VLOT	VACANT LOT WITH TRASH AND DEBRIS		GENE
XXX	ISSUES REGARDING ADULT ENTERTAINMENT LOCATIONS (CLUBS, CABARETS, BOOK AND VIDEO STORES)		XXX
YRDSL	LOCATIONS HAVING YARD SALES ALL THE TIME		CITA

	Number of Licenses Issued in 2019 Status = Current or Renewed	
	License Type	License Sub-Type
1 Boiler Operator	34	34
2 Certified Welder	2792	4713
3 Deputy Pressure Vessel Inspector	62	62
4 Deputy Building Inspector	458	833
5 Diesel Engineer	33	33
6 Electrical Maintenance Supervisor	27	27
7 HVAC Maintenance Supervisor	1	1
8 Journey Level	1606	1607
9 Plumbing Maintenance Supervisor	3	3
10 Steam Engineer	2521	2526
11 Vertical Reciprocating Conveyor Mechanic	21	21
12 Wheelchair Lift Mechanical	17	17
	7500	9877

	Number of Active Licenses in 2019 Application Status = Current or Renewed	
	License Type	#Current Licenses
1 Boiler Operator	39	71
2 Certified Welder	7616	17447
3 Deputy Pressure Vessel Inspector	71	126
4 Deputy Building Inspector	1040	3323
5 Diesel Engineer	36	67
6 Electrical Maintenance Supervisor	32	56
7 HVAC Maintenance Supervisor	2	3
8 Journey Level	3568	4998
9 Plumbing Maintenance Supervisor	4	7
10 Steam Engineer	2663	5108
11 Vertical Reciprocating Conveyor Mech	25	43
12 Wheelchair Lift Mechanical	18	30

License Type	License Sub-Type
1 BOILER OPERATOR	35 HP
2 CERTIFIED WELDER	ALUMINUM-MANUAL PROCESS
3 CERTIFIED WELDER	ALUMINUM-SEMI AUTOMATIC
4 CERTIFIED WELDER	ALUMINUM-TUBULAR
5 CERTIFIED WELDER	LIGHT GAGE-MANUAL PROCESS
6 CERTIFIED WELDER	LIGHT GAGE-SEMI AUTOMATIC
7 CERTIFIED WELDER	REIN FORCING-SEMI AUTOMATIC
8 CERTIFIED WELDER	REINFORCING-MANUAL PROCESS
9 CERTIFIED WELDER	STAINLESS STEEL
10 CERTIFIED WELDER	STRUCTURAL-MANUAL PROCESS
11 CERTIFIED WELDER	STRUCTURAL-SEMI AUTOMATIC
12 CERTIFIED WELDER	TUBULAR - T,Y,K
13 DEPUTY BUILDING INSPECTOR	CONCRETE CONSTRUCTION
14 DEPUTY BUILDING INSPECTOR	DRILLED IN ANCHORS
15 DEPUTY BUILDING INSPECTOR	EXTERIOR INSULATION & FINISH SYSTEM
16 DEPUTY BUILDING INSPECTOR	GRADING
17 DEPUTY BUILDING INSPECTOR	GUNITE/SHOTCRETE
18 DEPUTY BUILDING INSPECTOR	MASONRY CONSTRUCTION
19 DEPUTY BUILDING INSPECTOR	METHANE
20 DEPUTY BUILDING INSPECTOR	PRESTRESSED CONCRETE
21 DEPUTY BUILDING INSPECTOR	SEISMIC RESISTANCE
22 DEPUTY BUILDING INSPECTOR	SMOKE CONTROL
23 DEPUTY BUILDING INSPECTOR	SOILS TECHNICIAN
24 DEPUTY BUILDING INSPECTOR	SPRAYED FIRE-RESISTANT MATERIALS
25 DEPUTY BUILDING INSPECTOR	STEEL CONSTRUCTION
26 DEPUTY BUILDING INSPECTOR	WIND RESISTANCE
27 DEPUTY BUILDING INSPECTOR	WOOD CONSTRUCTION
28 DEPUTY PRESSURE VESSEL INSPECTOR	COMPANY NAME
29 DIESEL ENGINEER	DIESEL ENGINEER
30 ELECTRICAL MAINTENANCE SUPERVISOR	COMPANY NAME
31 HVAC MAINTENANCE SUPERVISOR	COMPANY NAME
32 JOURNEY LEVEL	ELEVATOR MECHANIC
33 JOURNEY LEVEL	PLUMBER
34 JOURNEY LEVEL	PLUMBER RECIPROCAL
35 PLUMBING MAINTENANCE SUPERVISOR	COMPANY NAME
36 STEAM ENGINEER	500 HP
37 STEAM ENGINEER	TURBINE ONLY
38 STEAM ENGINEER	UNLIMITED
39 STEAM ENGINEER	UNLIMITED W/TURBINE
40 VERTICAL RECIPROCATING CONVEYOR MECHANIC	CONVEYOR MECHANIC
41 WHEELCHAIR LIFT MECHANIC	WHEELCHAIR LIFT

Letters

Count	Letter Name	Description
1	Rebuild Letter (Restoration of Damaged Nonconforming Buildings)	to confirm rebuild-ability rights for buildings
2	Zoning Information Letter	provides ONLY the current zone information of your property
3	Tax Credit Letter	written Verification of Zoning for California Tax Credit Allocation Committee and California Debt Limit Allocation Committee
4	Zoning Determination Letter	written response to applicant's Zoning Code questions for projects that are not in Plan Check or Preliminary Plan Check, and do not require calculations
5	Subdivision letter to Dept. of City Planning	LADBS letter back to DCP after review during subdivision process
6	Board of Building & Safety Commissioners Hearing Agenda	
7	Haul Route Staff Report	LADBS review prior to public hearing
8	Grading Pre-Inspection Waiver - Conditions of Approval letter	After review of report(s) from customer
9	Grading Pre-Inspection Report with Requirements - Conditions of Approval letter	After review of report(s) from customer
10	Plan Check corrections / Review Letters	Proposers should make assumptions on how many letter templates need to be built based on the record type information and capabilities of the proposed solution.
11	Permits	Proposers should make assumptions on how many letter templates need to be built based on the record type information and capabilities of the proposed solution.
12	Certificates of Completion, Temporary Certificates of Occupancy, Certificates of Occupancy	Proposers should make assumptions on how many letter templates need to be built based on the record type information and capabilities of the proposed solution.
13	Notices of Violation & Orders to Comply	Proposers should make assumptions on how many letter templates need to be built based on the record type information and capabilities of the proposed solution.
14	Gas Release	Notice to utility company

Count	Title /Report Name	Source / Type	Schedule / Frequency	Location	Department	Bureau	Division /Group	Report ID	Description	Late Updated
1	Plan Check Submittal	Management Report	Weekly		LADBS					
2	Engineering Bureau Weekly Performance Report Scheduled Version	Management Report	Weekly		LADBS					
3	Inspection Performance Insider Daily By Division	Management Report	Weekly		LADBS					
4	Housing Projects Overview with Backlog Details	Management Report	Weekly		LADBS					
5	proactive_poor_rating	Management Report	Weekly		LADBS					
6	Request for Virtual Inspection (RVI) Statistics (Pie Charts).wid	Management Report	Weekly		LADBS					
7	Solar PV and EV Applications_Chart	Management Report	Weekly		LADBS					
8	bld_demo_ntc_orap_new.rpt			R:\SAPREPT	LADBS					
9	bldg_perm_orap.rpt			R:\SAPREPT	LADBS					
10	clrsunmy_orap.rpt			R:\SAPREPT	LADBS					
11	CofO_orap.rpt			R:\SAPREPT	LADBS					
12	GET_the_RED_OUT			LADBS\CEB\CEB MANAGERS\Publications	LADBS				This is the Case Aging report aka get the red out.	6/25/2015 6:43
13	mech_perm_orap.rpt			R:\SAPREPT	LADBS					
14	PickUpNotice_orap.rpt			R:\SAPREPT	LADBS					
15	PrintQRTags_orap.rpt			R:\SAPREPT	LADBS					
16	art_fee_orap.rpt			R:\SAPREPT	LADBS					
17	avtPrint_1.091_12112015.exe			R:\SAPREPT	LADBS					
18	bld_demo_ntc_orap.rpt			R:\SAPREPT	LADBS					
19	bldg_nte_orap.rpt			R:\SAPREPT	LADBS					
20	brtivid_ORAP.rpt			R:\SAPREPT	LADBS					
21	cc_detail.rpt			R:\SAPREPT	LADBS					
22	cc.rpt			R:\SAPREPT	LADBS					
23	cnstrnte_orap.rpt			R:\SAPREPT	LADBS					
24	Correction Notice_ORAP.rpt			R:\SAPREPT	LADBS					
25	DemolitionPreinspection_orap.rpt			R:\SAPREPT	LADBS					
26	Deputys_ORAP.rpt			R:\SAPREPT	LADBS					
27	el_assgnmnt_ORAP.rpt			R:\SAPREPT	LADBS					
28	el_insp_route_ORAP.rpt			R:\SAPREPT	LADBS					
29	el_removed_ORAP.rpt			R:\SAPREPT	LADBS					
30	eTimeadj_orap.rpt			R:\SAPREPT	LADBS					
31	GradingPreinspection_orap.rpt			R:\SAPREPT	LADBS					
32	lbrteasj_ORAP.rpt			R:\SAPREPT	LADBS					
33	PermitInspectionNotes_orap.rpt			R:\SAPREPT	LADBS					
34	pinspmi_orap.rpt			R:\SAPREPT	LADBS					
35	plot_pln_orap_v12.rpt			R:\SAPREPT	LADBS					
36	power_rise_sunmy_orap.rpt			R:\SAPREPT	LADBS					
37	PYRL_ADJ_ORAP.rpt			R:\SAPREPT	LADBS					
38	reptmtmp_orap.rpt			R:\SAPREPT	LADBS					
39	Req_INSP_ORAP.rpt			R:\SAPREPT	LADBS					
40	rte_pre_orap.rpt			R:\SAPREPT	LADBS					
41	ServiceReleaseAging_orap.rpt			R:\SAPREPT	LADBS					
42	SoftStryCmpl_orap.rpt			R:\SAPREPT	LADBS					
43	solar_advntc_ORAP.rpt			R:\SAPREPT	LADBS					
44	Target_ORAP.rpt			R:\SAPREPT	LADBS					
45	TCO_DSC_orap.rpt			R:\SAPREPT	LADBS					
46	TCO_exp_Notice_orap.rpt			R:\SAPREPT	LADBS					
47	TCO_exp_Notice_Petnr_orap.rpt			R:\SAPREPT	LADBS					
48	TCO Inv_orap.rpt			R:\SAPREPT	LADBS					
49	TCO_orap.rpt			R:\SAPREPT	LADBS					
50	rte_insp_orap.rpt			R:\SAPREPT	LADBS					
51	mech_perm_orap.rpt			R:\UCS_iPayment	LADBS					
52	bldg_perm_orap.rpt			R:\UCS_iPayment	LADBS					
53	insp_card_orap.rpt			R:\UCS_iPayment	LADBS					
54	(10/28/16)Case_Closure	Crystal Reports		LADBS\CEB\CEB docs from 10.8.3.211	LADBS	CODE ENFCMNT	CEB	21575	Add new Subreport	10/28/2016 7:16
55	1270_Report	Crystal Reports		LADBS\CEB\CEB docs from 10.8.3.211	LADBS	CODE ENFCMNT	CEB	21644		3/29/2015 8:59
56	AbatesReadyToRecord	Crystal Reports		LADBS\CEB\CEB docs from 10.8.3.211	LADBS	CODE ENFCMNT	CEB	21643		7/7/2015 7:25
57	Administrative_Hearing_Activity	Crystal Reports		LADBS\CEB\CEB docs from 10.8.3.211	LADBS	CODE ENFCMNT	CEB	21574		2/19/2015 8:55
58	AdministrativeHearing	Crystal Reports		LADBS\CEB\CEB docs from 10.8.3.211	LADBS	CODE ENFCMNT	CEB	21573		3/29/2015 9:30
59	AIM_Bulk_Results_and_Fee_Notice	Crystal Reports		LADBS\CEB\CEB docs from 10.8.3.211	LADBS	CODE ENFCMNT	CEB	21718		10/5/2016 16:34
60	AIM_Bulk_Results_and_Fee_Notice_20140917	Crystal Reports		LADBS\CEB\CEB INSPECTORS\AIM	LADBS	CODE ENFCMNT	CEB\CEB INSPECTORS	21552		3/17/2015 7:46
61	AIM_Bulk_Results_and_Fee_Notice_20150704	Crystal Reports		LADBS\CEB\CEB INSPECTORS\AIM	LADBS	CODE ENFCMNT	CEB\CEB INSPECTORS	21551		7/7/2015 12:18
62	AIM_ORDER_to_COMPLY	Crystal Reports		LADBS\CEB\CEB docs from 10.8.3.211	LADBS	CODE ENFCMNT	CEB	21570		7/8/2015 8:35
63	AIM_Sites_with_unpaid_bills_61_days_past_due	Crystal Reports		LADBS\CEB\CEB INSPECTORS\AIM	LADBS	CODE ENFCMNT	CEB\CEB INSPECTORS	21553		10/3/2016 9:41
64	AIM_Status_Report_Fiscal_Year	Crystal Reports		LADBS\CEB\CEB docs from 10.8.3.211	LADBS	CODE ENFCMNT	CEB	21569		2/19/2015 8:57
65	AIM_Survey	Crystal Reports		LADBS\CEB\CEB docs from 10.8.3.211	LADBS	CODE ENFCMNT	CEB	21568	06/08/2009 'Building Approvals' changes per Preston's request.	2/19/2015 8:57
66	Area_Assignments	Crystal Reports		LADBS\CEB\CEB docs from 10.8.3.211	LADBS	CODE ENFCMNT	CEB	21614		2/19/2015 9:02
67	ATC_CSR	Crystal Reports		LADBS\CEB\CEB docs from 10.8.3.211	LADBS	CODE ENFCMNT	CEB	21612		2/19/2015 9:05
68	ATC_Detail	Crystal Reports		LADBS\CEB\CEB docs from 10.8.3.211	LADBS	CODE ENFCMNT	CEB	21740		4/4/2015 10:12
69	ATC_Initial_Survey6	Crystal Reports		LADBS\CEB\CEB docs from 10.8.3.211	LADBS	CODE ENFCMNT	CEB	21739		4/4/2015 10:16

Count	Title /Report Name	Source / Type	Schedule / Frequency	Location	Department	Bureau	Division /Group	Report ID	Description	Late Updated
70	Billboard_Notice of Violation	Crystal Reports		LADBS\CEB\CEB docs from 10.8.3.211	LADBS	CODE ENFCMNT	CEB	21738		4/4/2015 10:31
71	BLANK_ORDER	Crystal Reports		LADBS\CEB\CEB docs from 10.8.3.211	LADBS	CODE ENFCMNT	CEB	21611		6/2/2016 14:56
72	Case Aging 20130611	Crystal Reports		LADBS\CEB\CEB CLERICAL\Management Reports	LADBS	CODE ENFCMNT	CEB	21578	This Case Aging report is over 200 pages, and takes ~ 1/2 hour to run. Please scroll to the last page BEFORE trying to export it as a PDF.	3/18/2014 9:18
73	Case Activity Log	Crystal Reports		LADBS\CEB\CEB docs from 10.8.3.211	LADBS	CODE ENFCMNT	CEB	21609		2/19/2015 9:06
74	Case Closure	Crystal Reports		LADBS\CEB\CEB docs from 10.8.3.211	LADBS	CODE ENFCMNT	CEB	21716	Add new Subreport	11/3/2016 13:50
75	CASE STATUS for LARA 190730	Crystal Reports		LADBS\CEB\CEB MANAGERS	LADBS	CODE ENFCMNT	CEB\CEB MANAGERS	21560		7/30/2019 8:52
76	Case Status Summary Revision 11 June 2010	Crystal Reports		LADBS\CEB\CEB CLERICAL\Management Reports	LADBS	CODE ENFCMNT	CEB	21581	CASE STATUS; MANAGEMENT SUMMARY REPORT 12 Sept 2008 Name correction 10 June 2010: CNA to Vacant Building Abatement	3/18/2014 8:16
77	Case Statuses Inspector	Crystal Reports		LADBS\CEB\CEB docs from 10.8.3.211	LADBS	CODE ENFCMNT	CEB	21607	Case Statuses Inspector.rpt	2/19/2015 9:06
78	CASE_TRACKING_for_LAPD_TF420_Summary_20190521	Crystal Reports		LADBS\CEB\CEB MANAGERS	LADBS	CODE ENFCMNT	CEB\CEB MANAGERS	21561		6/25/2019 12:10
79	CASE_TRACKING_for_LAPD_TF420_Violations_20190722	Crystal Reports		LADBS\CEB\CEB docs from 10.8.3.211	LADBS	CODE ENFCMNT	CEB	21756		7/24/2019 11:31
80	CASE_TRACKING for Warehouses_20170202	Crystal Reports		LADBS\CEB\CEB MANAGERS	LADBS	CODE ENFCMNT	CEB\CEB MANAGERS	21521		2/21/2017 15:24
81	Cases without Notes	Crystal Reports		LADBS\CEB\CEB docs from 10.8.3.211	LADBS	CODE ENFCMNT	CEB	21605		3/29/2015 10:42
82	Cases without Orders	Crystal Reports		LADBS\CEB\CEB docs from 10.8.3.211	LADBS	CODE ENFCMNT	CEB	21642		11/12/2019 12:00
83	Cases without Orders Management Ver	Crystal Reports		LADBS\CEB\CEB docs from 10.8.3.211	LADBS	CODE ENFCMNT	CEB	21604		2/19/2015 9:07
84	Cases Without_OTCs_Case_Status_Report_by_CD_20190916	Crystal Reports		LADBS\CEB\CEB MANAGERS	LADBS	CODE ENFCMNT	CEB\CEB MANAGERS	21558		9/16/2019 13:54
85	CCC	Crystal Reports		LADBS\CEB\CEB docs from 10.8.3.211	LADBS	CODE ENFCMNT	CEB	21737		4/16/2015 7:44
86	CDAll_Chart_No.Projects	Crystal Reports		LADBS\Report\Construction Activity by CD\Charts	LADBS	TECH SERVICES	Construction Activity by CD - TSB?	21210		9/23/2016 12:37
87	CDAll_Chart_Valuation_Year	Crystal Reports		LADBS\Report\Construction Activity by CD\Charts	LADBS	TECH SERVICES	Construction Activity by CD - TSB?	21229	Year-end summary of permitting activity.	9/22/2016 8:50
88	CDAll_Chart_No.Projects_Year	Crystal Reports		LADBS\Report\Construction Activity by CD\Charts	LADBS	TECH SERVICES	Construction Activity by CD - TSB?	21228	Year-end summary of permitting activity.	9/22/2016 8:50
89	CEB_CSrs_By_CD_20150613	Crystal Reports		LADBS\CEB\CEB MANAGERS	LADBS	CODE ENFCMNT	CEB\CEB MANAGERS	21507	To be run in January of the year subsequent to the year of interest.	6/13/2015 10:18
90	CEB_CSrs_By_CD_20150613_A	Crystal Reports		LADBS\CEB\CEB MANAGERS	LADBS	CODE ENFCMNT	CEB\CEB MANAGERS	21506		12/11/2015 8:10
91	CEB_CSrs_LastFullMonth_By_CD_20150406	Crystal Reports		LADBS\CEB\CEB MANAGERS	LADBS	CODE ENFCMNT	CEB\CEB MANAGERS	21511		6/9/2015 11:53
92	CEB_CSrs_LastFullMonth_By_CD_20151208	Crystal Reports		LADBS\CEB\CEB MANAGERS	LADBS	CODE ENFCMNT	CEB\CEB MANAGERS	21539		8/7/2017 9:14
93	CEB_CSrs_LastFullMonth_By_CD_20160212	Crystal Reports		LADBS\CEB\CEB MANAGERS	LADBS	CODE ENFCMNT	CEB\CEB MANAGERS	21531		2/12/2016 14:11
94	CEB_CSrs_LastFullMonth_By Dario	Crystal Reports		LADBS\CEB\CEB MANAGERS	LADBS	CODE ENFCMNT	CEB\CEB MANAGERS	21564		7/19/2018 13:40
95	CEB_GENERAL_Performance_Report_by_CD_20150310	Crystal Reports		LADBS\CEB\CEB MANAGERS	LADBS	CODE ENFCMNT	CEB\CEB MANAGERS	21478		3/12/2015 7:47
96	CEB_GENERAL_Performance_Report_by_CD_20150611	Crystal Reports		LADBS\CEB\CEB MANAGERS	LADBS	CODE ENFCMNT	CEB\CEB MANAGERS	21508		6/19/2015 16:27
97	CEB_GENERAL_Performance_Report_by_CD_LastFullMonth_20150328	Crystal Reports		LADBS\CEB\CEB MANAGERS	LADBS	CODE ENFCMNT	CEB\CEB MANAGERS	21468	General and Citation case types are included in this report.	6/6/2015 13:24
98	CEB_GENERAL_Performance_Report_by_CD_LastFullMonth_20151204	Crystal Reports		LADBS\CEB\CEB MANAGERS	LADBS	CODE ENFCMNT	CEB\CEB MANAGERS	21540	General and Citation case types are included in this report.	4/3/2018 13:37
99	CEB_GENERAL_Performance_Report_by_Inspector_LastFullMonth_20150403	Crystal Reports		LADBS\CEB	LADBS	CODE ENFCMNT	CEB	21894	General and Citation case types are included in this report.	4/4/2015 14:32
100	CEB_GENERAL_Performance_Report_by_Inspector_LastFullMonth_20150403	Crystal Reports		LADBS\CEB\CEB MANAGERS	LADBS	CODE ENFCMNT	CEB\CEB MANAGERS	21513	General and Citation case types are included in this report.	6/24/2015 9:50
101	CEB_PACE_Performance_Report_by_CD_20150222	Crystal Reports		LADBS\CEB\CEB MANAGERS	LADBS	CODE ENFCMNT	CEB\CEB MANAGERS	21477		3/12/2015 8:21
102	CEB_PACE_Performance_Report_by_CD_LastFullMonth_20150319	Crystal Reports		LADBS\CEB\CEB MANAGERS	LADBS	CODE ENFCMNT	CEB\CEB MANAGERS	21470		6/6/2015 13:49
103	CEB_PACE_Performance_Report_by_CD_LastFullMonth_by_Inspector_20150404	Crystal Reports		LADBS\CEB\CEB MANAGERS	LADBS	CODE ENFCMNT	CEB\CEB MANAGERS	21466		2/11/2020 12:01
104	CEB_PACE_Performance_Report_by_Inspector_LastFullMonth_20150404	Crystal Reports		LADBS\CEB\CEB MANAGERS	LADBS	CODE ENFCMNT	CEB\CEB MANAGERS	21514		4/4/2015 14:17

Count	Title /Report Name	Source / Type	Schedule / Frequency	Location	Department	Bureau	Division /Group	Report ID	Description	Late Updated
105	CEB Performance Report 20130205	Crystal Reports		LADBS\CEB\CLERICAL\Management Reports	LADBS	CODE ENFCMNT	CEB	21580	The container report does not include un-resolved CSRs. AIM cases are not included in the aging portions of the report. CSRs with a rescode of Case are not included. Since these 'cases' are not included, the 'Case numbers and percentages are lower than other reports (LaStat) . 'Quake' cases are not included. All 'Closed CSR's are counted as normal priority cases voluntarily closed w/ 60 days. All counts, and percentages reflect conditions within the date ranges. The 'Case Priority' and 'Division' can be modified or corrected, and as such, the counts within groups can change. Hector and Ray wish to re-format the high priority cases as they are mostly zeros if the parameter period is monthly or less. This report incorporates the March 13 2007 revisions. The report's name changed from Core_Measures to CEB_Performance_Report On the 23rd of May 2007, Ruben and AGMs requested additional modifications. They include the addition of AIM cases, new sign activity. Abatement activity to be shown by default. Reduce the report to 8.5x11 Corrections requested by Ruben and Luke on 7 June 07; % (column E) of cases closed will be changed from % closed of open to % of closed from 'opened'(initiated) in the period. Per Karen and Luke, Ray requested minor nomenclature changes and the removal of the case closed percentages, columns 'H', 'K', 'N', and 'Q' (19 June 2007). Minor formatting corrections to correct the appearance when exported in to PDF format. 20 June 2007 Updated the 'Since July 1' Date 12 July 2007 changes: Per request from Luke, AIM cases opened and closed are to be removed from the closed	3/18/2014 8:16
106	CEB Performance Report 20130205	Crystal Reports		LADBS\RMB\GABS	LADBS	RES MGMT		21422	The container report does not include un-resolved CSRs. AIM cases are not included in the aging portions of the report. CSRs with a rescode of Case are not included. Since these 'cases' are not included, the 'Case numbers and percentages are lower than other reports (LaStat) . 'Quake' cases are not included. All 'Closed CSR's are counted as normal priority cases voluntarily closed w/ 60 days. All counts, and percentages reflect conditions within the date ranges. The 'Case Priority' and 'Division' can be modified or corrected, and as such, the counts within groups can change. Hector and Ray wish to re-format the high priority cases as they are mostly zeros if the parameter period is monthly or less. This report incorporates the March 13 2007 revisions. The report's name changed from Core_Measures to CEB_Performance_Report On the 23rd of May 2007, Ruben and AGMs requested additional modifications. They include the addition of AIM cases, new sign activity. Abatement activity to be shown by default. Reduce the report to 8.5x11 Corrections requested by Ruben and Luke on 7 June 07; % (column E) of cases closed will be changed from % closed of open to % of closed from 'opened'(initiated) in the period. Per Karen and Luke, Ray requested minor nomenclature changes and the removal of the case closed percentages, columns 'H', 'K', 'N', and 'Q' (19 June 2007). Minor formatting corrections to correct the appearance when exported in to PDF format. 20 June 2007 Updated the 'Since July 1' Date 12 July 2007 changes: Per request from Luke, AIM cases opened and closed are to be removed from the closed	9/6/2018 9:32
107	CEB_SIGNS_Performance_Report_by_CD_20150310	Crystal Reports		LADBS\CEB\CEB MANAGERS	LADBS	CODE ENFCMNT	CEB\CEB MANAGERS	21479		3/12/2015 7:47
108	CEB_SIGNS_Performance_Report_by_CD_LastFullMonth_20150319	Crystal Reports		LADBS\CEB\CEB MANAGERS	LADBS	CODE ENFCMNT	CEB\CEB MANAGERS	21469		6/6/2015 13:56
109	CEB_SIGNS_Performance_Report_by_Inspector_LastFullMonth_20150404	Crystal Reports		LADBS\CEB\CEB MANAGERS	LADBS	CODE ENFCMNT	CEB\CEB MANAGERS	21515		4/4/2015 14:07
110	CEB_Status	Crystal Reports		LADBS\CEB\CEB MANAGERS	LADBS	CODE ENFCMNT	CEB\CEB MANAGERS	21498		8/19/2015 14:10
111	CEB_Statuses_and_Graph_20151204	Crystal Reports		LADBS\CEB\CEB MANAGERS	LADBS	CODE ENFCMNT	CEB\CEB MANAGERS	21491		3/3/2016 12:48
112	CEB_VBA_Performance_Report_by_CD_20150311	Crystal Reports		LADBS\CEB\CEB MANAGERS	LADBS	CODE ENFCMNT	CEB\CEB MANAGERS	21480		3/12/2015 8:22
113	CEB_VBA_Performance_Report_by_CD_LastFullMonth_20150404	Crystal Reports		LADBS\CEB\CEB MANAGERS	LADBS	CODE ENFCMNT	CEB\CEB MANAGERS	21512		6/6/2015 14:02
114	CEB_VBA_Performance_Report_by_INSPECTOR_LastFullMonth_20150404	Crystal Reports		LADBS\CEB\CEB MANAGERS	LADBS	CODE ENFCMNT	CEB\CEB MANAGERS	21467	General and Citation case types are included in this report.	4/4/2015 14:39
115	CERTIFICATE OF APPROVAL	Crystal Reports		LADBS\Inspection\Materials Control	LADBS	INSPECTION	Inspection\Materials Control	21407	Material Control_Certification of Approval	4/28/2020 14:42
116	CertificateOfApproval_QualityControlTechnician	Crystal Reports		LADBS\Inspection\Materials Control	LADBS	INSPECTION	Inspection\Materials Control	21409	Material Certificate of Approval As A Quality Control Technician	5/7/2020 11:27
117	CERTIFIED_WELDER_Photo1.rpt	Crystal Reports		LADBS\Report\Eng	LADBS	PERMIT AND ENGINEERING	Eng	21177		4/1/2015 16:42
118	Chart_No.Projects	Crystal Reports		LADBS\Report\Construction Activity by CD\Charts	LADBS	TECH SERVICES	Construction Activity by CD - TS8?	21227		9/23/2016 12:37

Count	Title /Report Name	Source / Type	Schedule / Frequency	Location	Department	Bureau	Division /Group	Report ID	Description	Late Updated
119	Chart_Valuation	Crystal Reports		LADBS\Report\Construction Activity by CD\Charts	LADBS	TECH SERVICES	Construction Activity by CD - TSB?	21226		9/23/2016 12:37
120	ClosedNoTermination_A	Crystal Reports		LADBS\CEB\CEB docs from 10.8.3.211	LADBS	CODE ENFCMNT	CEB	21698		10/5/2018 10:24
121	CNAP_3 Day Notice	Crystal Reports		LADBS\CEB\CEB docs from 10.8.3.211	LADBS	CODE ENFCMNT	CEB	21602		7/13/2017 14:25
122	CNAP_AllAttachments	Crystal Reports		LADBS\CEB\CEB docs from 10.8.3.211	LADBS	CODE ENFCMNT	CEB	21601		2/19/2015 9:08
123	CNAP_Assessment_Data	Crystal Reports		LADBS\CEB\CEB docs from 10.8.3.211	LADBS	CODE ENFCMNT	CEB	21641		3/29/2015 15:12
124	CNAP_Barricade_Spec	Crystal Reports		LADBS\CEB\CEB docs from 10.8.3.211	LADBS	CODE ENFCMNT	CEB	21600		11/9/2017 7:54
125	CNAP_Cancel_Invoice_FS	Crystal Reports		LADBS\CEB\CEB docs from 10.8.3.211	LADBS	CODE ENFCMNT	CEB	21690		3/30/2015 8:05
126	CNAP_Contacts_List	Crystal Reports		LADBS\CEB\CEB docs from 10.8.3.211	LADBS	CODE ENFCMNT	CEB	21689		3/30/2015 8:10
127	CNAP_Demand_Letter	Crystal Reports		LADBS\CEB\CEB docs from 10.8.3.211	LADBS	CODE ENFCMNT	CEB	21688		3/30/2015 10:00
128	CNAP_DWP_Disconnect	Crystal Reports		LADBS\CEB\CEB docs from 10.8.3.211	LADBS	CODE ENFCMNT	CEB	21599		3/30/2015 10:12
129	CNAP_Environmental_Checklist	Crystal Reports		LADBS\CEB\CEB docs from 10.8.3.211	LADBS	CODE ENFCMNT	CEB	21598		2/19/2015 9:09
130	CNAP_ExplanationLetter	Crystal Reports		LADBS\CEB\CEB docs from 10.8.3.211	LADBS	CODE ENFCMNT	CEB	21597		8/11/2017 9:24
131	CNAP_Fence_Spec	Crystal Reports		LADBS\CEB\CEB docs from 10.8.3.211	LADBS	CODE ENFCMNT	CEB	21596		2/19/2015 9:09
132	CNAP_Final_Notice_Demo	Crystal Reports		LADBS\CEB\CEB docs from 10.8.3.211	LADBS	CODE ENFCMNT	CEB	21595		2/19/2015 9:09
133	CNAP_Inspection_Findings	Crystal Reports		LADBS\CEB\CEB docs from 10.8.3.211	LADBS	CODE ENFCMNT	CEB	21594		2/19/2015 9:10
134	CNAP_Notice_of_Hearing	Crystal Reports		LADBS\CEB\CEB docs from 10.8.3.211	LADBS	CODE ENFCMNT	CEB	21687		7/31/2019 7:43
135	CNAP_Notice_of Intent_Demo Fence	Crystal Reports		LADBS\CEB\CEB docs from 10.8.3.211	LADBS	CODE ENFCMNT	CEB	21593		10/27/2017 10:15
136	CNAP_Notice_of Intent_Demo_Remail	Crystal Reports		LADBS\CEB\CEB docs from 10.8.3.211	LADBS	CODE ENFCMNT	CEB	21648		2/19/2015 9:10
137	CNAP_Notice_of Responsibility	Crystal Reports		LADBS\CEB\CEB docs from 10.8.3.211	LADBS	CODE ENFCMNT	CEB	21592		2/14/2017 9:10
138	CNAP_ORDER_CVIF	Crystal Reports		LADBS\CEB\CEB docs from 10.8.3.211	LADBS	CODE ENFCMNT	CEB	21728	Approved by Frank Lara 20010824 with the 'Compliance Date' being added.	12/7/2018 16:01
139	CNAP_ORDER_CVIF_20110823	Crystal Reports		LADBS\CEB\CEB docs from 10.8.3.211	LADBS	CODE ENFCMNT	CEB	21591	Approved by Frank Lara 20010824 with the 'Compliance Date' being added.	2/19/2015 9:10
140	CNAP_ORDER_CVIF_parameter	Crystal Reports		LADBS\CEB\CEB docs from 10.8.3.211	LADBS	CODE ENFCMNT	CEB	21640		8/17/2018 16:03
141	CNAP_Order_Remail	Crystal Reports		LADBS\CEB\CEB docs from 10.8.3.211	LADBS	CODE ENFCMNT	CEB	21639		8/17/2018 16:12
142	CNAP_OTC_Public_Nuisance	Crystal Reports		LADBS\CEB\CEB docs from 10.8.3.211	LADBS	CODE ENFCMNT	CEB	21726		2/8/2019 10:49
143	CNAP_Penalty_Eligibility	Crystal Reports		LADBS\CEB\CEB docs from 10.8.3.211	LADBS	CODE ENFCMNT	CEB	21686		3/30/2015 9:15
144	CNAP_Penalty_Warning	Crystal Reports		LADBS\CEB\CEB docs from 10.8.3.211	LADBS	CODE ENFCMNT	CEB	21757		8/7/2017 9:06
145	CNAP_Posting_Order	Crystal Reports		LADBS\CEB\CEB docs from 10.8.3.211	LADBS	CODE ENFCMNT	CEB	21685		3/30/2015 9:16
146	CNAP_Recorded_Document_NOPL	Crystal Reports		LADBS\CEB\CEB docs from 10.8.3.211	LADBS	CODE ENFCMNT	CEB	21684		3/14/2016 12:57
147	CNAP_Regular_OTC	Crystal Reports		LADBS\CEB\CEB docs from 10.8.3.211	LADBS	CODE ENFCMNT	CEB	21638		2/19/2015 9:11
148	CNAP_Report_of_Abate	Crystal Reports		LADBS\CEB	LADBS	CODE ENFCMNT	CEB	21891	This report is used to present to the City Council the Lien Costs incurred by the Building Department.	1/19/2017 10:39
149	CNAP_Report_of_Abate_PNA2	Crystal Reports		LADBS\CEB\CEB docs from 10.8.3.211	LADBS	CODE ENFCMNT	CEB	21683	This report is used to present to the City Council the Lien Costs incurred by the Building Department.	6/20/2019 15:24
150	CNAP_Report_of_Abate1	Crystal Reports		LADBS\CEB\CEB docs from 10.8.3.211	LADBS	CODE ENFCMNT	CEB	21758	Copy of CNAP_Report_of_Abate_PNA2. This report is used to present to the City Council the Lien Costs incurred by the Building Department.	10/12/2018 11:47
151	CNAP_Request_for_Hearing	Crystal Reports		LADBS\CEB\CEB docs from 10.8.3.211	LADBS	CODE ENFCMNT	CEB	21682		6/20/2019 14:06
152	cnap_stat_AbateIssued	Crystal Reports		LADBS\CEB\CEB docs from 10.8.3.211	LADBS	CODE ENFCMNT	CEB	21681		3/30/2015 10:53
153	cnap_stat_ClosedFiles	Crystal Reports		LADBS\CEB\CEB docs from 10.8.3.211	LADBS	CODE ENFCMNT	CEB	21679		3/30/2015 10:54
154	cnap_stat_ClosedFiles_Period	Crystal Reports		LADBS\CEB\CEB docs from 10.8.3.211	LADBS	CODE ENFCMNT	CEB	21680		3/30/2015 10:54
155	cnap_stat_CSRNV	Crystal Reports		LADBS\CEB\CEB docs from 10.8.3.211	LADBS	CODE ENFCMNT	CEB	21678		3/30/2015 11:07
156	cnap_stat_CSRReceived	Crystal Reports		LADBS\CEB\CEB docs from 10.8.3.211	LADBS	CODE ENFCMNT	CEB	21674		3/30/2015 11:07
157	cnap_stat_OpenJob	Crystal Reports		LADBS\CEB\CEB docs from 10.8.3.211	LADBS	CODE ENFCMNT	CEB	21677		3/30/2015 11:07
158	cnap_stat_ResponsesMade	Crystal Reports		LADBS\CEB\CEB docs from 10.8.3.211	LADBS	CODE ENFCMNT	CEB	21675		3/30/2015 11:07
159	cnap_stat_ResponsesMade72Hrs	Crystal Reports		LADBS\CEB\CEB docs from 10.8.3.211	LADBS	CODE ENFCMNT	CEB	21676		3/30/2015 11:08
160	CNAP_Statement_of Intent	Crystal Reports		LADBS\CEB\CEB docs from 10.8.3.211	LADBS	CODE ENFCMNT	CEB	21763		7/26/2017 10:47
161	CNAP_TitleReport_WO	Crystal Reports		LADBS\CEB\CEB docs from 10.8.3.211	LADBS	CODE ENFCMNT	CEB	21673		7/11/2019 16:35
162	cnap_transfer_no_CntrlNo_close	Crystal Reports		LADBS\CEB\CEB docs from 10.8.3.211	LADBS	CODE ENFCMNT	CEB	21671		3/30/2015 11:40
163	cnap_transfer_no_CntrlNo_open	Crystal Reports		LADBS\CEB\CEB docs from 10.8.3.211	LADBS	CODE ENFCMNT	CEB	21672		3/30/2015 11:38
164	CNAP_Trespass_Authorization_English	Crystal Reports		LADBS\CEB\CEB docs from 10.8.3.211	LADBS	CODE ENFCMNT	CEB	21637		2/19/2015 9:12
165	CNAP_Trespass_Authorization_Spanish	Crystal Reports		LADBS\CEB\CEB docs from 10.8.3.211	LADBS	CODE ENFCMNT	CEB	21635		2/19/2015 9:12
166	CNAP_Vacate_Letter_post Ordinance 178632_C	Crystal Reports		LADBS\CEB\CEB docs from 10.8.3.211	LADBS	CODE ENFCMNT	CEB	21634	Vacate and Relocation post Ordinance 178632	2/19/2015 9:12
167	CNAP_Work Orders	Crystal Reports		LADBS\CEB\CEB docs from 10.8.3.211	LADBS	CODE ENFCMNT	CEB	21647		4/1/2020 13:20
168	CoFo_All_Custom Date Range	Crystal Reports		LADBS\Report\Construction Activity by CD\On Demand Reports	LADBS	TECH SERVICES	Construction Activity by CD - TSB?	21216		9/23/2016 12:37
169	Contract_Employee_Stats_for_Period_20150430	Crystal Reports		LADBS\CEB\CEB MANAGERS	LADBS	CODE ENFCMNT	CEB\CEB MANAGERS	21482		4/30/2015 6:13
170	Contract_Employee_Stats_Last_Full_Week_20160712.rpt	Crystal Reports		LADBS\CEB\CEB MANAGERS	LADBS	CODE ENFCMNT	CEB\CEB MANAGERS	21527		8/4/2016 15:00
171	Corr_count.rpt	Crystal Reports		LADBS\Report\RMB\RRM	LADBS	RES MGMT	RMB\RRM	20914		9/22/2016 8:51
172	CSR	Crystal Reports		LADBS\CEB\CEB docs from 10.8.3.211	LADBS	CODE ENFCMNT	CEB	21633		3/14/2015 8:28
173	CSR_Activity_by_CD_LastFull_Week_20150309	Crystal Reports		LADBS\CEB\CEB MANAGERS	LADBS	CODE ENFCMNT	CEB\CEB MANAGERS	21472		3/12/2015 8:37
174	CSR_Activity_LastFull_Week_20150318	Crystal Reports		LADBS\CEB\CEB MANAGERS	LADBS	CODE ENFCMNT	CEB\CEB MANAGERS	21471	Changed the 72 hour response time goal to 10 days per management's request. 21 Sept 2009. Changed the 10 response time to 15 days, per request apr 2010 Changed the 15 day response time to 20 days per F Bush. Posted it on the SAP DEV server	9/22/2016 8:52
175	CSR_BULK_Region	Crystal Reports		LADBS\CEB\CEB docs from 10.8.3.211	LADBS	CODE ENFCMNT	CEB	21670		3/30/2015 11:54
176	CSR_BULK	Crystal Reports		LADBS\CEB\CEB docs from 10.8.3.211	LADBS	CODE ENFCMNT	CEB	21632		7/22/2016 15:04
177	CSR_BULK11	Crystal Reports		LADBS\CEB\CEB docs from 10.8.3.211	LADBS	CODE ENFCMNT	CEB	21645		3/19/2015 16:56
178	CSR_Response_Letter	Crystal Reports		LADBS\CEB\CEB docs from 10.8.3.211	LADBS	CODE ENFCMNT	CEB	21631		2/19/2015 9:35
179	CSRs_percentage_Date Range	Crystal Reports		LADBS\TSB\Daily Reports	LADBS	TECH SERVICES	TSB\Daily Reports	21947		8/21/2020 13:56
180	CSRs_percentage_LastFull_Week.rpt	Crystal Reports		LADBS\CEB\CEB MANAGERS\Mayor_Wkly Reports	LADBS	CODE ENFCMNT	CEB\CEB MANAGERS	21485		1/4/2017 13:17

Count	Title /Report Name	Source / Type	Schedule / Frequency	Location	Department	Bureau	Division /Group	Report ID	Description	Late Updated
181	CSRs Without a Case	Crystal Reports		LADBS\CEB\CEB docs from 10.8.3.211	LADBS	CODE ENFCMNT	CEB	21630	This reports the CSRs that have a resolution of Start a Case but no case has been started. It is limited to the supervisor level.	2/19/2015 9:35
182	CSRs without Case by CD 20191113	Crystal Reports		LADBS\CEB\CEB MANAGERS	LADBS	CODE ENFCMNT	CEB\CEB MANAGERS	21557		11/13/2019 6:04
183	DemandLetterReport	Crystal Reports		LADBS\CEB\CEB docs from 10.8.3.211	LADBS	CODE ENFCMNT	CEB	21669		3/30/2015 12:01
184	DSCM_CSR	Crystal Reports		LADBS\Report\Eng	LADBS	PERMIT AND ENGINEERING	Eng	21184		2/6/2015 10:38
185	Employee Last 30 Day Activities	Crystal Reports		LADBS\CEB\CEB docs from 10.8.3.211	LADBS	CODE ENFCMNT	CEB	21629		3/30/2015 12:05
186	ePermit_Monitor	Crystal Reports		LADBS\Report\Eng	LADBS	PERMIT AND ENGINEERING	Eng	21173		10/18/2017 12:41
187	FABRICATOR_AND_TEST_AGENCY_RENEWAL_APPLICATION	Crystal Reports		LADBS\Inspection\Materials Control	LADBS	INSPECTION	Inspection\Materials Control	21408	Material Control Section Fabricator and Testing Agency Renewal Application Notice	4/28/2020 14:42
188	fees_notice	Crystal Reports		LADBS\CEB	LADBS	CODE ENFCMNT	CEB	21937		8/17/2017 7:35
189	FRP_Indv	Crystal Reports		LADBS\CEB\CEB INSPECTORS	LADBS	CODE ENFCMNT	CEB\CEB INSPECTORS	21546		3/1/2016 13:23
190	FTBREPORT.rpt	Crystal Reports		LADBS\CEB\CEB docs from 10.8.3.211	LADBS	CODE ENFCMNT	CEB	21668		3/30/2015 12:10
191	Gain_Entry_CNAP_and_General	Crystal Reports		LADBS\CEB\CEB docs from 10.8.3.211	LADBS	CODE ENFCMNT	CEB	21755		6/8/2020 15:24
192	GradingOrder	Crystal Reports		LADBS\CEB\CEB docs from 10.8.3.211	LADBS	CODE ENFCMNT	CEB	21667		3/30/2015 12:15
193	Group_Note_Activity	Crystal Reports		LADBS\CEB\CEB docs from 10.8.3.211	LADBS	CODE ENFCMNT	CEB	21705		4/4/2015 7:32
194	InspDistCaseList	Crystal Reports		LADBS\CEB\CEB docs from 10.8.3.211	LADBS	CODE ENFCMNT	CEB	21628		2/19/2015 9:36
195	Inspection Route	Crystal Reports		LADBS\RMB\Investigation	LADBS	RES MGMT	RMB\Investigation	21419		3/18/2014 12:19
196	Inspection Warrant Template 20200106	Crystal Reports		LADBS\CEB	LADBS	CODE ENFCMNT	CEB	21932		1/6/2020 9:13
197	Inspection6	Crystal Reports		LADBS\CEB\CEB docs from 10.8.3.211	LADBS	CODE ENFCMNT	CEB	21626		4/20/2015 13:44
198	InspectionReportSpecial	Crystal Reports		LADBS\CEB\CEB docs from 10.8.3.211	LADBS	CODE ENFCMNT	CEB	21706		4/3/2015 9:22
199	Inspector_CSR_Activity_Version_8	Crystal Reports		LADBS\CEB\CEB docs from 10.8.3.211	LADBS	CODE ENFCMNT	CEB	21625		2/19/2015 9:37
200	InspectorCSR Activity 20130207	Crystal Reports		LADBS\CEB\CEB CLERICAL\Management Reports	LADBS	CODE ENFCMNT	CEB	21579	Changed the 72 hour response time goal to 10 days per management's request. 21 Sept 2009. Changed the 10 response time to 15 days, per request apr 2010 Changed the 15 day response time to 20 days per F Bush. Posted it on the SAP DEV server	3/18/2014 9:25
201	Investigation fee	Crystal Reports		LADBS\CEB\CEB docs from 10.8.3.211	LADBS	CODE ENFCMNT	CEB	21624		2/19/2015 9:38
202	Issue count.rpt	Crystal Reports		LADBS\Report\RMB\RRM	LADBS	RES MGMT	RMB\RRM	20915		9/23/2016 12:34
203	Jobs by Inspector	Crystal Reports		LADBS\CEB\CEB docs from 10.8.3.211	LADBS	CODE ENFCMNT	CEB	21627		2/19/2015 9:38
204	Joint_LAPD_LADBS_CASE_STATUS_by_Region_190815	Crystal Reports		LADBS\CEB\CEB MANAGERS	LADBS	CODE ENFCMNT	CEB\CEB MANAGERS	21559		12/18/2019 5:56
205	LADBS_Wrkld_and_Performance_Metrics_CSRs_by Year for Rays stats 20141011	Crystal Reports		LADBS\RMB\GABS	LADBS	RES MGMT	RMB\GABS	21421	RC has asked for additional information besides the # of complaints and the % received w/i 10 days. Now we need the % closed in 60 days, not closed, and % followed-up in 100 days. This will require additional tables.	9/6/2018 9:39
206	Legal_Vehicle_Owner	Crystal Reports		LADBS\CEB\CEB docs from 10.8.3.211	LADBS	CODE ENFCMNT	CEB	21646		2/19/2015 9:39
207	Major Projects Permitted (over 10M) ComStat	Crystal Reports		LADBS\RMB\Webi	LADBS	RES MGMT	RMB\Webi	21458		11/15/2017 11:09
208	misc_count.rpt	Crystal Reports		LADBS\Report\RMB\RRM	LADBS	RES MGMT	RMB\RRM	20913		9/23/2016 12:32
209	Mobile_Summary	Crystal Reports		LADBS\CEB\CEB docs from 10.8.3.211	LADBS	CODE ENFCMNT	CEB	21623		3/14/2015 9:30
210	MobileSummary_3	Crystal Reports		LADBS\CEB\CEB docs from 10.8.3.211	LADBS	CODE ENFCMNT	CEB	21666	5/18/09 added the courtsey issue date and the AIM survey	3/14/2015 12:29
211	NAR_Revocation	Crystal Reports		LADBS\CEB\CEB docs from 10.8.3.211	LADBS	CODE ENFCMNT	CEB	21622		2/19/2015 9:39
212	No_recoded_documents	Crystal Reports		LADBS\CEB\CEB docs from 10.8.3.211	LADBS	CODE ENFCMNT	CEB	21621		10/4/2018 6:53
213	Non_Comp_Auto_Warning_CD14_2130_Central_20191112	Crystal Reports		LADBS\CEB\CEB CLERICAL\Non Comp Warning Letters	LADBS	CODE ENFCMNT	CEB	21582		6/8/2020 11:10
214	Non_Comp_Auto_Warning_CD9_4301_Central_20191108	Crystal Reports		LADBS\CEB\CEB CLERICAL\Non Comp Warning Letters	LADBS	CODE ENFCMNT	CEB	21583		11/12/2019 10:55
215	Non_Compliance_Auto_Warning_Central_20140103	Crystal Reports		LADBS\CEB\CEB CLERICAL\Non Comp Warning Letters	LADBS	CODE ENFCMNT	CEB	21586		6/10/2020 7:18
216	Non Compliance Auto_Warning_North_20140107	Crystal Reports		LADBS\CEB\CEB CLERICAL\Non Comp Warning Letters	LADBS	CODE ENFCMNT	CEB	21589		9/14/2016 8:42
217	Non_Compliance_Auto_Warning_South_Beacon_20140107	Crystal Reports		LADBS\CEB\CEB CLERICAL\Non Comp Warning Letters	LADBS	CODE ENFCMNT	CEB	21590		11/8/2014 8:20
218	Non_Compliance_Auto_Warning_South_Manchester_20140107	Crystal Reports		LADBS\CEB\CEB CLERICAL\Non Comp Warning Letters	LADBS	CODE ENFCMNT	CEB	21541		11/8/2014 8:20
219	Non_Compliance_Auto_Warning_South_Vermont_20140107	Crystal Reports		LADBS\CEB\CEB CLERICAL\Non Comp Warning Letters	LADBS	CODE ENFCMNT	CEB	21542		5/22/2019 8:03
220	Non Compliance Auto_Warning_VBA_20140107	Crystal Reports		LADBS\CEB\CEB CLERICAL\Non Comp Warning Letters	LADBS	CODE ENFCMNT	CEB	21543		11/8/2014 8:20
221	Non_Compliance_autoWarning_AIM_Adams_20190516	Crystal Reports		LADBS\CEB\CEB CLERICAL\Non Comp Warning Letters	LADBS	CODE ENFCMNT	CEB	21584		5/16/2019 14:23
222	Non_Compliance_autoWarning_AIM_Sylvan_20140213	Crystal Reports		LADBS\CEB\CEB CLERICAL\Non Comp Warning Letters	LADBS	CODE ENFCMNT	CEB	21588		11/8/2014 8:31
223	Non_Compliance_autoWarning_AIM_Wilshire_20140213	Crystal Reports		LADBS\CEB\CEB CLERICAL\Non Comp Warning Letters	LADBS	CODE ENFCMNT	CEB	21587		1/23/2020 11:07
224	Non Compliance Warning	Crystal Reports		LADBS\CEB\CEB CLERICAL\Non Comp Warning Letters	LADBS	CODE ENFCMNT	CEB	21585		1/17/2018 12:19
225	Non_Compliance_Warning_Minus_Days_20130211	Crystal Reports		LADBS\CEB\CEB docs from 10.8.3.211	LADBS	CODE ENFCMNT	CEB	21723		9/15/2016 9:54
226	Non Compliance_Warning_single3	Crystal Reports		LADBS\CEB\CEB docs from 10.8.3.211	LADBS	CODE ENFCMNT	CEB	21620		11/25/2016 12:08
227	Noncomp_fee_Tracking_Fiscal_Year	Crystal Reports		LADBS\CEB\CEB docs from 10.8.3.211	LADBS	CODE ENFCMNT	CEB	21619		2/19/2015 9:40
228	NOPLReport	Crystal Reports		LADBS\CEB\CEB docs from 10.8.3.211	LADBS	CODE ENFCMNT	CEB	21618		2/19/2015 9:41
229	Note_Sheet	Crystal Reports		LADBS\CEB\CEB docs from 10.8.3.211	LADBS	CODE ENFCMNT	CEB	21617		9/29/2016 8:24
230	Note_Sheet	Crystal Reports		LADBS\CEB\CEB INSPECTORS	LADBS	CODE ENFCMNT	CEB\CEB INSPECTORS	21548		11/5/2014 8:42

Count	Title /Report Name	Source / Type	Schedule / Frequency	Location	Department	Bureau	Division /Group	Report ID	Description	Late Updated
		Crystal Reports		LADBS\CEB	LADBS	CODE ENFCMNT	CEB	21933	This requires an OTC #.	1/25/2019 9:06
231	Notice of Permit Expiration								The CVIF language was changed because a person called to say 'you can't bill me because I was not the ...OWNER as it appears on the last equalized. ...' Mr Bush approved the language 2014/01/13	
232	Off Hour Inspection Requests and Performance	Crystal Reports		LADBS\inspection\inspection Management System	LADBS	INSPECTION	inspection\CMS	21413		8/12/2019 7:44
233	Old Cases Over 3 years old	Crystal Reports		LADBS\CEB\CEB docs from 10.8.3.211	LADBS	CODE ENFCMNT	CEB	21616		2/19/2015 9:43
234	OPEN JOBS VBA LIST	Crystal Reports		LADBS\CEB\CEB CLERICAL\Management Reports	LADBS	CODE ENFCMNT	CEB	21577		1/27/2020 9:10
235	ORDER CVIF Parameter4	Crystal Reports		LADBS\CEB\CEB docs from 10.8.3.211	LADBS	CODE ENFCMNT	CEB	21715	The CVIF language was changed because a person called to say 'you can't bill me because I was not the ...OWNER as it appears on the last equalized. ...' Mr Bush approved the language 2014/01/13	12/11/2019 14:51
236	ORDER PACE4	Crystal Reports		LADBS\CEB\CEB docs from 10.8.3.211	LADBS	CODE ENFCMNT	CEB	21714		8/22/2018 14:26
		Crystal Reports		LADBS\CEB\CEB docs from 10.8.3.211	LADBS	CODE ENFCMNT	CEB	21729	This requires an OTC #.	10/25/2018 10:51
237	ORDER to COMPLY								The CVIF language was changed because a person called to say 'you can't bill me because I was not the ...OWNER as it appears on the last equalized. ...' Mr Bush approved the language 2014/01/13	
		Crystal Reports		LADBS\CEB\CEB docs from 10.8.3.211	LADBS	CODE ENFCMNT	CEB	21730	This requires an OTC #.	12/10/2015 11:15
238	ORDER to COMPLY 20151210								The CVIF language was changed because a person called to say 'you can't bill me because I was not the ...OWNER as it appears on the last equalized. ...' Mr Bush approved the language 2014/01/13	
		Crystal Reports		LADBS\CEB	LADBS	CODE ENFCMNT	CEB	21935	This version (2018/06/25) is a version that includes the CUP condition violations found with the NAR cases. It should replace the main OTC document that is in the folder of reports from the 10.8.3.211 server.	8/17/2018 16:45
239	Order to Comply and NAR								The CVIF language was changed because a person called to say 'you can't bill me because I was not the ...OWNER as it appears on the last equalized. ...' Mr Bush approved the language 2014/01/13	
		Crystal Reports		LADBS\CEB	LADBS	CODE ENFCMNT	CEB	21934	This requires an OTC #.	8/17/2018 16:45
240	Order to Comply and NAR CESD.rpt								The CVIF language was changed because a person called to say 'you can't bill me because I was not the ...OWNER as it appears on the last equalized. ...' Mr Bush approved the language 2014/01/13	
241	ORDER to Repair After Posting	Crystal Reports		LADBS\CEB	LADBS	CODE ENFCMNT	CEB	21936		2/21/2018 15:42
242	OrderClosure	Crystal Reports		LADBS\CEB\CEB docs from 10.8.3.211	LADBS	CODE ENFCMNT	CEB	21665		2/19/2015 9:43
243	OSSPIP INVOICE for PROPERTY OWNER 102016	Crystal Reports		LADBS\CEB\CEB MANAGERS	LADBS	CODE ENFCMNT	CEB\CEB MANAGERS	21523		10/20/2016 15:27
244	OSSPIP INVOICE for SIGN COMPANY 102016	Crystal Reports		LADBS\CEB\CEB MANAGERS	LADBS	CODE ENFCMNT	CEB\CEB MANAGERS	21522		10/20/2016 15:27
245	PACE Project Report	Crystal Reports		LADBS\CEB\CEB docs from 10.8.3.211	LADBS	CODE ENFCMNT	CEB	21664		3/30/2015 13:20
246	PACE STAT BY CD	Crystal Reports		LADBS\CEB\CEB docs from 10.8.3.211	LADBS	CODE ENFCMNT	CEB	21762		1/19/2017 9:06
247	PACE Statistics	Crystal Reports		LADBS\CEB\CEB docs from 10.8.3.211	LADBS	CODE ENFCMNT	CEB	21712	The report was revised to include the CRA PT. It also was updated in is grouping where the case ownership is determined by the inspector assigned to the case on the Notes Detail.	3/30/2015 13:24
248	PACE Statistics By Survey Area	Crystal Reports		LADBS\CEB\CEB docs from 10.8.3.211	LADBS	CODE ENFCMNT	CEB	21663	The report was revised to include the CRA PT. It also was updated in is grouping where the case ownership is determined by the inspector assigned to the case on the Notes Detail.	2/19/2015 9:44
249	PACECourtesynNoticeMobile	Crystal Reports		LADBS\CEB\CEB docs from 10.8.3.211	LADBS	CODE ENFCMNT	CEB	21713		8/21/2017 9:09
250	PACEVoluntary	Crystal Reports		LADBS\CEB\CEB docs from 10.8.3.211	LADBS	CODE ENFCMNT	CEB	21662		2/19/2015 9:44
251	PAUSED CEB_GENERAL_Performance Report by CD LastFull Week 20150312	Crystal Reports		LADBS\CEB\CEB MANAGERS	LADBS	CODE ENFCMNT	CEB\CEB MANAGERS	21475	General and Citation case types are included in this report.	9/22/2016 8:50
252	PAUSED CEB_PACE_Performance_Report_by_CD_LastFull_Week 20150311	Crystal Reports		LADBS\CEB\CEB MANAGERS	LADBS	CODE ENFCMNT	CEB\CEB MANAGERS	21473		9/22/2016 8:50
253	PAUSED CEB_SIGNS_Performance_Report_by_CD_LastFull_Week 20150312	Crystal Reports		LADBS\CEB\CEB MANAGERS	LADBS	CODE ENFCMNT	CEB\CEB MANAGERS	21474	PAUSED General and Citation case types are included in this report.	9/22/2016 8:50
254	PAUSED CEB_VBA_Performance_Report_by_CD_LastFull_Week 20150311	Crystal Reports		LADBS\CEB\CEB MANAGERS	LADBS	CODE ENFCMNT	CEB\CEB MANAGERS	21476	PAUSED	9/22/2016 8:50
255	Paused_CEB_CSRS_LastFullMonth_By_Inspector_2 0150406	Crystal Reports		LADBS\CEB\CEB MANAGERS	LADBS	CODE ENFCMNT	CEB\CEB MANAGERS	21510		9/22/2016 8:50
256	PC Report Unassigned Jobs	Crystal Reports		LADBS\Engineering\PEB Management\Unassigned Report	LADBS	PERMIT AND ENGINEERING	Engineering\PEB Management	20866		6/11/2019 10:38
257	PC Report Unassigned Jobs w. QR Code	Crystal Reports		LADBS\Scheduled_Jobs\ENGR	LADBS	PERMIT AND ENGINEERING	Scheduled_Jobs\ENGR	21921		6/10/2019 15:13
258	PC Verification Report	Crystal Reports		LADBS\Engineering\PEB Management\Verification Report	LADBS	PERMIT AND ENGINEERING	Engineering\PEB Management	20859		3/31/2017 11:49
259	PC Verification Report SoftStory	Crystal Reports		LADBS\Engineering\PEB Management\Verification Report	LADBS	PERMIT AND ENGINEERING	Engineering\PEB Management	20864		3/31/2017 11:49
260	PC Verification Report SoftStory NoDate.rpt	Crystal Reports		LADBS\Scheduled_Jobs\ENGR	LADBS	PERMIT AND ENGINEERING	Scheduled_Jobs\ENGR	21923		3/4/2019 12:23

Count	Title /Report Name	Source / Type	Schedule / Frequency	Location	Department	Bureau	Division /Group	Report ID	Description	Late Updated
261	PC Verification Report without SoftStory NoDate.rpt	Crystal Reports		LADBS\Scheduled_Jobs\ENGR	LADBS	PERMIT AND ENGINEERING	Scheduled_Jobs\ENGR	21922		3/4/2019 12:27
262	PcisScanReport.rpt	Crystal Reports		LADBS\Report\RMB\RRM	LADBS	RES MGMT	RMB\RRM	20916		9/23/2016 12:32
263	PDP UNASSIGNED PERMITS	Crystal Reports		LADBS\Scheduled_Jobs\ENGR	LADBS	PERMIT AND ENGINEERING	Scheduled_Jobs\ENGR	21924	Updated on 07/10/2017 by Mia T	7/10/2017 8:46
264	Permit_Log_orap	Crystal Reports		LADBS\RMB\UCS	LADBS	RES MGMT	RMB\UCS	47542		9/15/2020 15:16
265	Permitted_All_Automated for Prior Month	Crystal Reports		LADBS\Scheduled_Jobs\MISD\Internal\Construction Activity by CD	LADBS	TECH SERVICES	Scheduled_Jobs\MISD\Internal\Construction Activity by CD	21958		8/20/2014 14:22
266	Permitted_All_Custom Date Range	Crystal Reports		LADBS\Report\Construction Activity by CD\On Demand Reports	LADBS	TECH SERVICES	Construction Activity by CD - TSB?	21214		9/23/2016 12:37
267	ORDER_MobileBulk	Crystal Reports		LADBS\CEB\CEB docs from 10.8.3.211	LADBS	CODE ENFCMNT	CEB	21708		4/2/2015 8:49
268	Plan Check Engineer Performance	Crystal Reports		LADBS\TSB	LADBS	TECH SERVICES	TSB	37036		7/17/2020 15:58
269	Position_Control.rpt	Crystal Reports		LADBS\Report	LADBS	INSPECTION	Report - Pascal (IB)?	21248		2/23/2011 9:59
270	PublicPhoneList	Crystal Reports		LADBS\CEB\CEB docs from 10.8.3.211	LADBS	CODE ENFCMNT	CEB	21711		3/30/2015 13:36
271	QR Tags	Crystal Reports		LADBS\Engineering\Crystal Report	LADBS	PERMIT AND ENGINEERING	Engineering	20836		11/15/2017 14:38
272	Recorded_Document_Abate	Crystal Reports		LADBS\CEB\CEB docs from 10.8.3.211	LADBS	CODE ENFCMNT	CEB	21759		2/17/2017 12:50
273	Recorded_Document_Abate_20161031	Crystal Reports		LADBS\CEB\CEB docs from 10.8.3.211	LADBS	CODE ENFCMNT	CEB	21765		10/31/2016 14:50
274	Recorded_Document_Abate_Termination	Crystal Reports		LADBS\CEB\CEB docs from 10.8.3.211	LADBS	CODE ENFCMNT	CEB	21720		9/20/2016 6:50
275	Recorded_Document_FTB	Crystal Reports		LADBS\CEB\CEB docs from 10.8.3.211	LADBS	CODE ENFCMNT	CEB	21696		4/4/2015 10:00
276	Recorded_Document_FTB_Termination	Crystal Reports		LADBS\CEB\CEB docs from 10.8.3.211	LADBS	CODE ENFCMNT	CEB	21695		3/18/2016 13:56
277	Recorded_Document_NOID	Crystal Reports		LADBS\CEB\CEB docs from 10.8.3.211	LADBS	CODE ENFCMNT	CEB	21694		4/4/2015 10:00
278	Recorded_Document_NOID_Termination	Crystal Reports		LADBS\CEB\CEB docs from 10.8.3.211	LADBS	CODE ENFCMNT	CEB	21693		3/18/2016 13:56
279	Recorded_Document_NOPL_Termination	Crystal Reports		LADBS\CEB\CEB docs from 10.8.3.211	LADBS	CODE ENFCMNT	CEB	21760		2/15/2017 15:18
280	Recorded_Document_NOPL_Termination_101816	Crystal Reports		LADBS\CEB\CEB docs from 10.8.3.211	LADBS	CODE ENFCMNT	CEB	21717		2/15/2017 15:09
281	Recorded_Document_NOPL_Termination1	Crystal Reports		LADBS\CEB\CEB docs from 10.8.3.211	LADBS	CODE ENFCMNT	CEB	21721		2/15/2017 15:17
282	Recorded_Document_PNA	Crystal Reports		LADBS\CEB\CEB docs from 10.8.3.211	LADBS	CODE ENFCMNT	CEB	21692		4/4/2015 9:56
283	Recorded_Document_PNA_Termination	Crystal Reports		LADBS\CEB\CEB docs from 10.8.3.211	LADBS	CODE ENFCMNT	CEB	21691		3/14/2016 13:01
284	Recorded_Document_Substandard	Crystal Reports		LADBS\CEB\CEB docs from 10.8.3.211	LADBS	CODE ENFCMNT	CEB	21722		2/27/2017 8:55
285	Recorded_Document_Termination	Crystal Reports		LADBS\CEB\CEB docs from 10.8.3.211	LADBS	CODE ENFCMNT	CEB	21761		8/20/2019 10:42
286	RecordedDocsReport	Crystal Reports		LADBS\CEB\CEB docs from 10.8.3.211	LADBS	CODE ENFCMNT	CEB	21697		4/4/2015 9:11
287	Registered_Vehicle_Owner	Crystal Reports		LADBS\CEB\CEB docs from 10.8.3.211	LADBS	CODE ENFCMNT	CEB	21661		2/19/2015 9:44
288	Release_of_Interest_Property_Owner	Crystal Reports		LADBS\CEB\CEB docs from 10.8.3.211	LADBS	CODE ENFCMNT	CEB	21660		2/19/2015 9:44
289	ReportArtFeeMonthly	Crystal Reports		LADBS\Engineering\Crystal Report Jobs	LADBS	PERMIT AND ENGINEERING	Engineering	20831		7/22/2015 15:50
290	rescinded_invoices	Crystal Reports		LADBS\Report\RMB\RRM	LADBS	RES MGMT	RMB\RRM	20912		2/24/2012 13:26
291	septic_CSR.rpt	Crystal Reports		Sanitation\Crystal Report	Sanitation	SANITATION	Sanitation	21965		2/24/2014 11:53
292	septic_violation.rpt	Crystal Reports		Sanitation\Crystal Report	Sanitation	SANITATION	Sanitation	21964		2/24/2014 11:12
293	Soft Story Database	Crystal Reports		LADBS\Engineering\Crystal Report	LADBS	PERMIT AND ENGINEERING	Engineering	20834		5/7/2018 10:12
294	SoftStory_Housing	Crystal Reports		LADBS\Report\Eng	LADBS	PERMIT AND ENGINEERING	Eng	21175		5/19/2015 8:10
295	SoftStory_Mayor	Crystal Reports		LADBS\Report\Eng	LADBS	PERMIT AND ENGINEERING	Eng	21174		5/19/2015 8:16
296	SoftStory_Notification	Crystal Reports		LADBS\Report\Eng	LADBS	PERMIT AND ENGINEERING	Eng	21172		10/10/2015 12:01
297	SoftStoryExemptionReport	Crystal Reports		LADBS\Engineering\Soft Story	LADBS	PERMIT AND ENGINEERING	Engineering\Soft Story	20819		10/7/2019 10:02
298	Statuses_by_Senior	Crystal Reports		LADBS\CEB\CEB docs from 10.8.3.211	LADBS	CODE ENFCMNT	CEB	21659		2/19/2015 9:45
299	Submitted_All_Automated for Prior Month	Crystal Reports		LADBS\Scheduled_Jobs\MISD\Internal\Construction Activity by CD	LADBS	TECH SERVICES	Scheduled_Jobs\MISD\Internal\Construction Activity by CD	21956		8/20/2014 13:34
300	Submitted_All_Custom Date Range	Crystal Reports		LADBS\Report\Construction Activity by CD\On Demand Reports	LADBS	TECH SERVICES	Construction Activity by CD	21212		9/23/2016 12:37
301	Submitted_Automated for Prior Month	Crystal Reports		LADBS\Scheduled_Jobs\MISD\Internal\Construction Activity by CD	LADBS	TECH SERVICES	Scheduled_Jobs\MISD\Internal\Construction Activity by CD	21957		8/20/2014 13:33
302	Test Lab Report_Job Completed	Crystal Reports		LADBS\RMB\GABS	LADBS	RES MGMT	RMB\GABS	21425		9/6/2018 9:01
303	Test Lab Report_Job Filed	Crystal Reports		LADBS\RMB\GABS	LADBS	RES MGMT	RMB\GABS	21424		9/6/2018 9:01
304	Tow_Order	Crystal Reports		LADBS\CEB\CEB docs from 10.8.3.211	LADBS	CODE ENFCMNT	CEB	21658		2/19/2015 9:45
305	VEIP_Billing_ALL	Crystal Reports		LADBS\CEB\CEB docs from 10.8.3.211	LADBS	CODE ENFCMNT	CEB	21704		4/4/2015 8:34
306	VEIP_Billing_CD	Crystal Reports		LADBS\CEB\CEB docs from 10.8.3.211	LADBS	CODE ENFCMNT	CEB	21656		2/19/2015 9:45
307	VEIP_Billing_Status	Crystal Reports		LADBS\CEB\CEB docs from 10.8.3.211	LADBS	CODE ENFCMNT	CEB	21655		4/4/2015 8:36
308	VEIP BILLING STATUS Fiscal_year	Crystal Reports		LADBS\CEB\CEB docs from 10.8.3.211	LADBS	CODE ENFCMNT	CEB	21654	Fiscal year formulas may need tweaking to adjust for leap years and report runs at the end of the year.	2/19/2015 9:46
309	VEIP Billing_Unpaid	Crystal Reports		LADBS\CEB\CEB docs from 10.8.3.211	LADBS	CODE ENFCMNT	CEB	21703		4/4/2015 8:37
310	VEIP_LetterOfSurvey	Crystal Reports		LADBS\CEB\CEB docs from 10.8.3.211	LADBS	CODE ENFCMNT	CEB	21724		3/3/2017 13:47
311	VEIP_LetterOfSurvey_10062016	Crystal Reports		LADBS\CEB\CEB docs from 10.8.3.211	LADBS	CODE ENFCMNT	CEB	21725		9/6/2016 14:48
312	VEIP_LetterOfSurvey_20150206	Crystal Reports		LADBS\CEB\CEB docs from 10.8.3.211	LADBS	CODE ENFCMNT	CEB	21653		7/7/2015 17:39
313	VEIP_LetterOfSurvey_20150707	Crystal Reports		LADBS\CEB\CEB docs from 10.8.3.211	LADBS	CODE ENFCMNT	CEB	21735		11/5/2015 14:35
314	VEIP_LetterOfSurvey08032016	Crystal Reports		LADBS\CEB\CEB docs from 10.8.3.211	LADBS	CODE ENFCMNT	CEB	21731		8/3/2016 14:21
315	VEIP Notice_to Assess	Crystal Reports		LADBS\CEB\CEB docs from 10.8.3.211	LADBS	CODE ENFCMNT	CEB	21652		4/1/2016 10:31
316	VEIP Notice_to Rescind	Crystal Reports		LADBS\CEB\CEB docs from 10.8.3.211	LADBS	CODE ENFCMNT	CEB	21651		4/1/2016 10:34
317	VEIP_Order	Crystal Reports		LADBS\CEB\CEB docs from 10.8.3.211	LADBS	CODE ENFCMNT	CEB	21727		6/2/2016 9:06
318	VEIP_Prerevocation	Crystal Reports		LADBS\CEB\CEB docs from 10.8.3.211	LADBS	CODE ENFCMNT	CEB	21650		4/4/2015 8:43

Count	Title /Report Name	Source / Type	Schedule / Frequency	Location	Department	Bureau	Division /Group	Report ID	Description	Late Updated
319	VEIP_Remaining_Surveys	Crystal Reports		LADBS\CEB\CEB docs from 10.8.3.211	LADBS	CODE ENFCMNT	CEB	21649		4/4/2015 8:44
320	VEIP_Survey	Crystal Reports		LADBS\CEB\CEB docs from 10.8.3.211	LADBS	CODE ENFCMNT	CEB	21702	06/08/2009 'Building Approvals' changes per Preston's request.	7/7/2016 8:01
321	VEIP_Survey_Bulk_Duplex_Council_District_A	Crystal Reports		LADBS\CEB\CEB docs from 10.8.3.211	LADBS	CODE ENFCMNT	CEB	21701		4/4/2015 8:52
322	VEIP_Survey_Bulk_Duplex_Council_District_A	Crystal Reports		LADBS\CEB\CEB INSPECTORS\AIM	LADBS	CODE ENFCMNT	CEB\CEB INSPECTORS	21554		7/1/2014 10:25
323	VEIP_Survey_Bulk_Duplex_Inspector	Crystal Reports		LADBS\CEB\CEB docs from 10.8.3.211	LADBS	CODE ENFCMNT	CEB	21699		4/4/2015 8:53
324	VEIP_Survey_Bulk_Duplex_Street	Crystal Reports		LADBS\CEB\CEB docs from 10.8.3.211	LADBS	CODE ENFCMNT	CEB	21700		4/4/2015 8:52
325	VEIPYearlyReport	Crystal Reports		LADBS\CEB\CEB docs from 10.8.3.211	LADBS	CODE ENFCMNT	CEB	21657		3/30/2015 14:07
326	VEIPYearlyReport_ver2	Crystal Reports		LADBS\CEB\CEB docs from 10.8.3.211	LADBS	CODE ENFCMNT	CEB	21710		3/30/2015 14:07
327	Workload and Performance Metric_PlansFiled	Crystal Reports		LADBS\RMB\GABS	LADBS	RES MGMT	RMB\GABS	21433	This is the LADBS Workload and Performance Metrics Report	2/12/2018 13:28
328	Workload and Performance Metrics_PlansCompleted	Crystal Reports		LADBS\RMB\GABS	LADBS	RES MGMT	RMB\GABS	21434	This is the LADBS Workload and Performance Metrics Report	3/14/2017 8:26

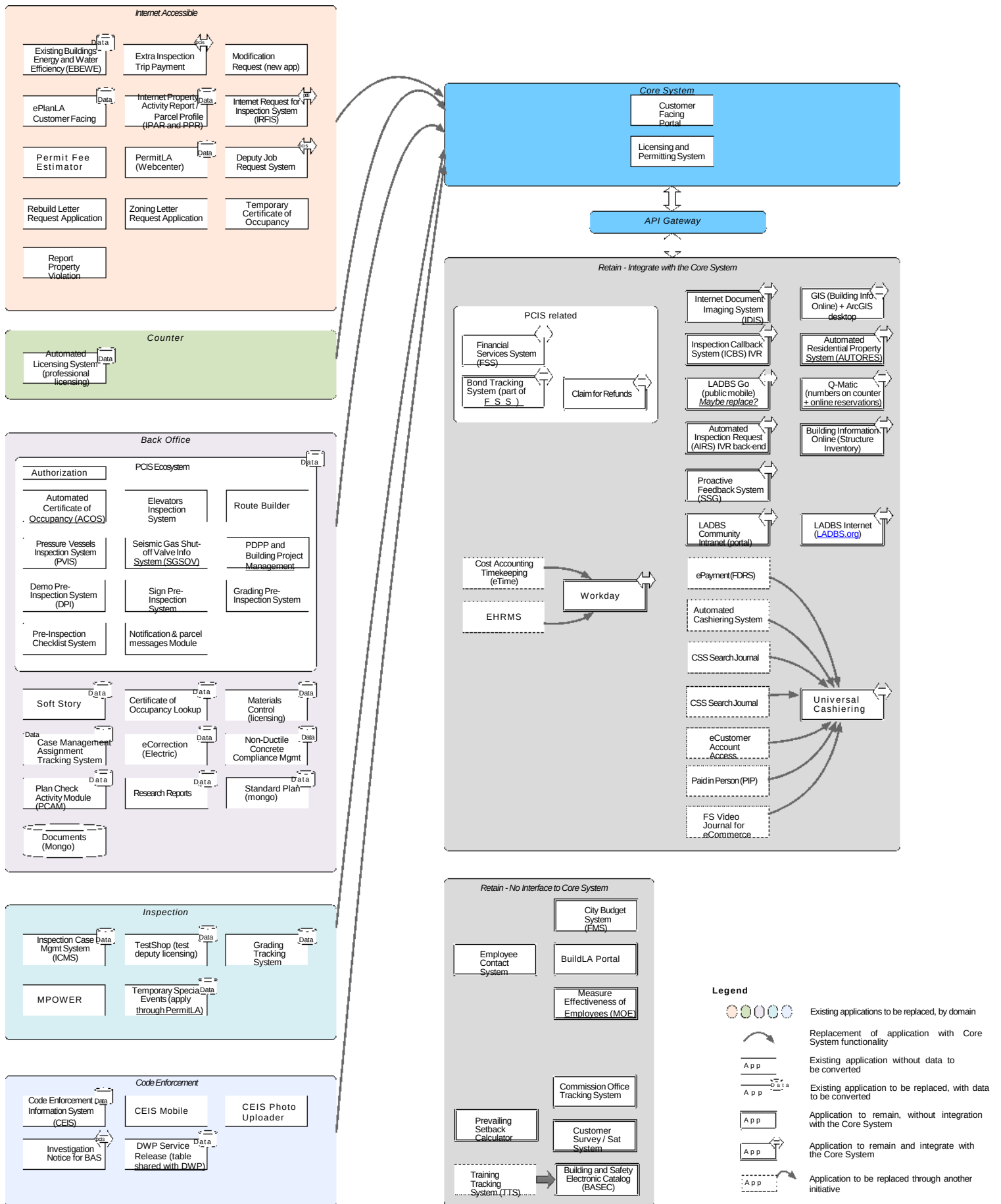
CITY OF LOS ANGELES

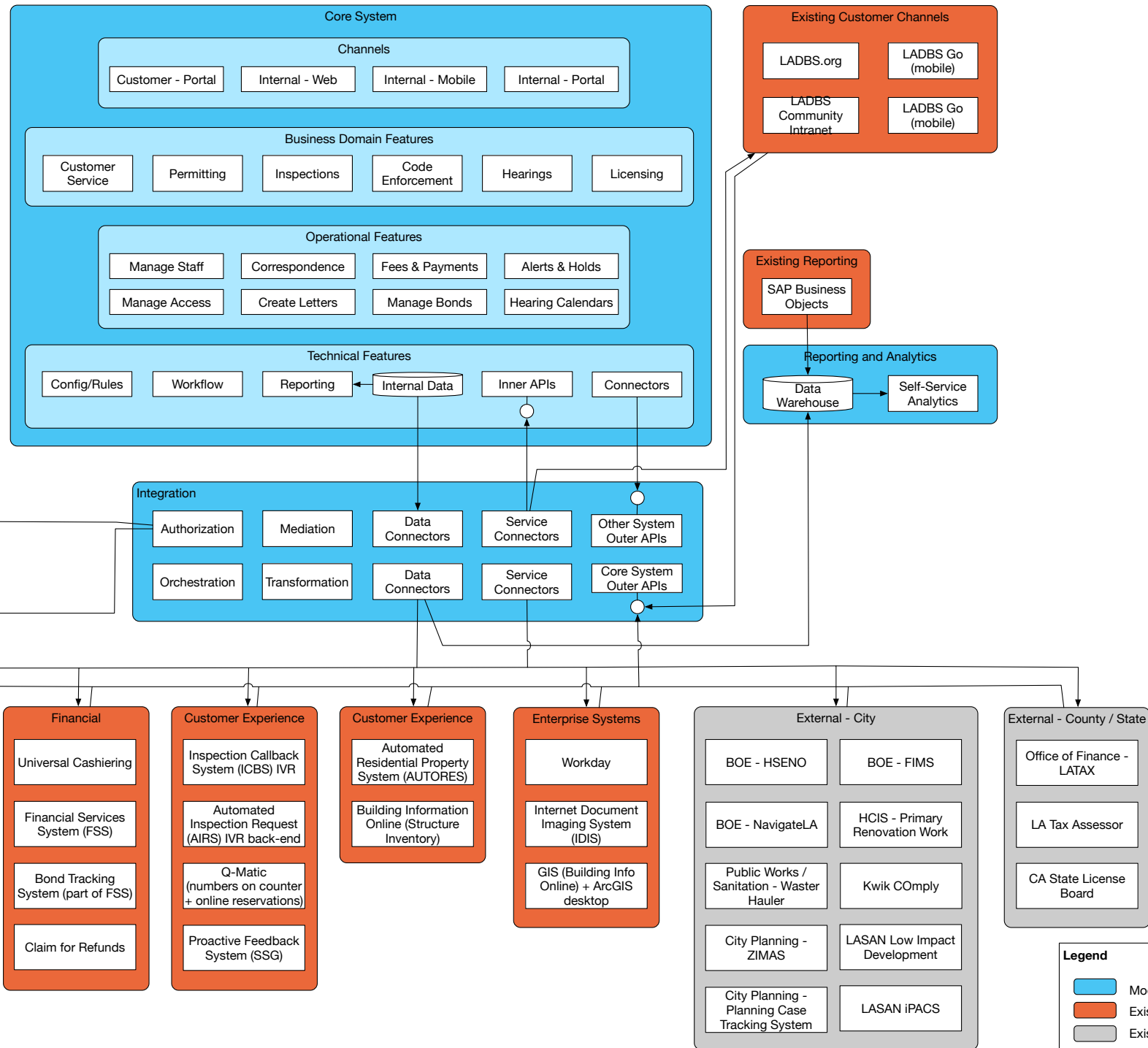
**DEPARTMENT OF BUILDING AND
SAFETY**

LA City Permitting System

SYSTEM DIAGRAMS

201 North Figueroa Street
Los Angeles, CA 90012





CITY OF LOS ANGELES

**DEPARTMENT OF BUILDING AND
SAFETY**

LA City Permitting System

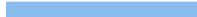
PROJECT SCHEDULE

201 North Figueroa Street
Los Angeles, CA 90012

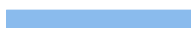
ID		Task Mode	Deliverable ID	Task Name	Duration
0				LADBS Clariti Implementation	1142 days
1				Project Startup	60 days
2				Contract Signed	0 days
3				Team mobilize	10 days
4				Project Charter	40 days
5				Project Charter Creation	10 days
6				Project Charter Review	30 days
7				Project Charter City Review	10 days
8				Project Charter Correction and Adjustments	10 days
9				Project Charter City Acceptance	10 days
10			1.1	Approved Project Charter	0 days
11				Payment Milestone 1 - Charter Approved	0 days
12				Project Kickoff	50 days
13				Prep Kickoff documents	20 days
14				Project Schedule	5 days
15				Project Management Plan	10 days
16				Communication Plan	10 days
17			1.5	Knowledge Transfer Strategy & Project Team Training Plan	10 days
18				Train-the-Trainer and End-User Training Strategy	10 days
19				Kickoff Presentation Materials	5 days
20				Kickoff Review	30 days
21				Kickoff Material City Review	10 days
22				Kickoff Material Correction and Adjustmens	10 days

Project: LADBS Clariti Implemen Date: Tue 12/19/23	Task		Inactive Summary		External Tasks	
	Split		Manual Task		External Milestone	
	Milestone		Duration-only		Deadline	
	Summary		Manual Summary Rollup		Progress	
	Project Summary		Manual Summary		Manual Progress	
	Inactive Task		Start-only			
	Inactive Milestone		Finish-only			

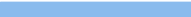
ID		Task Mode	Deliverable ID	Task Name	Duration
23				Kickoff Material City Acceptance	10 days
24				Conduct Kickoff	0 days
25			1.2	Baseline Project Schedule	0 days
26			1.4	Approved Project Management Plan	0 days
27				Approved Communication Strategy Document	0 days
28				Environment Management	20 days
29				Environment Provisioning	20 days
30				System Landscape Architecture	20 days
31				Data environment management strategy	20 days
32				Material Review	30 days
33				Material City Review	10 days
34				Material Correction and Adjustmens	10 days
35				Material City Acceptance	10 days
36			1.6	Configured Environments Deployed	0 days
37			2.4	System Landscape Architecture Document	0 days
38				Data Conversion Strategy	0 days
39				Payment Milestone 2 - Project Startup Complete	0 days
40				Discovery	145 days
41				Validated Functional and Technical Requirements	15 days
42				Business Intelligence Plan	75 days
43				Technical Deployment Strategy	20 days
44				Business Continuity Plan	20 days
45				System Security Plan	100 days

Project: LADBS Clariti Implemen Date: Tue 12/19/23	Task		Inactive Summary		External Tasks	
	Split		Manual Task		External Milestone	
	Milestone		Duration-only		Deadline	
	Summary		Manual Summary Rollup		Progress	
	Project Summary		Manual Summary		Manual Progress	
	Inactive Task		Start-only			
	Inactive Milestone		Finish-only			

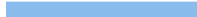
ID	 	Task Mode	Deliverable ID	Task Name	Duration
46				Technical Design Document Definition	20 days
47				Portal Design Document Definition	20 days
48				Discovery Review	30 days
49				Material City Review	10 days
50				Material Correction and Adjustmens	10 days
51				Material City Acceptance	10 days
52			2.2	Functional and Technical Requirements Validated	0 days
53			1.3	Requirements Traceability Matrix (RTM)	0 days
54			2.3	Business Intelligence Plan Document	0 days
55			2.5	Data Conversion Strategy Document	0 days
56			2.5	Integration Strategy Document	0 days
57			3.5	Business Continuity Plan	0 days
58			4.1	System Security Plan Document	0 days
59			3.2	Technical Design Document	0 days
60			3.3	Portal Design Document	0 days
61				Payment Milestone 3 - Discover Complete	0 days
62				Phase 0 - Initial Setup	938 days
63				Phase Kickoff	45 days
64				Workshop Sessions	15 days
65			2.1.0	Requirements Fit Gap Analysis	10 days
66				Validate Data model	10 days
67				Test Plan	5 days
68				Phase Kickoff Review	30 days

Project: LADBS Clariti Implemen Date: Tue 12/19/23	Task		Inactive Summary		External Tasks	
	Split		Manual Task		External Milestone	
	Milestone		Duration-only		Deadline	
	Summary		Manual Summary Rollup		Progress	
	Project Summary		Manual Summary		Manual Progress	
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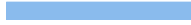
ID		Task Mode	Deliverable ID	Task Name	Duration
69				Material City Review	10 days
70				Material Correction and Adjustmens	10 days
71				Material City Acceptance	10 days
72			6.1.0	Integrations Requirements	0 days
73			5.1.0	Data Model Validated	0 days
74			7.1.0	Test Plan Document	0 days
75				Payment Milestone 4 - Phase Kickoff Complete	0 days
76				Parcel and Addressing	20 days
77				GIS integration	20 days
78				Validate Data model	5 days
79			6.1.0.0.1	GIS Integration	0 days
80			5.6.0.0.1	Data Model	0 days
81				Payment Milestone 5 - Parcel/Addressing Complete	0 days
82				Financials	30 days
83			3.1.0	Detailed Functional and Technical Specifications	10 days
84				Configuration and Customization	30 days
85			6.1.0.0.2	System Integration	30 days
86			7.2.0.0.1	Test Scripts, Test Cases and Test Data	30 days
87			7.3.0.0.1	Testing Report	20 days
88				Payment Milestone 6 - Shared Financials Complete	0 days
89				User/Contact Management	40 days
90				Setup Contacts and account management	20 days
91				Portal Registration activities	10 days

Project: LADBS Clariti Implemen Date: Tue 12/19/23	Task		Inactive Summary		External Tasks	
	Split		Manual Task		External Milestone	
	Milestone		Duration-only		Deadline	
	Summary		Manual Summary Rollup		Progress	
	Project Summary		Manual Summary		Manual Progress	
	Inactive Task		Start-only			
	Inactive Milestone		Finish-only			

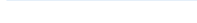
ID		Task Mode	Deliverable ID	Task Name	Duration
92			4.2.0.0.1	User management	10 days
93			4.2.0.0.2	Profile and role setup	20 days
94				Payment Milestone 7 - Contact Management Complete	0 days
95				Public Portal Development	40 days
96				Branding	20 days
97				Shared Functionality	20 days
98			1.6.0.0.1	Public Portal Deployed	0 days
99				Payment Milestone 8 - Shared Portal Complete	0 days
100				Integrations	893 days
101				UCS	40 days
102			6.1.0.0.3	Integration Specifications	15 days
103				Configuration and Customization	35 days
104			7.2.0.0.2	Test Scripts, Test Cases and Test Data	35 days
105			7.3.0.0.2	Testing Report	15 days
106				Payment Milestone 9 - UCS Integration Complete	0 days
107				LA County Tax Assessor	20 days
108			6.1.0.0.4	Integration Specifications	5 days
109				Configuration and Customization	15 days
110			7.2.0.0.3	Test Scripts, Test Cases and Test Data	15 days
111			7.3.0.0.3	Testing Report	10 days
112				Payment Milestone 10 - LA County Tax Assessor Integration Complete	0 days
113				LADBS SINP	25 days
114			6.1.0.0.5	Integration Specifications	5 days

Project: LADBS Clariti Implemen Date: Tue 12/19/23	Task		Inactive Summary		External Tasks	
	Split		Manual Task		External Milestone	
	Milestone		Duration-only		Deadline	
	Summary		Manual Summary Rollup		Progress	
	Project Summary		Manual Summary		Manual Progress	
	Inactive Task		Start-only			
	Inactive Milestone		Finish-only			

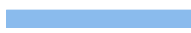
ID		Task Mode	Deliverable ID	Task Name	Duration
115				Configuration and Customization	20 days
116			7.2.0.0.4	Test Scripts, Test Cases and Test Data	20 days
117			7.3.0.0.4	Testing Report	10 days
118				Payment Milestone 11 - LADBS SINP Integration Complete	0 days
119				LADBS Community Intranet	25 days
120			6.1.0.0.6	Integration Specifications	5 days
121				Configuration and Customization	20 days
122			7.2.0.0.5	Test Scripts, Test Cases and Test Data	20 days
123			7.3.0.0.5	Testing Report	10 days
124				Payment Milestone 12 - LADBS Community Intranet Integration Complete	0 days
125				SAP	40 days
126			6.1.0.0.7	Integration Specifications	15 days
127				Configuration and Customization	35 days
128			7.2.0.0.6	Test Scripts, Test Cases and Test Data	35 days
129			7.3.0.0.6	Testing Report	15 days
130				Payment Milestone 13 - SAP Integration Complete	0 days
131				BIO (replacement)	25 days
132			6.1.0.0.8	Integration Specifications	5 days
133				Configuration and Customization	20 days
134			7.2.0.0.7	Test Scripts, Test Cases and Test Data	20 days
135			7.3.0.0.7	Testing Report	10 days
136				Payment Milestone 14 - BIO Integration Complete	0 days
137				LADBS Public Website	25 days

Project: LADBS Clariti Implemen Date: Tue 12/19/23	Task		Inactive Summary		External Tasks	
	Split		Manual Task		External Milestone	
	Milestone		Duration-only		Deadline	
	Summary		Manual Summary Rollup		Progress	
	Project Summary		Manual Summary		Manual Progress	
	Inactive Task		Start-only			
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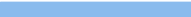
ID		Task Mode	Deliverable ID	Task Name	Duration
138			6.1.0.0.9	Integration Specifications	5 days
139				Configuration and Customization	20 days
140			7.2.0.0.8	Test Scripts, Test Cases and Test Data	20 days
141			7.3.0.0.8	Testing Report	10 days
142				Payment Milestone 15 - LADBS Public Website Integration Complete	0 days
143				CSLB	20 days
144			6.1.0.0.10	Integration Specifications	5 days
145				Configuration and Customization	15 days
146			7.2.0.0.9	Test Scripts, Test Cases and Test Data	15 days
147			7.3.0.0.9	Testing Report	10 days
148				Payment Milestone 16 - CSLB Integration Complete	0 days
149				Angeleno/ITA's Okta	25 days
150			6.1.0.0.11	Integration Specifications	5 days
151				Configuration and Customization	20 days
152			7.2.0.0.10	Test Scripts, Test Cases and Test Data	20 days
153			7.3.0.0.10	Testing Report	10 days
154				Payment Milestone 17 - Angeleno/ITA's Okta Integration Complete	0 days
155				Active Directory	20 days
156			6.1.0.0.12	Integration Specifications	5 days
157				Configuration and Customization	15 days
158			7.2.0.0.11	Test Scripts, Test Cases and Test Data	15 days
159			7.3.0.0.11	Testing Report	10 days
160				Payment Milestone 18 - Active Directory Integration Complete	0 days

Project: LADBS Clariti Implemen Date: Tue 12/19/23	Task		Inactive Summary		External Tasks	
	Split		Manual Task		External Milestone	
	Milestone		Duration-only		Deadline	
	Summary		Manual Summary Rollup		Progress	
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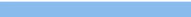
ID	 	Task Mode	Deliverable ID	Task Name	Duration
161				LADBS Email/SMTP Server	733 days
162			6.1.0.0.13	Integration Specifications	5 days
163				Configuration and Customization	15 days
164			7.2.0.0.12	Test Scripts, Test Cases and Test Data	35 days
165			7.3.0.0.12	Testing Report	10 days
166				Payment Milestone 19 - LADBS Email/SMTP Server Integration Complete	0 days
167				LATAx	20 days
168			6.1.0.0.14	Integration Specifications	5 days
169				Configuration and Customization	15 days
170			7.2.0.0.13	Test Scripts, Test Cases and Test Data	15 days
171			7.3.0.0.13	Testing Report	10 days
172				Payment Milestone 20 - LATAx Integration Complete	0 days
173				ZIMAS	25 days
174			6.1.0.0.15	Integration Specifications	5 days
175				Configuration and Customization	20 days
176			7.2.0.0.14	Test Scripts, Test Cases and Test Data	20 days
177			7.3.0.0.14	Testing Report	10 days
178				Payment Milestone 21 - ZIMAS Integration Complete	0 days
179				NavigateLA	25 days
180			6.1.0.0.16	Integration Specifications	5 days
181				Configuration and Customization	20 days
182			7.2.0.0.15	Test Scripts, Test Cases and Test Data	20 days
183			7.3.0.0.15	Testing Report	10 days

Project: LADBS Clariti Implemen Date: Tue 12/19/23	Task		Inactive Summary		External Tasks	
	Split		Manual Task		External Milestone	
	Milestone		Duration-only		Deadline	
	Summary		Manual Summary Rollup		Progress	
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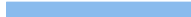
ID		Task Mode	Deliverable ID	Task Name	Duration
184				Payment Milestone 22 - NavigatELA Integration Complete	0 days
185			6.1.0.0.3	Integrations Documents	0 days
186				Phase Closeout	5 days
187			10.3.0	Phase Closeout	0 days
188				Phase 1a - Permitting	913 days
189				Phase Kickoff	48 days
190				Workshop Sessions	10 days
191			2.1.1a	Requirements Fit Gap Analysis	10 days
192				Prototype Demo	10 days
193				Role to Position Mapping	8 days
194				Test Plan	8 days
195			5.1.1a	Data Conversion Plan	8 days
196				Phase Kickoff Review	30 days
197				Material City Review	10 days
198				Material Correction and Adjustmens	10 days
199				Material City Acceptance	10 days
200			3.4.1a	Prototype Design	0 days
201			4.2.1a	Role to Position Mapping Document	0 days
202			7.1.1a	Test Plan Document	0 days
203				Data Conversion Plan Document	0 days
204				Payment Milestone 23 - Phase 1a Kickoff Complete	0 days
205				Module 1: Express Permits	20 days
206			3.1.1a.1	Detailed Functional and Technical Specifications	8 days

Project: LADBS Clariti Implemen Date: Tue 12/19/23	Task		Inactive Summary		External Tasks	
	Split		Manual Task		External Milestone	
	Milestone		Duration-only		Deadline	
	Summary		Manual Summary Rollup		Progress	
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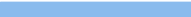
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207				Configuration and Customization	20 days
208				System Integration	20 days
209			7.2.1a.1	Test Scripts, Test Cases and Test Data	20 days
210			7.3.1a.1	Testing Report	15 days
211				Payment Milestone 24 - Module 1 Configured	0 days
212				Module 2a: ePermits	40 days
213			3.1.1a.2a	Detailed Functional and Technical Specifications	15 days
214				Configuration and Customization	35 days
215				System Integration	35 days
216			7.2.1a.2a	Test Scripts, Test Cases and Test Data	35 days
217			7.3.1a.2a	Testing Report	25 days
218				Payment Milestone 25 - Module 2a Configured	0 days
219					873 days
220				Integration	45 days
221				IDIS	45 days
222			6.1.1a.0.1	Integration Specifications	5 days
223				Configuration and Customization	40 days
224			7.2.1a.0.1	Test Scripts, Test Cases and Test Data	40 days
225			7.3.1a.0.1	Testing Report	30 days
226				Payment Milestone 26 - IDIS Integration Complete	0 days
227				Data Sync	70 days
228			5.6.1a	Data Sync Mapping and Specifiction	20 days
229			5.6.1a.0.1	Data Sync Configuration and Customization	50 days

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	Split		Manual Task		External Milestone	
	Milestone		Duration-only		Deadline	
	Summary		Manual Summary Rollup		Progress	
	Project Summary		Manual Summary		Manual Progress	
	Inactive Task		Start-only			
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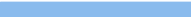
ID		Task Mode	Deliverable ID	Task Name	Duration
230			7.2.1a.0.2	Test Scripts, Test Cases and Test Data	50 days
231			7.3.1a.0.2	Testing Report	35 days
232				Integrations and Data Sync Review	30 days
233				Material City Review	10 days
234				Material Correction and Adjustmens	10 days
235				Material City Acceptance	10 days
236				Integrations Documents	0 days
237				Data Sync Documents	0 days
238				Testing Documentation	0 days
239				Payment Milestone 27 - Phase Integration/Data Sync Complete	0 days
240				Phase Training	65 days
241				Training Material	60 days
242			8.3.1a	Training Sessions	5 days
243			8.2.1a	Training Curriculum Documentation	0 days
244			8.1.1a	Train-The-Trainer and End User Training Plan	0 days
245				Payment Milestone 28 - Phase Training Complete	0 days
246				UAT Acceptance	50 days
247				City Acceptance	20 days
248				Corrections Acceptance	10 days
249				City UAT Acceptance	20 days
250			10.2.1a	UAT Acceptance	0 days
251				Data Conversion	105 days
252				Mock Data Conversion 1	22 days

Project: LADBS Clariti Implemen Date: Tue 12/19/23	Task		Inactive Summary		External Tasks	
	Split		Manual Task		External Milestone	
	Milestone		Duration-only		Deadline	
	Summary		Manual Summary Rollup		Progress	
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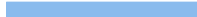
ID		Task Mode	Deliverable ID	Task Name	Duration
253			5.2.1a	Mock Data Conversion 1 - Report	0 days
254				Mock Data Conversion 2	25 days
255			5.3.1a	Mock Data Conversion 2 - Report	0 days
256				Mock Data Conversion 3	25 days
257			5.4.1a	Mock Data Conversion 3 - Report	0 days
258				Production Data Conversion	25 days
259			5.5.1a	Production Data Conversion - Report	0 days
260				Payment Milestone 29 - UAT Sign-off	0 days
261				Go-Live	38 days
262				Detailed Deployment Plan	5 days
263				Rollback Strategy and Plan	5 days
264				Configured Environments (production)	5 days
265				Production Support Plan	5 days
266				Go/No-go Documentation	4 days
267				Go-Live Review	30 days
268				Material City Review	10 days
269				Material Correction and Adjustmens	10 days
270				Material City Acceptance	10 days
271			9.1.1a	Production Cutover Plan Document	0 days
272			9.1.1a	Final Detailed Deployment Plan Document	0 days
273			9.2.1a	Rollback Strategy and Plan Document	0 days
274			9.5.1a	Production Support Plan Document	0 days
275			8.4.1a	Configured Production Environment Documentation	0 days

Project: LADBS Clariti Implemen Date: Tue 12/19/23	Task		Inactive Summary		External Tasks	
	Split		Manual Task		External Milestone	
	Milestone		Duration-only		Deadline	
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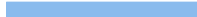
ID		Task Mode	Deliverable ID	Task Name	Duration
276			9.4.1a	Go-Live Checklist	0 days
277			9.3.1a	Configured Environments (Production)	0 days
278				Go-Live	3 days
279				Payment Milestone 30 - Go-Live	0 days
280				HyperCare	20 days
281			10.2.1a.01	Acceptance Plan	20 days
282				Transition to Support	20 days
283				Phase Closeout Acceptance Document	5 days
284			10.3.1a	Phase Closeout	0 days
285				Payment Milestone 31 - Phase 1a Complete	0 days
286				Phase 1b - Permitting	148 days
287				Phase Kickoff	37 days
288				Workshop Sessions	5 days
289			2.1.1b	Requirements Fit Gap Analysis	5 days
290				Prototype Demo	5 days
291				Role to Position Mapping	2 days
292				Test Plan	2 days
293				Data Conversion Plan	2 days
294				Phase Kickoff Review	30 days
295				Material City Review	10 days
296				Material Correction and Adjustmens	10 days
297				Material City Acceptance	10 days
298			3.4.1b	Prototype Design	0 days

Project: LADBS Clariti Implemen Date: Tue 12/19/23	Task		Inactive Summary		External Tasks	
	Split		Manual Task		External Milestone	
	Milestone		Duration-only		Deadline	
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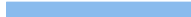
ID		Task Mode	Deliverable ID	Task Name	Duration
299			4.2.1b	Role to Position Mapping Document	0 days
300			7.1.1b	Test Plan Document	0 days
301			5.1.1b	Data Conversion Plan Document	0 days
302				Payment Milestone 32 - Phase 1b Kickoff Complete	0 days
303				Module 2b: Solar PV/Temporary Special Events	40 days
304			3.1.1b.2b	Detailed Functional and Technical Specifications	15 days
305				Configuration and Customization	35 days
306				System Integration	35 days
307			7.2.1b.2b	Test Scripts, Test Cases and Test Data	35 days
308			7.3.1b.2b	Testing Report	25 days
309				Payment Milestone 33 - Module 2b Configured	0 days
310				Integration and Data Sync	60 days
311				Integration	45 days
312				Integration	20 days
313				Integration Specifications	5 days
314				Configuration and Customization	15 days
315				Test Scripts, Test Cases and Test Data	15 days
316				Testing Report	15 days
317				Data Sync	30 days
318			5.6.1b	Data Sync Mapping and Specification	10 days
319			5.6.1b.0.1	Data Sync Configuration and Customization	20 days
320			7.2.1b.0.2	Test Scripts, Test Cases and Test Data	20 days
321			7.3.1b.0.2	Testing Report	15 days

Project: LADBS Clariti Implemen Date: Tue 12/19/23	Task		Inactive Summary		External Tasks	
	Split		Manual Task		External Milestone	
	Milestone		Duration-only		Deadline	
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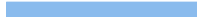
ID		Task Mode	Deliverable ID	Task Name	Duration
322				Integrations and Data Sync Review	30 days
323				Material City Review	10 days
324				Material Correction and Adjustmens	10 days
325				Material City Acceptance	10 days
326			6.1.1b	Integrations Documents	0 days
327				Data Sync Documents	0 days
328				Testing Documentation	0 days
329				Payment Milestone 34 - Phase 1b Integration/Data Sync Complete	0 days
330				Phase Training	25 days
331				Training Material	20 days
332			8.3.1b	Training Sessions	5 days
333			8.1.1b	Train-The-Trainer and End User Training Plan	0 days
334			8.2.1b	Training Curriculum Documentation	0 days
335				Payment Milestone 35 - Phase 1b Training Complete	0 days
336				UAT Acceptance	50 days
337				City Acceptance	20 days
338				Corrections Acceptance	10 days
339				City UAT Acceptance	20 days
340			10.2.1b	UAT Acceptance Document	0 days
341				Data Conversion	48 days
342				Mock Data Conversion 1	10 days
343			5.2.1b	Mock Data Conversion 1 - Report	0 days
344				Mock Data Conversion 2	10 days

Project: LADBS Clariti Implemen Date: Tue 12/19/23	Task		Inactive Summary		External Tasks	
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	Milestone		Duration-only		Deadline	
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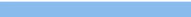
ID		Task Mode	Deliverable ID	Task Name	Duration
345			5.3.1b	Mock Data Conversion 2 - Report	0 days
346				Mock Data Conversion 3	10 days
347			5.4.1b	Mock Data Conversion 3 - Report	0 days
348				Production Data Conversion	10 days
349			5.5.1b	Production Data Conversion - Report	0 days
350				Payment Milestone 36 - Phase 1b UAT Sign-off	0 days
351				Go-Live	38 days
352				Detailed Deployment Plan	5 days
353				Rollback Strategy and Plan	5 days
354				Configured Environments (production)	5 days
355				Production Support Plan	5 days
356				Go/No-go Documentation	4 days
357				Go-Live Review	30 days
358				Material City Review	10 days
359				Material Correction and Adjustmens	10 days
360				Material City Acceptance	10 days
361			9.1.1b	Production Cutover Plan Document	0 days
362			9.1.1b	Final Detailed Deployment Plan Document	0 days
363			9.2.1b	Rollback Strategy and Plan Document	0 days
364			9.5.1b	Production Support Plan Document	0 days
365			8.4.1b	Configured Production Environment Documentation	0 days
366			9.4.1b	Go-Live Checklist	0 days
367			9.3.1b	Configured Environments (Production)	0 days

Project: LADBS Clariti Implemen Date: Tue 12/19/23	Task		Inactive Summary		External Tasks	
	Split		Manual Task		External Milestone	
	Milestone		Duration-only		Deadline	
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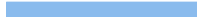
ID		Task Mode	Deliverable ID	Task Name	Duration
368				Go-Live	3 days
369				Payment Milestone 37 - Phase 1b Go-Live	0 days
370				HyperCare	20 days
371			10.2.1b.0.1	Acceptance Plan	20 days
372				Transition to Support	20 days
373			10.3.1b	Phase Closeout Acceptance Document	5 days
374				Phase Closeout	0 days
375				Payment Milestone 38 - Phase 1b Complete	0 days
376				Phase 3 - Building	333 days
377				Phase Kickoff	45 days
378				Workshop Sessions	10 days
379			2.1.3	Requirements Fit Gap Analysis	10 days
380				Prototype Demo	10 days
381				Role to Position Mapping	8 days
382				Test Plan	5 days
383				Data Conversion Plan	5 days
384				Phase Kickoff Review	30 days
385				Material City Review	10 days
386				Material Correction and Adjustmens	10 days
387				Material City Acceptance	10 days
388			3.4.3	Prototype Design	0 days
389			4.2.3	Role to Position Mapping Document	0 days
390			7.1.3	Test Plan Document	0 days

Project: LADBS Clariti Implemen Date: Tue 12/19/23	Task		Inactive Summary		External Tasks	
	Split		Manual Task		External Milestone	
	Milestone		Duration-only		Deadline	
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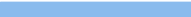
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391			5.1.3	Data Conversion Plan Document	0 days
392				Payment Milestone 39 - Phase 3 Kickoff Complete	0 days
393				Module 7: Clearances	40 days
394			3.1.3.7	Detailed Functional and Technical Specifications	15 days
395				Configuration and Customization	35 days
396				System Integration	35 days
397			7.2.3.7	Test Scripts, Test Cases and Test Data	35 days
398			7.3.3.7	Testing Report	25 days
399				Payment Milestone 40 - Module 7 Configured	0 days
400				Module 8: Counter Plan Check	60 days
401			3.1.3.8	Detailed Functional and Technical Specifications	25 days
402				Configuration and Customization	45 days
403				System Integration	45 days
404			7.2.3.8	Test Scripts, Test Cases and Test Data	45 days
405			7.3.3.8	Testing Report	25 days
406				Payment Milestone 41 - Module 8 Configured	0 days
407				Module 9: Regular Plan Check	20 days
408			3.1.3.9	Detailed Functional and Technical Specifications	8 days
409				Configuration and Customization	20 days
410				System Integration	20 days
411			7.2.3.9	Test Scripts, Test Cases and Test Data	20 days
412			7.3.3.9	Testing Report	15 days
413				Payment Milestone 42 - Module 9 Configured	0 days

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	Split		Manual Task		External Milestone	
	Milestone		Duration-only		Deadline	
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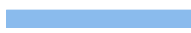
ID		Task Mode	Deliverable ID	Task Name	Duration
414				Module 10: Case Management	30 days
415			3.1.3.10	Detailed Functional and Technical Specifications	12 days
416				Configuration and Customization	28 days
417				System Integration	28 days
418			7.2.3.10	Test Scripts, Test Cases and Test Data	28 days
419			7.3.3.10	Testing Report	18 days
420				Payment Milestone 43 - Module 10 Configured	0 days
421				Module 11: EBEWE, Soft Story, Non-Ductile Program	30 days
422			3.1.3.11	Detailed Functional and Technical Specifications	12 days
423				Configuration and Customization	28 days
424				System Integration	28 days
425			7.2.3.11	Test Scripts, Test Cases and Test Data	28 days
426			7.3.3.11	Testing Report	18 days
427				Payment Milestone 44 - Module 11 Configured	0 days
428				Integration and Data Sync	175 days
429				Integration	60 days
430				HSENO	20 days
431			6.1.3.0.1	Integration Specifications	5 days
432				Configuration and Customization	15 days
433			7.2.3.0.1	Test Scripts, Test Cases and Test Data	15 days
434			7.3.3.0.1	Testing Report	10 days
435				Payment Milestone 45 - HSENO Integration Complete	0 days
436				Kiwk Comply	20 days

Project: LADBS Clariti Implemen Date: Tue 12/19/23	Task		Inactive Summary		External Tasks	
	Split		Manual Task		External Milestone	
	Milestone		Duration-only		Deadline	
	Summary		Manual Summary Rollup		Progress	
	Project Summary		Manual Summary		Manual Progress	
	Inactive Task		Start-only			
	Inactive Milestone		Finish-only			

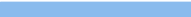
ID		Task Mode	Deliverable ID	Task Name	Duration
437			6.1.3.0.2	Integration Specifications	5 days
438				Configuration and Customization	15 days
439			7.2.3.0.2	Test Scripts, Test Cases and Test Data	15 days
440			7.3.3.0.2	Testing Report	10 days
441				Payment Milestone 46 - Kiwk Comply Integration Complete	0 days
442				LADBS S Go	20 days
443			6.1.3.0.3	Integration Specifications	5 days
444				Configuration and Customization	15 days
445			7.2.3.0.3	Test Scripts, Test Cases and Test Data	15 days
446			7.3.3.0.3	Testing Report	10 days
447				Payment Milestone 47 - LADBS S Go Integration Complete	0 days
448				Data Sync	80 days
449			5.6.3	Data Sync Mapping and Specifiction	30 days
450			5.6.3.0.1	Data Sync Configuration and Customization	50 days
451			7.2.3.0.4	Test Scripts, Test Cases and Test Data	50 days
452			7.3.3.0.4	Testing Report	35 days
453				Integrations and Data Sync Review	30 days
454				Material City Review	10 days
455				Material Correction and Adjustmens	10 days
456				Material City Acceptance	10 days
457				Integrations Documents	0 days
458				Data Sync Documents	0 days
459				Testing Documentation	0 days

Project: LADBS Clariti Implemen Date: Tue 12/19/23	Task		Inactive Summary		External Tasks	
	Split		Manual Task		External Milestone	
	Milestone		Duration-only		Deadline	
	Summary		Manual Summary Rollup		Progress	
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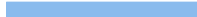
ID		Task Mode	Deliverable ID	Task Name	Duration
460				Payment Milestone 48 - Phase 3 Integration/Data Sync Complete	0 days
461				Phase Training	90 days
462				Training Material	60 days
463			8.3.3	Training Sessions	5 days
464				Training Review	30 days
465				Material City Review	10 days
466				Material Correction and Adjustmens	10 days
467				Material City Acceptance	10 days
468			8.1.3	Train-The-Trainer and End User Training Plan	0 days
469			8.2.3	Training Curriculum Documentation	0 days
470				Payment Milestone 49 - Phase 3 Training Complete	0 days
471				UAT Acceptance	50 days
472				City Acceptance	20 days
473				Corrections Acceptance	10 days
474				City UAT Acceptance	20 days
475			10.2.3	UAT Acceptance Approval Document	0 days
476				Data Conversion	175 days
477				Mock Data Conversion 1	40 days
478			5.2.3	Mock Data Conversion 1 - Report	0 days
479				Mock Data Conversion 2	40 days
480			5.3.3	Mock Data Conversion 2 - Report	0 days
481				Mock Data Conversion 3	40 days
482			5.4.3	Mock Data Conversion 3 - Report	0 days

Project: LADBS Clariti Implemen Date: Tue 12/19/23	Task		Inactive Summary		External Tasks	
	Split		Manual Task		External Milestone	
	Milestone		Duration-only		Deadline	
	Summary		Manual Summary Rollup		Progress	
	Project Summary		Manual Summary		Manual Progress	
	Inactive Task		Start-only			
	Inactive Milestone		Finish-only			

ID		Task Mode	Deliverable ID	Task Name	Duration
483				Production Data Conversion	40 days
484			5.5.3	Production Data Conversion - Report	0 days
485				Payment Milestone 50 - Phase 3 UAT Sign-off	0 days
486				Go-Live	38 days
487				Detailed Deployment Plan	5 days
488				Rollback Strategy and Plan	5 days
489				Configured Environments (production)	5 days
490				Production Support Plan	5 days
491				Go/No-go Documentation	4 days
492				Go-Live Review	30 days
493				Material City Review	10 days
494				Material Correction and Adjustmens	10 days
495				Material City Acceptance	10 days
496			9.1.3	Production Cutover Plan Document	0 days
497			9.1.3	Final Detailed Deployment Plan Document	0 days
498			9.2.3	Rollback Strategy and Plan Document	0 days
499			9.5.3	Production Support Plan Document	0 days
500			8.4.3	Configured Production Environment Documentation	0 days
501			9.4.3	Go-Live Checklist	0 days
502			9.3.3	Configured Environments (Production)	0 days
503				Go-Live	3 days
504				Payment Milestone 51 - Go-Live	0 days
505				HyperCare	20 days

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	Split		Manual Task		External Milestone	
	Milestone		Duration-only		Deadline	
	Summary		Manual Summary Rollup		Progress	
	Project Summary		Manual Summary		Manual Progress	
	Inactive Task		Start-only			
	Inactive Milestone		Finish-only			

ID		Task Mode	Deliverable ID	Task Name	Duration
506			10.2.3.0.1	Acceptance Plan	20 days
507				Transition to Support	20 days
508			10.3.3	Phase Closeout Acceptance Document	5 days
509				Phase Closeout	0 days
510				Payment Milestone 52 - Phase 3 Complete	0 days
511				Phase 5 - Zoning & Rebuild Letters / Hearings	196 days
512				Phase Kickoff	48 days
513				Workshop Sessions	10 days
514			2.1.5	Requirements Fit Gap Analysis	10 days
515				Prototype Demo	10 days
516				Role to Position Mapping	8 days
517				Test Plan	8 days
518				Data Conversion Plan	8 days
519				Phase Kickoff Review	30 days
520				Material City Review	10 days
521				Material Correction and Adjustmens	10 days
522				Material City Acceptance	10 days
523			3.4.5	Prototype Design	0 days
524			4.2.5	Role to Position Mapping Document	0 days
525			7.1.5	Test Plan Document	0 days
526			5.1.5	Data Conversion Plan Document	0 days
527				Payment Milestone 53 - Phase 5 Kickoff Complete	0 days
528				Module 13: Zoning & Rebuild Letters	20 days

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	Split		Manual Task		External Milestone	
	Milestone		Duration-only		Deadline	
	Summary		Manual Summary Rollup		Progress	
	Project Summary		Manual Summary		Manual Progress	
	Inactive Task		Start-only			
	Inactive Milestone		Finish-only			

ID		Task Mode	Deliverable ID	Task Name	Duration
529			3.1.5.13	Detailed Functional and Technical Specifications	8 days
530				Configuration and Customization	20 days
531				System Integration	20 days
532			7.2.5.13	Test Scripts, Test Cases and Test Data	20 days
533			7.3.5.13	Testing Report	15 days
534				Payment Milestone 54 - Module 13 Configured	0 days
535				Module 14: Hearings	20 days
536			3.1.5.14	Detailed Functional and Technical Specifications	8 days
537				Configuration and Customization	20 days
538				System Integration	20 days
539			7.2.5.14	Test Scripts, Test Cases and Test Data	20 days
540			7.3.5.14	Testing Report	15 days
541				Payment Milestone 55 - Module 14 Configured	0 days
542				Integration and Data Sync	73 days
543				Integration	30 days
544				Integration Specifications	10 days
545				Configuration and Customization	25 days
546				Test Scripts, Test Cases and Test Data	25 days
547				Testing Report	15 days
548				Data Sync	43 days
549			5.6.5	Data Sync Mapping and Specifiction	13 days
550			5.6.5.0.1	Data Sync Configuration and Customization	30 days
551			7.2.5.0.4	Test Scripts, Test Cases and Test Data	30 days

Project: LADBS Clariti Implemen
Date: Tue 12/19/23

Task

Split

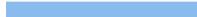
Milestone

Summary

Project Summary

Inactive Task

Inactive Milestone















Inactive Summary

Manual Task

Duration-only

Manual Summary Rollup

Manual Summary

Start-only

Finish-only















External Tasks

External Milestone

Deadline

Progress

Manual Progress



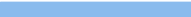




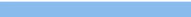




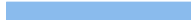
ID		Task Mode	Deliverable ID	Task Name	Duration
552			7.3.5.0.4	Testing Report	20 days
553				Integrations and Data Sync Review	30 days
554				Material City Review	10 days
555				Material Correction and Adjustmens	10 days
556				Material City Acceptance	10 days
557			6.1.5	Integrations Documents	0 days
558				Data Sync Documents	0 days
559				Testing Documentation	0 days
560				Payment Milestone 56 - Phase 5 Integration/Data Sync Complete	0 days
561				Phase Training	23 days
562				Training Material	20 days
563			8.3.5	Training Sessions	3 days
564			8.1.5	Train-The-Trainer and End User Training Plan	0 days
565			8.2.5	Training Curriculum Documentation	0 days
566				Payment Milestone 57 - Phase 5 Training Complete	0 days
567				UAT Acceptance	50 days
568				City Acceptance	20 days
569				Corrections Acceptance	10 days
570				City UAT Acceptance	20 days
571			10.2.5	UAT Acceptance Approval Document	0 days
572				Data Conversion	87 days
573				Mock Data Conversion 1	20 days
574			5.2.5	Mock Data Conversion 1 - Report	0 days

Project: LADBS Clariti Implemen Date: Tue 12/19/23	Task		Inactive Summary		External Tasks	
	Split		Manual Task		External Milestone	
	Milestone		Duration-only		Deadline	
	Summary		Manual Summary Rollup		Progress	
	Project Summary		Manual Summary		Manual Progress	
	Inactive Task		Start-only			
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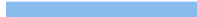
ID		Task Mode	Deliverable ID	Task Name	Duration
575				Mock Data Conversion 2	20 days
576			5.3.5	Mock Data Conversion 2 - Report	0 days
577				Mock Data Conversion 3	20 days
578			5.4.5	Mock Data Conversion 3 - Report	0 days
579				Production Data Conversion	20 days
580			5.5.5	Production Data Conversion - Report	0 days
581				Payment Milestone 58 - Phase 5 UAT Sign-off	0 days
582				Go-Live	38 days
583				Detailed Deployment Plan	5 days
584				Rollback Strategy and Plan	5 days
585				Configured Environments (production)	5 days
586				Production Support Plan	5 days
587				Go/No-go Documentation	4 days
588				Go-Live Review	30 days
589				Material City Review	10 days
590				Material Correction and Adjustmens	10 days
591				Material City Acceptance	10 days
592			9.1.5	Production Cutover Plan Document	0 days
593			9.1.5	Final Detailed Deployment Plan Document	0 days
594			9.2.5	Rollback Strategy and Plan Document	0 days
595			9.5.5	Production Support Plan Document	0 days
596			8.4.5	Configured Production Environment Documentation	0 days
597			9.4.5	Go-Live Checklist	0 days

Project: LADBS Clariti Implemen Date: Tue 12/19/23	Task		Inactive Summary		External Tasks	
	Split		Manual Task		External Milestone	
	Milestone		Duration-only		Deadline	
	Summary		Manual Summary Rollup		Progress	
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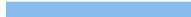
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598			9.3.5	Configured Environments (Production)	0 days
599				Go-Live	3 days
600				Payment Milestone 59 - Go-Live	0 days
601				HyperCare	20 days
602			10.2.5.0.1	Acceptance Plan	20 days
603				Transition to Support	20 days
604			10.3.5	Phase Closeout Acceptance Document	5 days
605				Phase Closeout	0 days
606				Payment Milestone 60 - Phase 5 Complete	0 days
607				Phase 7 - Code Enforcement - General	195 days
608				Phase Kickoff	37 days
609				Workshop Sessions	5 days
610			2.1.7	Requirements Fit Gap Analysis	5 days
611				Prototype Demo	5 days
612				Role to Position Mapping	2 days
613				Test Plan	2 days
614				Data Conversion Plan	2 days
615				Phase Kickoff Review	30 days
616				Material City Review	10 days
617				Material Correction and Adjustmens	10 days
618				Material City Acceptance	10 days
619			3.4.7	Prototype Design	0 days
620			4.2.7	Role to Position Mapping Document	0 days

Project: LADBS Clariti Implemen Date: Tue 12/19/23	Task		Inactive Summary		External Tasks	
	Split		Manual Task		External Milestone	
	Milestone		Duration-only		Deadline	
	Summary		Manual Summary Rollup		Progress	
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	Inactive Milestone		Finish-only			

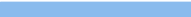
ID		Task Mode	Deliverable ID	Task Name	Duration
621			7.1.7	Test Plan Document	0 days
622			5.1.7	Data Conversion Plan Document	0 days
623				Payment Milestone 61 - Phase 7 Kickoff Complete	0 days
624				Module 16: General Code Enforcement	50 days
625			3.1.7.16	Detailed Functional and Technical Specifications	20 days
626				Configuration and Customization	40 days
627				System Integration	40 days
628			7.2.7.16	Test Scripts, Test Cases and Test Data	40 days
629			7.3.7.16	Testing Report	25 days
630				Payment Milestone 62 - Module 16 Configured	0 days
631				Integration and Data Sync	85 days
632				Integration	40 days
633				Integration Specifications	15 days
634				Configuration and Customization	35 days
635				Test Scripts, Test Cases and Test Data	35 days
636				Testing Report	15 days
637				Data Sync	55 days
638			5.6.7	Data Sync Mapping and Specification	15 days
639			5.6.7.0.1	Data Sync Configuration and Customization	40 days
640			7.2.7.0.4	Test Scripts, Test Cases and Test Data	40 days
641			7.3.7.0.4	Testing Report	25 days
642				Integrations and Data Sync Review	30 days
643				Material City Review	10 days

Project: LADBS Clariti Implemen Date: Tue 12/19/23	Task		Inactive Summary		External Tasks	
	Split		Manual Task		External Milestone	
	Milestone		Duration-only		Deadline	
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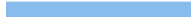
ID		Task Mode	Deliverable ID	Task Name	Duration
644				Material Correction and Adjustmens	10 days
645				Material City Acceptance	10 days
646			6.1.7	Integrations Documents	0 days
647				Data Sync Documents	0 days
648				Testing Documentation	0 days
649				Payment Milestone 63 - Phase 7 Integration/Data Sync Complete	0 days
650				Phase Training	17 days
651				Training Material	15 days
652			8.3.7	Training Sessions	2 days
653			8.1.7	Train-The-Trainer and End User Training Plan	0 days
654			8.2.7	Training Curriculum Documentation	0 days
655				Payment Milestone 64 - Phase 7 Training Complete	0 days
656				UAT Acceptance	50 days
657				City Acceptance	20 days
658				Corrections Acceptance	10 days
659				City UAT Acceptance	20 days
660			10.2.7	UAT Acceptance Approval Document	0 days
661				Data Conversion	78 days
662				Mock Data Conversion 1	18 days
663			5.2.7	Mock Data Conversion 1 - Report	0 days
664				Mock Data Conversion 2	18 days
665			5.3.7	Mock Data Conversion 2 - Report	0 days
666				Mock Data Conversion 3	18 days

Project: LADBS Clariti Implemen Date: Tue 12/19/23	Task		Inactive Summary		External Tasks	
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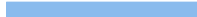
ID		Task Mode	Deliverable ID	Task Name	Duration
667			5.4.7	Mock Data Conversion 3 - Report	0 days
668				Production Data Conversion	18 days
669			5.5.7	Production Data Conversion - Report	0 days
670				Payment Milestone 65 - Phase 7 UAT Sign-off	0 days
671				Go-Live	38 days
672				Detailed Deployment Plan	5 days
673				Rollback Strategy and Plan	5 days
674				Configured Environments (production)	5 days
675				Production Support Plan	5 days
676				Go/No-go Documentation	4 days
677				Go-Live Review	30 days
678				Material City Review	10 days
679				Material Correction and Adjustmens	10 days
680				Material City Acceptance	10 days
681			9.1.7	Production Cutover Plan Document	0 days
682			9.1.7	Final Detailed Deployment Plan Document	0 days
683			9.2.7	Rollback Strategy and Plan Document	0 days
684			9.5.7	Production Support Plan Document	0 days
685			8.4.7	Configured Production Environment Documentation	0 days
686			9.4.7	Go-Live Checklist	0 days
687			9.3.7	Configured Environments (Production)	0 days
688				Go-Live	3 days
689				Payment Milestone 66 - Go-Live	0 days

Project: LADBS Clariti Implemen Date: Tue 12/19/23	Task		Inactive Summary		External Tasks	
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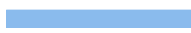
ID		Task Mode	Deliverable ID	Task Name	Duration
690				HyperCare	20 days
691			10.2.7.0.1	Acceptance Plan	20 days
692				Transition to Support	20 days
693			10.3.7	Phase Closeout Acceptance Document	5 days
694				Phase Closeout	0 days
695				Payment Milestone 67 - Phase 7 Complete	0 days
696				Phase 9 - Pre-Inspection / Soils and Geology Review	216 days
697				Phase Kickoff	48 days
698				Workshop Sessions	10 days
699			2.1.9	Requirements Fit Gap Analysis	10 days
700				Prototype Demo	10 days
701				Role to Position Mapping	8 days
702				Test Plan	8 days
703				Data Conversion Plan	8 days
704				Phase Kickoff Review	30 days
705				Material City Review	10 days
706				Material Correction and Adjustmens	10 days
707				Material City Acceptance	10 days
708			3.4.9	Prototype Design	0 days
709			4.2.9	Role to Position Mapping Document	0 days
710			7.1.9	Test Plan Document	0 days
711			5.1.9	Data Conversion Plan Document	0 days
712				Payment Milestone 68 - Phase 9 Kickoff Complete	0 days

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	Milestone		Duration-only		Deadline	
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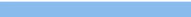
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713				Module 23: Pre-Inspections	20 days
714			3.1.9.23	Detailed Functional and Technical Specifications	8 days
715				Configuration and Customization	20 days
716				System Integration	20 days
717			7.2.9.23	Test Scripts, Test Cases and Test Data	20 days
718			7.3.9.23	Testing Report	15 days
719				Payment Milestone 69 - Module 23 Configured	0 days
720				Module 24: Soils and Geology Review	40 days
721			3.1.9.24	Detailed Functional and Technical Specifications	15 days
722				Configuration and Customization	35 days
723				System Integration	35 days
724			7.2.9.24	Test Scripts, Test Cases and Test Data	35 days
725			7.3.9.24	Testing Report	25 days
726				Payment Milestone 70 - Module 24 Configured	0 days
727				Integration and Data Sync	65 days
728				Integration	25 days
729				Integration Specifications	5 days
730				Configuration and Customization	20 days
731				Test Scripts, Test Cases and Test Data	20 days
732				Testing Report	10 days
733				Data Sync	65 days
734			5.6.9	Data Sync Mapping and Specifiction	20 days
735			5.6.9.0.1	Data Sync Configuration and Customization	45 days

Project: LADBS Clariti Implemen Date: Tue 12/19/23	Task		Inactive Summary		External Tasks	
	Split		Manual Task		External Milestone	
	Milestone		Duration-only		Deadline	
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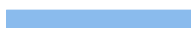
ID		Task Mode	Deliverable ID	Task Name	Duration
736			7.2.9.0.4	Test Scripts, Test Cases and Test Data	45 days
737			7.3.9.0.4	Testing Report	25 days
738			6.1.9	Integrations Documents	0 days
739				Data Sync Documents	0 days
740				Testing Documentation	0 days
741				Payment Milestone 71 - Phase 9 Integration/Data Sync Complete	0 days
742				Phase Training	23 days
743				Training Material	20 days
744			8.3.9	Training Sessions	3 days
745			8.1.9	Train-The-Trainer and End User Training Plan	0 days
746			8.2.9	Training Curriculum Documentation	0 days
747				Payment Milestone 72 - Phase 9 Training Complete	0 days
748				UAT Acceptance	50 days
749				City Acceptance	20 days
750				Corrections Acceptance	10 days
751				City UAT Acceptance	20 days
752			10.2.9	UAT Acceptance Approval Document	0 days
753				Data Conversion	86 days
754				Mock Data Conversion 1	20 days
755			5.2.9	Mock Data Conversion 1 - Report	0 days
756				Mock Data Conversion 2	20 days
757			5.3.9	Mock Data Conversion 2 - Report	0 days
758				Mock Data Conversion 3	20 days

Project: LADBS Clariti Implemen Date: Tue 12/19/23	Task		Inactive Summary		External Tasks	
	Split		Manual Task		External Milestone	
	Milestone		Duration-only		Deadline	
	Summary		Manual Summary Rollup		Progress	
	Project Summary		Manual Summary		Manual Progress	
	Inactive Task		Start-only			
	Inactive Milestone		Finish-only			

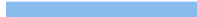
ID		Task Mode	Deliverable ID	Task Name	Duration
759			5.4.9	Mock Data Conversion 3 - Report	0 days
760				Production Data Conversion	20 days
761			5.5.9	Production Data Conversion - Report	0 days
762				Payment Milestone 73 - Phase 9 UAT Sign-off	0 days
763				Go-Live	38 days
764				Detailed Deployment Plan	5 days
765				Rollback Strategy and Plan	5 days
766				Configured Environments (production)	5 days
767				Production Support Plan	5 days
768				Go/No-go Documentation	4 days
769				Go-Live Review	30 days
770				Material City Review	10 days
771				Material Correction and Adjustmens	10 days
772				Material City Acceptance	10 days
773			9.1.9	Production Cutover Plan Document	0 days
774			9.1.9	Final Detailed Deployment Plan Document	0 days
775			9.2.9	Rollback Strategy and Plan Document	0 days
776			9.5.9	Production Support Plan Document	0 days
777			8.4.9	Configured Production Environment Documentation	0 days
778			9.4.9	Go-Live Checklist	0 days
779			9.3.9	Configured Environments (Production)	0 days
780				Go-Live	3 days
781				Payment Milestone 74 - Go-Live	0 days

Project: LADBS Clariti Implemen Date: Tue 12/19/23	Task		Inactive Summary		External Tasks	
	Split		Manual Task		External Milestone	
	Milestone		Duration-only		Deadline	
	Summary		Manual Summary Rollup		Progress	
	Project Summary		Manual Summary		Manual Progress	
	Inactive Task		Start-only			
	Inactive Milestone		Finish-only			

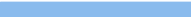
ID		Task Mode	Deliverable ID	Task Name	Duration
782				HyperCare	20 days
783			10.2.9.0.1	Acceptance Plan	20 days
784				Transition to Support	20 days
785				Phase Closeout Acceptance Document	5 days
786				Phase Closeout	0 days
787				Payment Milestone 75 - Phase 9 Complete	0 days
788				Phase 11 - Product Approval & Licensing / Emergency Management	253 days
789				Phase Kickoff	48 days
790				Workshop Sessions	10 days
791			2.1.11	Requirements Fit Gap Analysis	10 days
792				Prototype Demo	10 days
793				Role to Position Mapping	8 days
794				Test Plan	8 days
795				Data Conversion Plan	8 days
796				Phase Kickoff Review	30 days
797				Material City Review	10 days
798				Material Correction and Adjustmens	10 days
799				Material City Acceptance	10 days
800			3.4.11	Prototype Design	0 days
801			4.2.11	Role to Position Mapping Document	0 days
802			7.1.11	Test Plan Document	0 days
803			5.1.11	Data Conversion Plan Document	0 days
804				Payment Milestone 76 - Phase 11 Kickoff Complete	0 days

Project: LADBS Clariti Implemen Date: Tue 12/19/23	Task		Inactive Summary		External Tasks	
	Split		Manual Task		External Milestone	
	Milestone		Duration-only		Deadline	
	Summary		Manual Summary Rollup		Progress	
	Project Summary		Manual Summary		Manual Progress	
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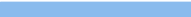
ID		Task Mode	Deliverable ID	Task Name	Duration
805				Module 27: Product Approval and Product Licensing	50 days
806			3.1.11.27	Detailed Functional and Technical Specifications	20 days
807				Configuration and Customization	20 days
808				System Integration	40 days
809			7.2.11.27	Test Scripts, Test Cases and Test Data	40 days
810			7.3.11.27	Testing Report	25 days
811				Payment Milestone 77 - Module 27 Configured	0 days
812				Module 28: Emergency Management	50 days
813			3.1.11.28	Detailed Functional and Technical Specifications	20 days
814				Configuration and Customization	20 days
815				System Integration	40 days
816			7.2.11.28	Test Scripts, Test Cases and Test Data	40 days
817			7.3.11.28	Testing Report	25 days
818				Payment Milestone 78 - Module 28 Configured	0 days
819				Integration and Data Sync	85 days
820				Integration	45 days
821				Integration Specifications	15 days
822				Configuration and Customization	40 days
823				Test Scripts, Test Cases and Test Data	40 days
824				Testing Report	25 days
825				Data Sync	85 days
826			5.6.11	Data Sync Mapping and Specifiction	20 days
827			5.6.11.0.1	Data Sync Configuration and Customization	65 days

Project: LADBS Clariti Implemen Date: Tue 12/19/23	Task		Inactive Summary		External Tasks	
	Split		Manual Task		External Milestone	
	Milestone		Duration-only		Deadline	
	Summary		Manual Summary Rollup		Progress	
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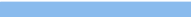
ID		Task Mode	Deliverable ID	Task Name	Duration
828			7.2.11.0.4	Test Scripts, Test Cases and Test Data	65 days
829			7.3.11.0.4	Testing Report	35 days
830			6.1.11	Integrations Documents	0 days
831				Data Sync Documents	0 days
832				Testing Documentation	0 days
833				Payment Milestone 79 - Phase 11 Integration/Data Sync Complete	0 days
834				Phase Training	23 days
835				Training Material	20 days
836			8.3.11	Training Sessions	3 days
837			8.1.11	Train-The-Trainer and End User Training Plan	0 days
838			8.2.11	Training Curriculum Documentation	0 days
839				Payment Milestone 80 - Phase 11 Training Complete	0 days
840				UAT Acceptance	50 days
841				City Acceptance	20 days
842				Corrections Acceptance	10 days
843				City UAT Acceptance	20 days
844			10.2.11	UAT Acceptance Approval Document	0 days
845				Data Conversion	127 days
846				Mock Data Conversion 1	30 days
847			5.2.11	Mock Data Conversion 1 - Report	0 days
848				Mock Data Conversion 2	30 days
849			5.3.11	Mock Data Conversion 2 - Report	0 days
850				Mock Data Conversion 3	30 days

Project: LADBS Clariti Implemen Date: Tue 12/19/23	Task		Inactive Summary		External Tasks	
	Split		Manual Task		External Milestone	
	Milestone		Duration-only		Deadline	
	Summary		Manual Summary Rollup		Progress	
	Project Summary		Manual Summary		Manual Progress	
	Inactive Task		Start-only			
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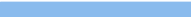
ID		Task Mode	Deliverable ID	Task Name	Duration
851			5.4.11	Mock Data Conversion 3 - Report	0 days
852				Production Data Conversion	30 days
853			5.5.11	Production Data Conversion - Report	0 days
854				Payment Milestone 81 - Phase 11 UAT Sign-off	0 days
855				Go-Live	35 days
856				Detailed Deployment Plan	5 days
857				Rollback Strategy and Plan	5 days
858				Configured Environments (production)	5 days
859				Production Support Plan	5 days
860				Go/No-go Documentation	4 days
861				Go-Live Review	30 days
862				Material City Review	10 days
863				Material Correction and Adjustmens	10 days
864				Material City Acceptance	10 days
865			9.1.11	Production Cutover Plan Document	0 days
866			9.1.11	Final Detailed Deployment Plan Document	0 days
867			9.2.11	Rollback Strategy and Plan Document	0 days
868			9.5.11	Production Support Plan Document	0 days
869			8.4.11	Configured Production Environment Documentation	0 days
870			9.4.11	Go-Live Checklist	0 days
871			9.3.11	Configured Environments (Production)	0 days
872				Go-Live	3 days
873				Payment Milestone 82 - Go-Live	0 days

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	Split		Manual Task		External Milestone	
	Milestone		Duration-only		Deadline	
	Summary		Manual Summary Rollup		Progress	
	Project Summary		Manual Summary		Manual Progress	
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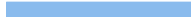
ID		Task Mode	Deliverable ID	Task Name	Duration
874				HyperCare	20 days
875			10.2.11.0.1	Acceptance Plan	20 days
876				Transition to Support	20 days
877			10.3.11	Phase Closeout Acceptance Document	5 days
878				Phase Closeout	0 days
879				Payment Milestone 83 - Phase 11 Complete	0 days
880				Phase 2 - Mechanical & Electrical	883 days
881				Phase Kickoff	60 days
882				Workshop Sessions	20 days
883			2.1.2	Requirements Fit Gap Analysis	20 days
884				Prototype Demo	20 days
885				Role to Position Mapping	10 days
886				Test Plan	10 days
887				Data Conversion Plan	10 days
888				Phase Kickoff Review	30 days
889				Material City Review	10 days
890				Material Correction and Adjustmens	10 days
891				Material City Acceptance	10 days
892			3.4.2	Prototype Design	0 days
893			4.2.2	Role to Position Mapping Document	0 days
894			7.1.2	Test Plan Document	0 days
895			5.1.2	Data Conversion Plan Document	0 days
896				Payment Milestone 84 - Phase 2 Kickoff Complete	0 days

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	Split		Manual Task		External Milestone	
	Milestone		Duration-only		Deadline	
	Summary		Manual Summary Rollup		Progress	
	Project Summary		Manual Summary		Manual Progress	
	Inactive Task		Start-only			
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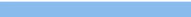
ID		Task Mode	Deliverable ID	Task Name	Duration
897				Module 3: Clearances	40 days
898			3.1.2.3	Detailed Functional and Technical Specifications	15 days
899				Configuration and Customization	35 days
900				System Integration	35 days
901			7.2.2.3	Test Scripts, Test Cases and Test Data	35 days
902			7.3.2.3	Testing Report	25 days
903				Payment Milestone 85 - Module 3 Configured	0 days
904				Module 4: Counter Plan Check	60 days
905			3.1.2.4	Detailed Functional and Technical Specifications	25 days
906				Configuration and Customization	45 days
907				System Integration	45 days
908			7.2.2.4	Test Scripts, Test Cases and Test Data	45 days
909			7.3.2.4	Testing Report	25 days
910				Payment Milestone 86 - Module 4 Configured	0 days
911				Module 5: Regular Plan Check	20 days
912			3.1.2.5	Detailed Functional and Technical Specifications	8 days
913				Configuration and Customization	20 days
914				System Integration	20 days
915			7.2.2.5	Test Scripts, Test Cases and Test Data	20 days
916			7.3.2.5	Testing Report	15 days
917				Payment Milestone 87 - Module 5 Configured	0 days
918				Module 6: Case Management	30 days
919			3.1.2.6	Detailed Functional and Technical Specifications	12 days

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	Split		Manual Task		External Milestone	
	Milestone		Duration-only		Deadline	
	Summary		Manual Summary Rollup		Progress	
	Project Summary		Manual Summary		Manual Progress	
	Inactive Task		Start-only			
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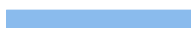
ID		Task Mode	Deliverable ID	Task Name	Duration
920				Configuration and Customization	28 days
921				System Integration	28 days
922			7.2.2.6	Test Scripts, Test Cases and Test Data	28 days
923			7.3.2.6	Testing Report	18 days
924				Payment Milestone 88 - Module 6 Configured	0 days
925				Integration and Data Sync	803 days
926				Integration	773 days
927				QMATIC	40 days
928			6.1.2.0.1	Integration Specifications	15 days
929				Configuration and Customization	35 days
930			7.2.2.0.1	Test Scripts, Test Cases and Test Data	35 days
931			7.3.2.0.1	Testing Report	15 days
932				Payment Milestone 89 - QMATIC Integratin Complete	0 days
933				PCTS, FIMS, HCID, LASAN iPACS	40 days
934			6.1.2.0.2	Integration Specifications	15 days
935				Configuration and Customization	35 days
936			7.2.2.0.2	Test Scripts, Test Cases and Test Data	35 days
937			7.3.2.0.2	Testing Report	15 days
938				Payment Milestone 90 - PCTS, FIMS, HCID, LASAN iPACS Integratin Complete	0 days
939				Waste Hauler	20 days
940			6.1.2.0.3	Integration Specifications	5 days
941				Configuration and Customization	15 days
942			7.2.2.0.3	Test Scripts, Test Cases and Test Data	15 days

Project: LADBS Clariti Implemen Date: Tue 12/19/23	Task		Inactive Summary		External Tasks	
	Split		Manual Task		External Milestone	
	Milestone		Duration-only		Deadline	
	Summary		Manual Summary Rollup		Progress	
	Project Summary		Manual Summary		Manual Progress	
	Inactive Task		Start-only			
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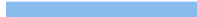
ID		Task Mode	Deliverable ID	Task Name	Duration
943			7.3.2.0.3	Testing Report	10 days
944				Payment Milestone 91 - Waste Hauler Integratin Complete	0 days
945				eTime	40 days
946			6.1.2.0.4	Integration Specifications	15 days
947				Configuration and Customization	35 days
948			7.2.2.0.4	Test Scripts, Test Cases and Test Data	35 days
949			7.3.2.0.4	Testing Report	15 days
950				Payment Milestone 92 - eTime Integratin Complete	0 days
951				Bluebeam	25 days
952			6.1.2.0.5	Integration Specifications	5 days
953				Configuration and Customization	20 days
954			7.2.2.0.5	Test Scripts, Test Cases and Test Data	20 days
955			7.3.2.0.5	Testing Report	10 days
956				Payment Milestone 93 - BluebeamIntegratin Complete	0 days
957				Google Calendar	20 days
958			6.1.2.0.6	Integration Specifications	5 days
959				Configuration and Customization	15 days
960			7.2.2.0.6	Test Scripts, Test Cases and Test Data	15 days
961			7.3.2.0.6	Testing Report	10 days
962				Payment Milestone 94 - Google Calendar Integratin Complete	0 days
963				LASAN Low Impact Development	20 days
964			6.1.2.0.7	Integration Specifications	5 days
965				Configuration and Customization	15 days

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	Project Summary		Manual Summary		Manual Progress	
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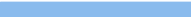
ID		Task Mode	Deliverable ID	Task Name	Duration
966			7.2.2.0.7	Test Scripts, Test Cases and Test Data	15 days
967			7.3.2.0.7	Testing Report	10 days
968				Payment Milestone 95 - LASAN Low Impact Development Integratin Complete	0 days
969				Data Sync	90 days
970			5.6.2	Data Sync Mapping and Specifiction	30 days
971			5.6.2.0.1	Data Sync Configuration and Customization	60 days
972			7.2.2.0.8	Test Scripts, Test Cases and Test Data	60 days
973			7.3.2.0.8	Testing Report	40 days
974				Integrations and Data Sync Review	30 days
975				Material City Review	10 days
976				Material Correction and Adjustmens	10 days
977				Material City Acceptance	10 days
978				Integrations Documents	0 days
979				Data Sync Documents	0 days
980				Testing Documentation	0 days
981				Payment Milestone 96 - Phase 2 Integration/Data Sync Complete	0 days
982				Phase Training	55 days
983				Training Material	50 days
984			8.3.2	Training Sessions	5 days
985			8.1.2	Train-The-Trainer and End User Training Plan	0 days
986			8.2.2	Training Curriculum Documentation	0 days
987				Payment Milestone 97 - Phase 2 Training Complete	0 days
988				UAT Acceptance	50 days

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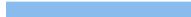
ID		Task Mode	Deliverable ID	Task Name	Duration
989				City Acceptance	20 days
990				Corrections Acceptance	10 days
991				City UAT Acceptance	20 days
992			10.2.2	UAT Acceptance Approval Document	0 days
993				Data Conversion	175 days
994				Mock Data Conversion 1	40 days
995			5.2.2	Mock Data Conversion 1 - Report	0 days
996				Mock Data Conversion 2	40 days
997			5.3.2	Mock Data Conversion 2 - Report	0 days
998				Mock Data Conversion 3	40 days
999			5.4.2	Mock Data Conversion 3 - Report	0 days
1000				Production Data Conversion	40 days
1001			5.5.2	Production Data Conversion - Report	0 days
1002				Payment Milestone 98 - Phase 2 UAT Sign-off	0 days
1003				Go-Live	38 days
1004				Detailed Deployment Plan	5 days
1005				Rollback Strategy and Plan	5 days
1006				Configured Environments (production)	5 days
1007				Production Support Plan	5 days
1008				Go/No-go Documentation	4 days
1009				Go-Live Review	30 days
1010				Material City Review	10 days
1011				Material Correction and Adjustmens	10 days

Project: LADBS Clariti Implemen Date: Tue 12/19/23	Task		Inactive Summary		External Tasks	
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	Milestone		Duration-only		Deadline	
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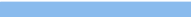
ID		Task Mode	Deliverable ID	Task Name	Duration
1012				Material City Acceptance	10 days
1013			9.1.2	Production Cutover Plan Document	0 days
1014			9.1.2	Final Detailed Deployment Plan Document	0 days
1015			9.2.2	Rollback Strategy and Plan Document	0 days
1016			9.5.2	Production Support Plan Document	0 days
1017			8.4.2	Configured Production Environment Documentation	0 days
1018			9.4.2	Go-Live Checklist	0 days
1019			9.3.2	Configured Environments (Production)	0 days
1020				Go-Live	3 days
1021				Payment Milestone 99 - Go-Live	0 days
1022				HyperCare	20 days
1023			10.2.2.0.1	Acceptance Plan	20 days
1024				Transition to Support	20 days
1025			10.3.2	Phase Closeout Acceptance Document	5 days
1026				Phase Closeout	0 days
1027				Payment Milestone 100 - Phase 2 Complete	0 days
1028				Phase 4 - Residential Inspections	236 days
1029				Phase Kickoff	18 days
1030				Workshop Sessions	10 days
1031			2.1.4	Requirements Fit Gap Analysis	10 days
1032				Prototype Demo	10 days
1033				Role to Position Mapping	8 days
1034				Test Plan	8 days

Project: LADBS Clariti Implemen Date: Tue 12/19/23	Task		Inactive Summary		External Tasks	
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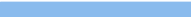
ID		Task Mode	Deliverable ID	Task Name	Duration
1035				Data Conversion Plan	8 days
1036			3.4.4	Prototype Design	0 days
1037			4.2.4	Role to Position Mapping Document	0 days
1038			7.1.4	Test Plan Document	0 days
1039			5.1.4	Data Conversion Plan Document	0 days
1040				Payment Milestone 101 - Phase 4 Kickoff Complete	0 days
1041				Module 12: Inspections	110 days
1042			3.1.4.12	Detailed Functional and Technical Specifications	50 days
1043			3.4.4.12	Configuration and Customization	70 days
1044			6.1.4.12	System Integration	70 days
1045			7.2.4.12	Test Scripts, Test Cases and Test Data	70 days
1046			7.3.4.12	Testing Report	45 days
1047				Payment Milestone 103 - Module 12 Configured	0 days
1048				Integration and Data Sync	143 days
1049				Integration	113 days
1050				IVR	40 days
1051			6.1.4	Integration Specifications	15 days
1052				Configuration and Customization	35 days
1053			7.2.4.0.1	Test Scripts, Test Cases and Test Data	35 days
1054			7.3.4.0.1	Testing Report	15 days
1055				Payment Milestone 103 - IVR Integration Complete	0 days
1056				Data Sync	73 days
1057			5.6.4	Data Sync Mapping and Specifiction	23 days

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	Milestone		Duration-only		Deadline	
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	Inactive Milestone		Finish-only			

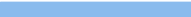
ID		Task Mode	Deliverable ID	Task Name	Duration
1058			5.6.4.0.1	Data Sync Configuration and Customization	50 days
1059			7.2.4.0.2	Test Scripts, Test Cases and Test Data	50 days
1060			7.3.4.0.2	Testing Report	30 days
1061				Integrations and Data Sync Review	30 days
1062				Material City Review	10 days
1063				Material Correction and Adjustmens	10 days
1064				Material City Acceptance	10 days
1065				Integrations Documents	0 days
1066				Data Sync Documents	0 days
1067				Testing Documentation	0 days
1068				Payment Milestone 104 - Phase 4 Integration/Data Sync Complete	0 days
1069				Phase Training	17 days
1070				Training Material	15 days
1071			8.3.4	Training Sessions	2 days
1072			8.1.4	Train-The-Trainer and End User Training Plan	0 days
1073			8.2.4	Training Curriculum Documentation	0 days
1074				Payment Milestone 105 - Phase 4 Training Complete	0 days
1075				UAT Acceptance	50 days
1076				City Acceptance	20 days
1077				Corrections Acceptance	10 days
1078				City UAT Acceptance	20 days
1079			10.2.4	UAT Acceptance Approval Document	0 days
1080				Data Conversion	94 days

Project: LADBS Clariti Implemen Date: Tue 12/19/23	Task		Inactive Summary		External Tasks	
	Split		Manual Task		External Milestone	
	Milestone		Duration-only		Deadline	
	Summary		Manual Summary Rollup		Progress	
	Project Summary		Manual Summary		Manual Progress	
	Inactive Task		Start-only			
	Inactive Milestone		Finish-only			

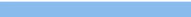
ID		Task Mode	Deliverable ID	Task Name	Duration
1081				Mock Data Conversion 1	22 days
1082			5.2.4	Mock Data Conversion 1 - Report	0 days
1083				Mock Data Conversion 2	22 days
1084			5.3.4	Mock Data Conversion 2 - Report	0 days
1085				Mock Data Conversion 3	22 days
1086			5.4.4	Mock Data Conversion 3 - Report	0 days
1087				Production Data Conversion	22 days
1088			5.5.4	Production Data Conversion - Report	0 days
1089				Payment Milestone 106 - Phase 4 UAT Sign-off	0 days
1090				Go-Live	38 days
1091				Detailed Deployment Plan	5 days
1092				Rollback Strategy and Plan	5 days
1093				Configured Environments (production)	5 days
1094				Production Support Plan	5 days
1095				Go/No-go Documentation	4 days
1096				Go-Live Review	30 days
1097				Material City Review	10 days
1098				Material Correction and Adjustmens	10 days
1099				Material City Acceptance	10 days
1100			9.1.4	Production Cutover Plan Document	0 days
1101			9.1.4	Final Detailed Deployment Plan Document	0 days
1102			9.2.4	Rollback Strategy and Plan Document	0 days
1103			9.5.4	Production Support Plan Document	0 days

Project: LADBS Clariti Implemen Date: Tue 12/19/23	Task		Inactive Summary		External Tasks	
	Split		Manual Task		External Milestone	
	Milestone		Duration-only		Deadline	
	Summary		Manual Summary Rollup		Progress	
	Project Summary		Manual Summary		Manual Progress	
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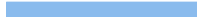
ID		Task Mode	Deliverable ID	Task Name	Duration
1104			8.4.4	Configured Production Environment Documentation	0 days
1105			9.4.4	Go-Live Checklist	0 days
1106			9.3.4	Configured Environments (Production)	0 days
1107				Go-Live	3 days
1108				Payment Milestone 107 - Go-Live	0 days
1109				HyperCare	20 days
1110			10.2.4.0.1	Acceptance Plan	20 days
1111				Transition to Support	20 days
1112			10.3.4	Phase Closeout Acceptance Document	5 days
1113				Phase Closeout	0 days
1114				Payment Milestone 108 - Phase 4 Complete	0 days
1115				Phase 6 - Apartments and Commercial Inspections	226 days
1116				Phase Kickoff	48 days
1117				Workshop Sessions	10 days
1118			2.1.6	Requirements Fit Gap Analysis	10 days
1119				Prototype Demo	10 days
1120				Role to Position Mapping	8 days
1121				Test Plan	8 days
1122				Data Conversion Plan	8 days
1123				Phase Kickoff Review	30 days
1124				Material City Review	10 days
1125				Material Correction and Adjustmens	10 days
1126				Material City Acceptance	10 days

Project: LADBS Clariti Implemen Date: Tue 12/19/23	Task		Inactive Summary		External Tasks	
	Split		Manual Task		External Milestone	
	Milestone		Duration-only		Deadline	
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	Project Summary		Manual Summary		Manual Progress	
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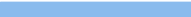
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1127			3.4.6	Prototype Design	0 days
1128			4.2.6	Role to Position Mapping Document	0 days
1129			7.1.6	Test Plan Document	0 days
1130			5.1.6	Data Conversion Plan Document	0 days
1131				Payment Milestone 109 - Phase 6 Kickoff Complete	0 days
1132				Module 15: Inspections	70 days
1133			3.1.6.15	Detailed Functional and Technical Specifications	30 days
1134				Configuration and Customization	50 days
1135				System Integration	50 days
1136			7.2.6.15	Test Scripts, Test Cases and Test Data	50 days
1137			7.3.6.15	Testing Report	45 days
1138				Payment Milestone 110- Module 15 Configured	0 days
1139				Integration and Data Sync	103 days
1140				Integration	40 days
1141				Integration Specifications	15 days
1142				Configuration and Customization	35 days
1143				Test Scripts, Test Cases and Test Data	35 days
1144				Testing Report	15 days
1145				Data Sync	73 days
1146			5.6.6	Data Sync Mapping and Specifiction	23 days
1147			5.6.6.0.1	Data Sync Configuration and Customization	50 days
1148			7.2.6.0.1	Test Scripts, Test Cases and Test Data	50 days
1149			7.3.6.0.1	Testing Report	30 days

Project: LADBS Clariti Implemen Date: Tue 12/19/23	Task		Inactive Summary		External Tasks	
	Split		Manual Task		External Milestone	
	Milestone		Duration-only		Deadline	
	Summary		Manual Summary Rollup		Progress	
	Project Summary		Manual Summary		Manual Progress	
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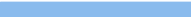
ID		Task Mode	Deliverable ID	Task Name	Duration
1150				Integrations and Data Sync Review	30 days
1151				Material City Review	10 days
1152				Material Correction and Adjustmens	10 days
1153				Material City Acceptance	10 days
1154			6.1.6	Integrations Documents	0 days
1155				Data Sync Documents	0 days
1156				Testing Documentation	0 days
1157				Payment Milestone 111 - Phase 6 Integration/Data Sync Complete	0 days
1158				Phase Training	45 days
1159				Training Material	15 days
1160			8.3.6	Training Sessions	2 days
1161				Training Review	30 days
1162				Material City Review	10 days
1163				Material Correction and Adjustmens	10 days
1164				Material City Acceptance	10 days
1165			8.1.6	Train-The-Trainer and End User Training Plan	0 days
1166			8.2.6	Training Curriculum Documentation	0 days
1167				Payment Milestone 112 - Phase 6 Training Complete	0 days
1168				UAT Acceptance	50 days
1169				City Acceptance	20 days
1170				Corrections Acceptance	10 days
1171				City UAT Acceptance	20 days
1172			10.2.6	UAT Acceptance Approval Document	0 days

Project: LADBS Clariti Implemen Date: Tue 12/19/23	Task		Inactive Summary		External Tasks	
	Split		Manual Task		External Milestone	
	Milestone		Duration-only		Deadline	
	Summary		Manual Summary Rollup		Progress	
	Project Summary		Manual Summary		Manual Progress	
	Inactive Task		Start-only			
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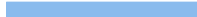
ID		Task Mode	Deliverable ID	Task Name	Duration
1173				Data Conversion	97 days
1174				Mock Data Conversion 1	22 days
1175			5.2.6	Mock Data Conversion 1 - Report	0 days
1176				Mock Data Conversion 2	22 days
1177			5.3.6	Mock Data Conversion 2 - Report	0 days
1178				Mock Data Conversion 3	22 days
1179			5.4.6	Mock Data Conversion 3 - Report	0 days
1180				Production Data Conversion	25 days
1181			5.5.6	Production Data Conversion - Report	0 days
1182				Payment Milestone 113 - Phase 6 UAT Sign-off	0 days
1183				Go-Live	38 days
1184				Detailed Deployment Plan	5 days
1185				Rollback Strategy and Plan	5 days
1186				Configured Environments (production)	5 days
1187				Production Support Plan	5 days
1188				Go/No-go Documentation	4 days
1189				Go-Live Review	30 days
1190				Material City Review	10 days
1191				Material Correction and Adjustmens	10 days
1192				Material City Acceptance	10 days
1193			9.1.6	Production Cutover Plan Document	0 days
1194			9.1.6	Final Detailed Deployment Plan Document	0 days
1195			9.2.6	Rollback Strategy and Plan Document	0 days

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	Split		Manual Task		External Milestone	
	Milestone		Duration-only		Deadline	
	Summary		Manual Summary Rollup		Progress	
	Project Summary		Manual Summary		Manual Progress	
	Inactive Task		Start-only			
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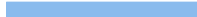
ID		Task Mode	Deliverable ID	Task Name	Duration
1196			9.5.6	Production Support Plan Document	0 days
1197			8.4.6	Configured Production Environment Documentation	0 days
1198			9.4.6	Go-Live Checklist	0 days
1199			9.3.6	Configured Environments (Production)	0 days
1200				Go-Live	3 days
1201				Payment Milestone 114 - Go-Live	0 days
1202				HyperCare	20 days
1203			10.2.6.0.1	Acceptance Plan	20 days
1204				Transition to Support	20 days
1205			10.3.6	Phase Closeout Acceptance Document	5 days
1206				Phase Closeout	0 days
1207				Payment Milestone 115 - Phase 6 Complete	0 days
1208				Phase 8 - Other Code Enforcement	278 days
1209				Phase Kickoff	50 days
1210				Workshop Sessions	15 days
1211			2.1.8	Requirements Fit Gap Analysis	15 days
1212				Prototype Demo	15 days
1213				Role to Position Mapping	5 days
1214				Test Plan	5 days
1215				Data Conversion Plan	5 days
1216				Phase Kickoff Review	30 days
1217				Material City Review	10 days
1218				Material Correction and Adjustmens	10 days

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	Split		Manual Task		External Milestone	
	Milestone		Duration-only		Deadline	
	Summary		Manual Summary Rollup		Progress	
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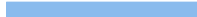
ID		Task Mode	Deliverable ID	Task Name	Duration
1219				Material City Acceptance	10 days
1220			3.4.8	Prototype Design	0 days
1221			4.2.8	Role to Position Mapping Document	0 days
1222			7.1.8	Test Plan Document	0 days
1223			5.1.8	Data Conversion Plan Document	0 days
1224				Payment Milestone 116 - Phase 8 Kickoff Complete	0 days
1225				Module 17: VBA/NAR	20 days
1226			3.1.8.17	Detailed Functional and Technical Specifications	8 days
1227				Configuration and Customization	20 days
1228				System Integration	20 days
1229			7.2.8.17	Test Scripts, Test Cases and Test Data	20 days
1230			7.3.8.17	Testing Report	15 days
1231				Payment Milestone 117 - Module 17 Configured	0 days
1232				Module 18: CUP/FRP	20 days
1233			3.1.8.18	Detailed Functional and Technical Specifications	8 days
1234				Configuration and Customization	20 days
1235				System Integration	20 days
1236			7.2.8.18	Test Scripts, Test Cases and Test Data	20 days
1237			7.3.8.18	Testing Report	15 days
1238				Payment Milestone 118 - Module 18 Configured	0 days
1239				Module 19: Annual & Periodic Inspections	20 days
1240			3.1.8.19	Detailed Functional and Technical Specifications	8 days
1241				Configuration and Customization	20 days

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	Split		Manual Task		External Milestone	
	Milestone		Duration-only		Deadline	
	Summary		Manual Summary Rollup		Progress	
	Project Summary		Manual Summary		Manual Progress	
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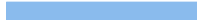
ID		Task Mode	Deliverable ID	Task Name	Duration
1242				System Integration	20 days
1243			7.2.8.19	Test Scripts, Test Cases and Test Data	20 days
1244			7.3.8.19	Testing Report	15 days
1245				Payment Milestone 119 - Module 19 Configured	0 days
1246				Module 20: PACE	20 days
1247			3.1.8.20	Detailed Functional and Technical Specifications	8 days
1248				Configuration and Customization	20 days
1249				System Integration	20 days
1250			7.2.8.20	Test Scripts, Test Cases and Test Data	20 days
1251			7.3.8.20	Testing Report	15 days
1252				Payment Milestone 120 - Module 20 Configured	0 days
1253				Module 21: ARU	20 days
1254			3.1.8.21	Detailed Functional and Technical Specifications	8 days
1255				Configuration and Customization	20 days
1256				System Integration	20 days
1257			7.2.8.21	Test Scripts, Test Cases and Test Data	20 days
1258			7.3.8.21	Testing Report	15 days
1259				Payment Milestone 121 - Module 21 Configured	0 days
1260				Module 22: LEA	20 days
1261			3.1.8.22	Detailed Functional and Technical Specifications	8 days
1262				Configuration and Customization	20 days
1263				System Integration	20 days
1264			7.2.8.22	Test Scripts, Test Cases and Test Data	20 days

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	Split		Manual Task		External Milestone	
	Milestone		Duration-only		Deadline	
	Summary		Manual Summary Rollup		Progress	
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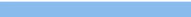
ID		Task Mode	Deliverable ID	Task Name	Duration
1265			7.3.8.22	Testing Report	15 days
1266				Payment Milestone 122 - Module 21 Configured	0 days
1267				Integration and Data Sync	140 days
1268				Integration	55 days
1269				Integration Specifications	20 days
1270				Configuration and Customization	50 days
1271				Test Scripts, Test Cases and Test Data	50 days
1272				Testing Report	25 days
1273				Data Sync	110 days
1274			5.6.8	Data Sync Mapping and Specifiction	40 days
1275			5.6.8.0.1	Data Sync Configuration and Customization	70 days
1276			7.2.8.0.1	Test Scripts, Test Cases and Test Data	70 days
1277			7.3.8.0.1	Testing Report	50 days
1278				Integrations and Data Sync Review	30 days
1279				Material City Review	10 days
1280				Material Correction and Adjustmens	10 days
1281				Material City Acceptance	10 days
1282			6.1.8	Integrations Documents	0 days
1283				Data Sync Documents	0 days
1284				Testing Documentation	0 days
1285				Payment Milestone 123 - Phase 8 Integration/Data Sync Complete	0 days
1286				Phase Training	70 days
1287				Training Material	65 days

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	Milestone		Duration-only		Deadline	
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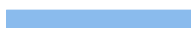
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1288			8.3.8	Training Sessions	5 days
1289			8.1.8	Train-The-Trainer and End User Training Plan	0 days
1290			8.2.8	Training Curriculum Documentation	0 days
1291				Payment Milestone 124 - Phase 8 Training Complete	0 days
1292				UAT Acceptance	50 days
1293				City Acceptance	20 days
1294				Corrections Acceptance	10 days
1295				City UAT Acceptance	20 days
1296			10.2.8	UAT Acceptance Approval Document	0 days
1297				Data Conversion	166 days
1298				Mock Data Conversion 1	40 days
1299			5.2.8	Mock Data Conversion 1 - Report	0 days
1300				Mock Data Conversion 2	40 days
1301			5.3.8	Mock Data Conversion 2 - Report	0 days
1302				Mock Data Conversion 3	40 days
1303			5.4.8	Mock Data Conversion 3 - Report	0 days
1304				Production Data Conversion	40 days
1305			5.5.8	Production Data Conversion - Report	0 days
1306				Payment Milestone 125 - Phase 8 UAT Sign-off	0 days
1307				Go-Live	38 days
1308				Detailed Deployment Plan	5 days
1309				Rollback Strategy and Plan	5 days
1310				Configured Environments (production)	5 days

Project: LADBS Clariti Implemen Date: Tue 12/19/23	Task		Inactive Summary		External Tasks	
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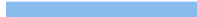
ID		Task Mode	Deliverable ID	Task Name	Duration
1311				Production Support Plan	5 days
1312				Go/No-go Documentation	4 days
1313				Go-Live Review	30 days
1314				Material City Review	10 days
1315				Material Correction and Adjustmens	10 days
1316				Material City Acceptance	10 days
1317			9.1.8	Production Cutover Plan Document	0 days
1318			9.1.8	Final Detailed Deployment Plan Document	0 days
1319			9.2.8	Rollback Strategy and Plan Document	0 days
1320			9.5.8	Production Support Plan Document	0 days
1321			8.4.8	Configured Production Environment Documentation	0 days
1322			9.4.8	Go-Live Checklist	0 days
1323			9.3.8	Configured Environments (Production)	0 days
1324				Go-Live	3 days
1325				Payment Milestone 126 - Go-Live	0 days
1326				HyperCare	20 days
1327			10.2.8.0.1	Acceptance Plan	20 days
1328				Transition to Support	20 days
1329			10.3.8	Phase Closeout Acceptance Document	5 days
1330				Phase Closeout	0 days
1331				Payment Milestone 127 - Phase 8 Complete	0 days
1332				Phase 10 - Annual Inspection / Trade Licensing & Deputy Inspector	246 days
1333				Phase Kickoff	48 days

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	Milestone		Duration-only		Deadline	
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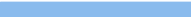
ID		Task Mode	Deliverable ID	Task Name	Duration
1334				Workshop Sessions	10 days
1335			2.1.10	Requirements Fit Gap Analysis	10 days
1336				Prototype Demo	10 days
1337				Role to Position Mapping	8 days
1338				Test Plan	8 days
1339				Data Conversion Plan	8 days
1340				Phase Kickoff Review	30 days
1341				Material City Review	10 days
1342				Material Correction and Adjustmens	10 days
1343				Material City Acceptance	10 days
1344			3.4.10	Prototype Design	0 days
1345			4.2.10	Role to Position Mapping Document	0 days
1346			7.1.10	Test Plan Document	0 days
1347			5.1.10	Data Conversion Plan Document	0 days
1348				Payment Milestone 128 - Phase 10 Kickoff Complete	0 days
1349				Module 25: Inspections	30 days
1350			3.1.10.25	Detailed Functional and Technical Specifications	12 days
1351				Configuration and Customization	28 days
1352				System Integration	28 days
1353			7.2.10.25	Test Scripts, Test Cases and Test Data	28 days
1354			7.3.10.25	Testing Report	18 days
1355				Payment Milestone 129 - Module 25 Configured	0 days
1356				Module 26: Licensing - Trade Licensing & Registered Deputy Inspectors	60 days

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	Split		Manual Task		External Milestone	
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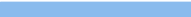
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1357			3.1.10.26	Detailed Functional and Technical Specifications	25 days
1358				Configuration and Customization	45 days
1359				System Integration	45 days
1360			7.2.10.26	Test Scripts, Test Cases and Test Data	45 days
1361			7.3.10.26	Testing Report	25 days
1362				Payment Milestone 130 - Module 26 Configured	0 days
1363				Integration and Data Sync	153 days
1364				Integration	123 days
1365				FSS	25 days
1366			6.1.10	Integration Specifications	5 days
1367				Configuration and Customization	20 days
1368			7.2.10.0.1	Test Scripts, Test Cases and Test Data	20 days
1369			7.3.10.0.1	Testing Report	10 days
1370				Payment Milestone 131 - FSS Integration Complete	0 days
1371				Data Sync	80 days
1372			5.6.10	Data Sync Mapping and Specifiction	25 days
1373			5.6.10.0.1	Data Sync Configuration and Customization	55 days
1374			7.2.10.0.2	Test Scripts, Test Cases and Test Data	55 days
1375			7.3.10.0.2	Testing Report	30 days
1376				Integrations and Data Sync Review	30 days
1377				Material City Review	10 days
1378				Material Correction and Adjustmens	10 days
1379				Material City Acceptance	10 days

Project: LADBS Clariti Implemen Date: Tue 12/19/23	Task		Inactive Summary		External Tasks	
	Split		Manual Task		External Milestone	
	Milestone		Duration-only		Deadline	
	Summary		Manual Summary Rollup		Progress	
	Project Summary		Manual Summary		Manual Progress	
	Inactive Task		Start-only			
	Inactive Milestone		Finish-only			

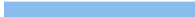
ID		Task Mode	Deliverable ID	Task Name	Duration
1380				Integrations Documents	0 days
1381				Data Sync Documents	0 days
1382				Testing Documentation	0 days
1383				Payment Milestone 132 - Phase 10 Integration/Data Sync Complete	0 days
1384				Phase Training	23 days
1385				Training Material	20 days
1386			8.3.10	Training Sessions	3 days
1387			8.1.10	Train-The-Trainer and End User Training Plan	0 days
1388			8.2.10	Training Curriculum Documentation	0 days
1389				Payment Milestone 133 - Phase 10 Training Complete	0 days
1390				UAT Acceptance	50 days
1391				City Acceptance	20 days
1392				Corrections Acceptance	10 days
1393				City UAT Acceptance	20 days
1394			10.2.10	UAT Acceptance Approval Document	0 days
1395				Data Conversion	129 days
1396				Mock Data Conversion 1	30 days
1397			5.2.10	Mock Data Conversion 1 - Report	0 days
1398				Mock Data Conversion 2	30 days
1399			5.3.10	Mock Data Conversion 2 - Report	0 days
1400				Mock Data Conversion 3	30 days
1401			5.4.10	Mock Data Conversion 3 - Report	0 days
1402				Production Data Conversion	30 days

Project: LADBS Clariti Implemen Date: Tue 12/19/23	Task		Inactive Summary		External Tasks	
	Split		Manual Task		External Milestone	
	Milestone		Duration-only		Deadline	
	Summary		Manual Summary Rollup		Progress	
	Project Summary		Manual Summary		Manual Progress	
	Inactive Task		Start-only			
	Inactive Milestone		Finish-only			

ID		Task Mode	Deliverable ID	Task Name	Duration
1403			5.5.10	Production Data Conversion - Report	0 days
1404				Payment Milestone 134 - Phase 10 UAT Sign-off	0 days
1405				Go-Live	38 days
1406				Detailed Deployment Plan	5 days
1407				Rollback Strategy and Plan	5 days
1408				Configured Environments (production)	5 days
1409				Production Support Plan	5 days
1410				Go/No-go Documentation	4 days
1411				Go-Live Review	30 days
1412				Material City Review	10 days
1413				Material Correction and Adjustmens	10 days
1414				Material City Acceptance	10 days
1415			9.1.10	Production Cutover Plan Document	0 days
1416			9.1.10	Final Detailed Deployment Plan Document	0 days
1417			9.2.10	Rollback Strategy and Plan Document	0 days
1418			9.5.10	Production Support Plan Document	0 days
1419			8.4.10	Configured Production Environment Documentation	0 days
1420			9.4.10	Go-Live Checklist	0 days
1421			9.3.10	Configured Environments (Production)	0 days
1422				Go-Live	3 days
1423				Payment Milestone 135 - Go-Live	0 days
1424				HyperCare	20 days
1425			10.2.10.0.1	Acceptance Plan	20 days

Project: LADBS Clariti Implemen Date: Tue 12/19/23	Task		Inactive Summary		External Tasks	
	Split		Manual Task		External Milestone	
	Milestone		Duration-only		Deadline	
	Summary		Manual Summary Rollup		Progress	
	Project Summary		Manual Summary		Manual Progress	
	Inactive Task		Start-only			
	Inactive Milestone		Finish-only			

ID		Task Mode	Deliverable ID	Task Name	Duration
1426				Transition to Support	20 days
1427			10.3.10	Phase Closeout Acceptance Document	5 days
1428				Phase Closeout	0 days
1429				Payment Milestone 136 - Phase 10 Complete	0 days
1430				Finish Project Implementation	0 days

Project: LADBS Clariti Implemen Date: Tue 12/19/23	Task		Inactive Summary		External Tasks	
	Split		Manual Task		External Milestone	
	Milestone		Duration-only		Deadline	
	Summary		Manual Summary Rollup		Progress	
	Project Summary		Manual Summary		Manual Progress	
	Inactive Task		Start-only			
	Inactive Milestone		Finish-only			



Start	Finish	Predecessors	Resource Names	2024 Q4 Q1 Q2 Q3 Q4 2025 Q1 Q2 Q3 Q4											
Fri 3/29/24	Thu 4/11/24	22													
Thu 4/11/24	Thu 4/11/24	20													
Thu 4/11/24	Thu 4/11/24	20													
Thu 4/11/24	Thu 4/11/24	20													
Thu 4/11/24	Thu 4/11/24	20													
Wed 1/17/24	Tue 2/13/24		Clariti,LADBS Architect[50%],Unisys Architect												
Wed 1/17/24	Tue 2/13/24	3FF													
Wed 1/17/24	Tue 2/13/24	29FF													
Wed 1/17/24	Tue 2/13/24	29FF													
Wed 2/14/24	Thu 3/28/24		LADBS Governance[10%]												
Wed 2/14/24	Wed 2/28/24	28													
Thu 2/29/24	Wed 3/13/24	33													
Thu 3/14/24	Thu 3/28/24	34													
Thu 3/28/24	Thu 3/28/24	32													
Thu 3/28/24	Thu 3/28/24	32													
Thu 3/28/24	Thu 3/28/24	32													
Thu 4/11/24	Thu 4/11/24	12													
Fri 4/12/24	Thu 11/7/24	12	LADBS PM[30%],Unisys PM[30%]												
Fri 4/12/24	Thu 5/2/24		LADBS Architect,LADBS Code SME,LADBS EMO SME,LADBS Finan												
Fri 5/3/24	Tue 8/20/24	41	LADBS Architect[20%],Unisys Architect[20%],Unisys BA[20%]												
Fri 5/3/24	Fri 5/31/24	41	LADBS Architect[20%],Unisys Architect[20%],Unisys BA[20%]												
Fri 5/3/24	Fri 5/31/24	41	LADBS Architect[20%],Unisys Architect[20%],Unisys BA[20%]												
Fri 5/3/24	Wed 9/25/24	41	Unisys Architect[20%],LADBS Architect[20%],Unisys BA[20%]												

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Task

Split

Milestone

Summary

Project Summary

Inactive Task

Inactive Milestone

Inactive Summary

Manual Task

Duration-only

Manual Summary Rollup

Manual Summary

Start-only

Finish-only

External Tasks

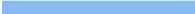
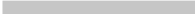
External Milestone

Deadline

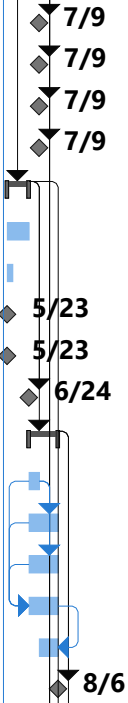
Progress

Manual Progress

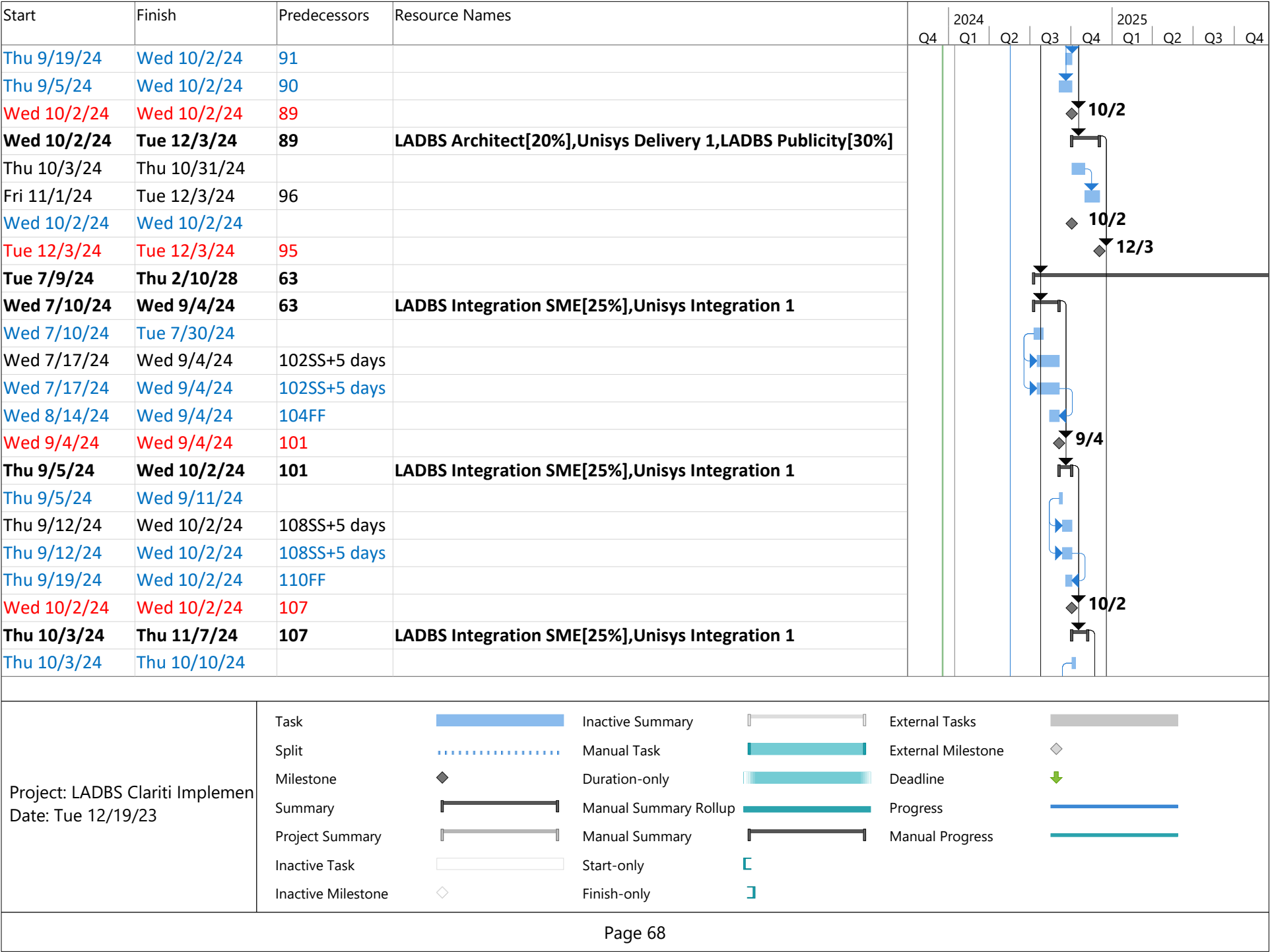
Start	Finish	Predecessors	Resource Names
Wed 8/28/24	Wed 9/25/24	45FF	Unisys Architect
Wed 8/28/24	Wed 9/25/24	46FF	
Thu 9/26/24	Thu 11/7/24	42,43,44,45,46	LADBS Governance[10%]
Thu 9/26/24	Thu 10/10/24		
Fri 10/11/24	Thu 10/24/24	49	
Fri 10/25/24	Thu 11/7/24	50	
Thu 11/7/24	Thu 11/7/24	48	
Thu 11/7/24	Thu 11/7/24	48	
Thu 11/7/24	Thu 11/7/24	48	
Thu 11/7/24	Thu 11/7/24	48	
Thu 11/7/24	Thu 11/7/24	48	
Thu 11/7/24	Thu 11/7/24	48	
Thu 11/7/24	Thu 11/7/24	48	
Thu 11/7/24	Thu 11/7/24	48	
Thu 11/7/24	Thu 11/7/24	48	
Thu 11/7/24	Thu 11/7/24	48	
Thu 11/7/24	Thu 11/7/24	48	
Redu 11/7/24	Redu 11/7/24	60	
Fri 5/3/24	Thu 2/10/28	41	LADBS PM[30%], Unisys PM[30%]
Fri 5/3/24	Tue 7/9/24		
Fri 5/3/24	Thu 5/23/24		
Fri 5/3/24	Thu 5/16/24		
Fri 5/3/24	Thu 5/16/24		
Fri 5/17/24	Thu 5/23/24	65	
Fri 5/24/24	Tue 7/9/24	67	

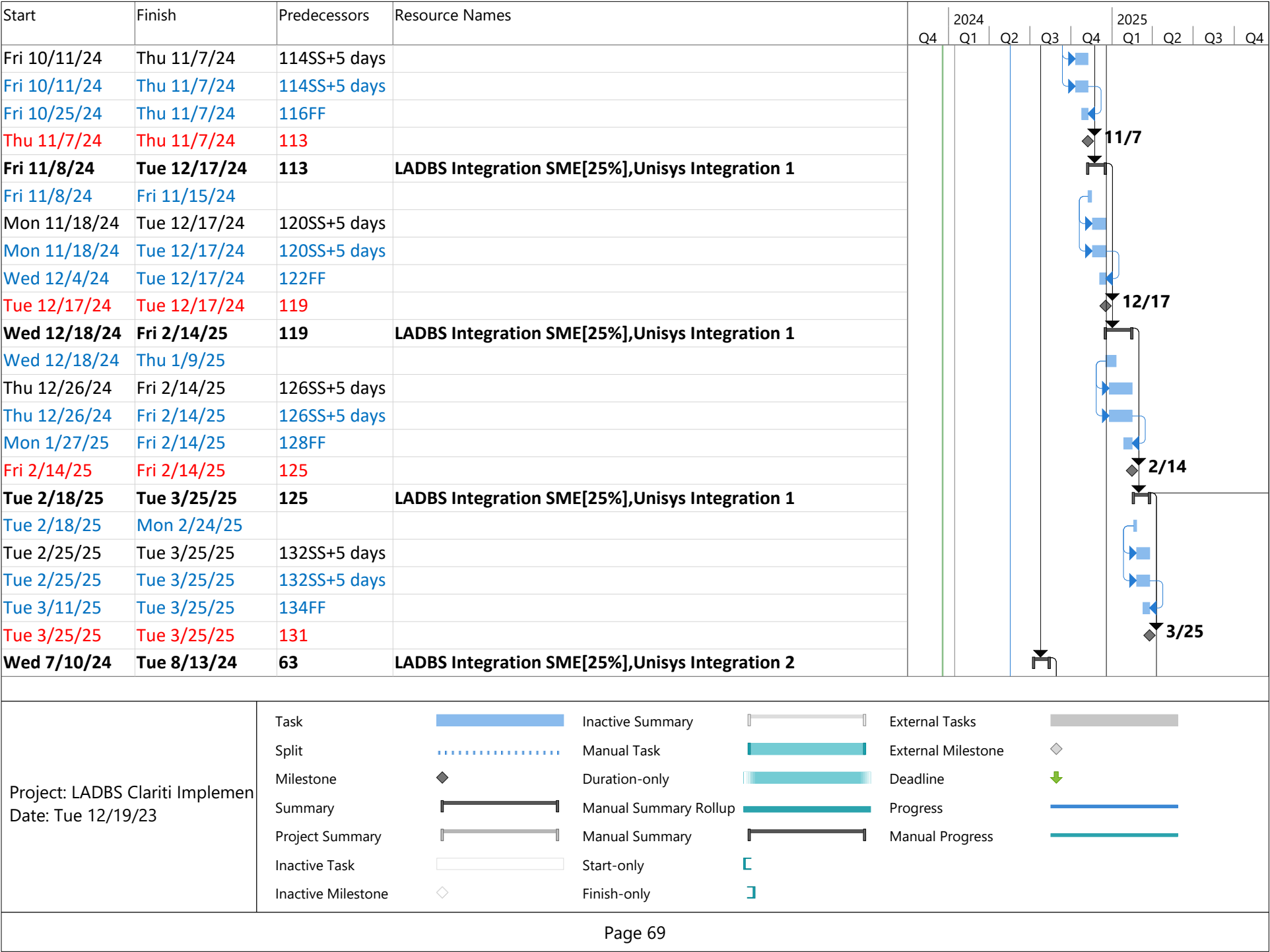
Project: LADBS Clariti Implemen Date: Tue 12/19/23	Task		Inactive Summary		External Tasks	
	Split		Manual Task		External Milestone	
	Milestone		Duration-only		Deadline	
	Summary		Manual Summary Rollup		Progress	
	Project Summary		Manual Summary		Manual Progress	
	Inactive Task		Start-only			
	Inactive Milestone		Finish-only			

Start	Finish	Predecessors	Resource Names	Q4	2024	Q1	Q2	Q3	Q4	2025	Q1	Q2	Q3	Q4
Fri 5/24/24	Fri 6/7/24													
Mon 6/10/24	Mon 6/24/24	69												
Tue 6/25/24	Tue 7/9/24	70												
Tue 7/9/24	Tue 7/9/24	68												
Tue 7/9/24	Tue 7/9/24	68												
Tue 7/9/24	Tue 7/9/24	68												
Tue 7/9/24	Tue 7/9/24	63												
Thu 5/23/24	Mon 6/24/24	64	LADBS GIS SME[25%],LADBS Governance[25%],Unisys Delivery :											
Fri 5/24/24	Mon 6/24/24													
Fri 5/24/24	Fri 5/31/24													
Thu 5/23/24	Thu 5/23/24													
Thu 5/23/24	Thu 5/23/24													
Mon 6/24/24	Mon 6/24/24	76												
Tue 6/25/24	Tue 8/6/24	76	LADBS Financial SME[25%],LADBS Governance[25%],Unisys Deli											
Tue 6/25/24	Tue 7/9/24													
Tue 6/25/24	Tue 8/6/24	83FS-10 days												
Tue 6/25/24	Tue 8/6/24	83FS-10 days												
Tue 6/25/24	Tue 8/6/24	83SS,84SS,85S												
Wed 7/10/24	Tue 8/6/24	86FF												
Tue 8/6/24	Tue 8/6/24	82												
Wed 8/7/24	Wed 10/2/24	82	LADBS BA[25%],LADBS Governance[25%],LADBS Architect[25%]											
Wed 8/7/24	Wed 9/4/24	76												
Thu 9/5/24	Wed 9/18/24	90												

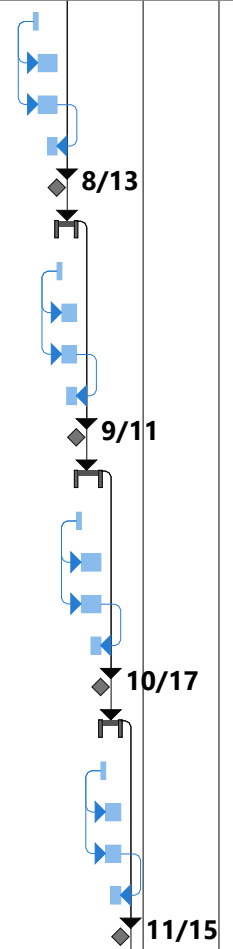


Project: LADBS Clariti Implemen Date: Tue 12/19/23	Task		Inactive Summary		External Tasks	
	Split		Manual Task		External Milestone	
	Milestone		Duration-only		Deadline	
	Summary		Manual Summary Rollup		Progress	
	Project Summary		Manual Summary		Manual Progress	
	Inactive Task		Start-only			
	Inactive Milestone		Finish-only			





Start	Finish	Predecessors	Resource Names	Q4	2024	Q1	Q2	Q3	Q4	2025	Q1	Q2	Q3	Q4
Wed 7/10/24	Tue 7/16/24													
Wed 7/17/24	Tue 8/13/24	138SS+5 days												
Wed 7/17/24	Tue 8/13/24	138SS+5 days												
Wed 7/31/24	Tue 8/13/24	140FF												
Tue 8/13/24	Tue 8/13/24	137												
Wed 8/14/24	Wed 9/11/24	137	LADBS Integration SME[25%],Unisys Integration 2											
Wed 8/14/24	Tue 8/20/24													
Wed 8/21/24	Wed 9/11/24	144SS+5 days												
Wed 8/21/24	Wed 9/11/24	144SS+5 days												
Wed 8/28/24	Wed 9/11/24	146FF												
Wed 9/11/24	Wed 9/11/24	143												
Thu 9/12/24	Thu 10/17/24	143	LADBS Integration SME[25%],Unisys Integration 2											
Thu 9/12/24	Wed 9/18/24													
Thu 9/19/24	Thu 10/17/24	150SS+5 days												
Thu 9/19/24	Thu 10/17/24	150SS+5 days												
Thu 10/3/24	Thu 10/17/24	152FF												
Thu 10/17/24	Thu 10/17/24	149												
Fri 10/18/24	Fri 11/15/24	149	LADBS Integration SME[25%],Unisys Integration 2											
Fri 10/18/24	Thu 10/24/24													
Fri 10/25/24	Fri 11/15/24	156SS+5 days												
Fri 10/25/24	Fri 11/15/24	156SS+5 days												
Fri 11/1/24	Fri 11/15/24	158FF												
Fri 11/15/24	Fri 11/15/24	155												



Project: LADBS Clariti Implemen Date: Tue 12/19/23	Task		Inactive Summary		External Tasks	
	Split		Manual Task		External Milestone	
	Milestone		Duration-only		Deadline	
	Summary		Manual Summary Rollup		Progress	
	Project Summary		Manual Summary		Manual Progress	
	Inactive Task		Start-only			
	Inactive Milestone		Finish-only			

Start	Finish	Predecessors	Resource Names	Q4	2024	Q1	Q2	Q3	Q4	2025	Q1	Q2	Q3	Q4
Mon 11/18/24	Fri 10/29/27	155	LADBS Integration SME[25%],Unisys Integration 2											
Mon 11/18/24	Tue 11/26/24													
Wed 11/27/24	Tue 12/17/24	162SS+5 days												
Wed 11/27/24	Fri 10/29/27	162SS+5 days												
Mon 10/18/27	Fri 10/29/27	164FF												
Fri 10/29/27	Fri 10/29/27	161												
Mon 11/1/27	Wed 12/1/27	161	LADBS Integration SME[25%],Unisys Integration 2											
Mon 11/1/27	Fri 11/5/27													
Mon 11/8/27	Wed 12/1/27	168SS+5 days												
Mon 11/8/27	Wed 12/1/27	168SS+5 days												
Tue 11/16/27	Wed 12/1/27	170FF												
Wed 12/1/27	Wed 12/1/27	167												
Thu 12/2/27	Thu 1/6/28	167	LADBS Integration SME[25%],Unisys Integration 2											
Thu 12/2/27	Wed 12/8/27													
Thu 12/9/27	Thu 1/6/28	174SS+5 days												
Thu 12/9/27	Thu 1/6/28	174SS+5 days												
Thu 12/23/27	Thu 1/6/28	176FF												
Thu 1/6/28	Thu 1/6/28	173												
Fri 1/7/28	Thu 2/10/28	173	LADBS Integration SME[25%],Unisys Integration 2											
Fri 1/7/28	Thu 1/13/28													
Fri 1/14/28	Thu 2/10/28	180SS+5 days												
Fri 1/14/28	Thu 2/10/28	180SS+5 days												
Fri 1/28/28	Thu 2/10/28	182FF												

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Start-only

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Manual Progress

Start	Finish	Predecessors	Resource Names	Q4	2024	Q1	Q2	Q3	Q4	2025	Q1	Q2	Q3	Q4
Thu 2/10/28	Thu 2/10/28	179												
Tue 7/9/24	Tue 7/9/24						◆ 7/9							
Thu 12/2/27	Wed 12/8/27	131,167												
Wed 12/8/27	Wed 12/8/27	186												
Fri 5/3/24	Thu 1/6/28	41	Unisys PM[30%],LADBS PM[30%],Unisys Delivery 2											
Fri 5/3/24	Fri 7/12/24		LADBS Permitting SME[25%]											
Fri 5/3/24	Thu 5/16/24													
Fri 5/3/24	Thu 5/16/24													
Fri 5/3/24	Thu 5/16/24													
Fri 5/17/24	Wed 5/29/24	192,191,190												
Fri 5/17/24	Wed 5/29/24	192,191,190												
Fri 5/17/24	Wed 5/29/24	192,191,190												
Thu 5/30/24	Fri 7/12/24	195												
Thu 5/30/24	Wed 6/12/24													
Thu 6/13/24	Thu 6/27/24	197												
Fri 6/28/24	Fri 7/12/24	198												
Fri 7/12/24	Fri 7/12/24	196												
Fri 7/12/24	Fri 7/12/24	196												
Fri 7/12/24	Fri 7/12/24	196												
Fri 7/12/24	Fri 7/12/24	196												
Fri 7/12/24	Fri 7/12/24	196												
Fri 7/12/24	Fri 7/12/24	189												
Mon 7/15/24	Fri 8/9/24	189	LADBS Permitting SME[25%]											
Mon 7/15/24	Wed 7/24/24													

7/9

7/12

7/12

7/12

7/12

7/12

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Manual Summary Rollup

Manual Summary

Start-only

Finish-only

Manual Task

Duration-only

Manual Summary Rollup

Manual Summary

Start-only

Finish-only

External Tasks

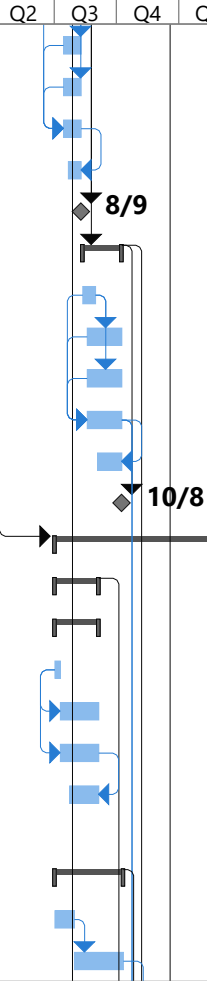
External Milestone

Deadline

Progress

Manual Progress

Start	Finish	Predecessors	Resource Names	Q4	2024	Q1	Q2	Q3	Q4	2025	Q1	Q2	Q3	Q4
Mon 7/15/24	Fri 8/9/24	206FS-10 days												
Mon 7/15/24	Fri 8/9/24	206FS-10 days												
Mon 7/15/24	Fri 8/9/24	206SS,208SS,2												
Mon 7/22/24	Fri 8/9/24	209FF												
Fri 8/9/24	Fri 8/9/24	205												
Mon 8/12/24	Tue 10/8/24	205	LADBS Permitting SME[25%]											
Mon 8/12/24	Fri 8/30/24													
Mon 8/19/24	Tue 10/8/24	213FS-10 days												
Mon 8/19/24	Tue 10/8/24	213FS-10 days												
Mon 8/19/24	Tue 10/8/24	213SS,214SS,2												
Tue 9/3/24	Tue 10/8/24	216FF												
Tue 10/8/24	Tue 10/8/24	212												
Tue 7/2/24	Thu 1/6/28	189SS+40 day:	LADBS Integration SME[30%]											
Tue 7/2/24	Wed 9/4/24													
Tue 7/2/24	Wed 9/4/24													
Tue 7/2/24	Tue 7/9/24													
Wed 7/10/24	Wed 9/4/24	222SS+5 days												
Wed 7/10/24	Wed 9/4/24	222SS+5 days												
Wed 7/24/24	Wed 9/4/24	224FF												
Thu 1/6/28	Thu 1/6/28	173												
Tue 7/2/24	Thu 10/10/24													
Tue 7/2/24	Tue 7/30/24													
Wed 7/31/24	Thu 10/10/24	228												



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Manual Task

Duration-only

Manual Summary Rollup

Manual Summary

Start-only

Finish-only

External Tasks

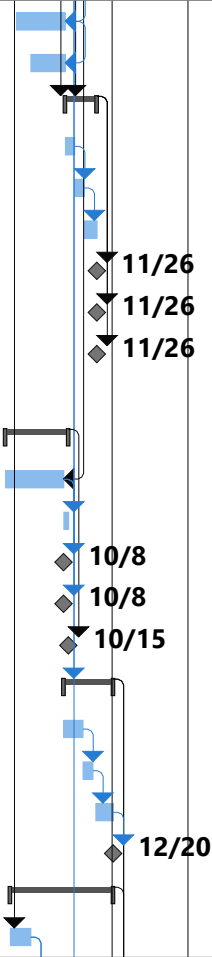
External Milestone

Deadline

Progress

Manual Progress

Start	Finish	Predecessors	Resource Names	Q4	2024	Q1	Q2	Q3	Q4	2025	Q1	Q2	Q3	Q4
Wed 7/31/24	Thu 10/10/24	229FF												
Wed 8/21/24	Thu 10/10/24	230FF												
Fri 10/11/24	Tue 11/26/24	220,227												
Fri 10/11/24	Thu 10/24/24													
Fri 10/25/24	Thu 11/7/24	233												
Fri 11/8/24	Tue 11/26/24	234												
Tue 11/26/24	Tue 11/26/24	232												
Tue 11/26/24	Tue 11/26/24	232												
Tue 11/26/24	Tue 11/26/24	232												
Thu 1/6/28	Thu 1/6/28	219												
Mon 7/15/24	Tue 10/15/24		LADBS Permitting SME[25%]											
Mon 7/15/24	Tue 10/8/24	212FF												
Wed 10/9/24	Tue 10/15/24	241												
Tue 10/8/24	Tue 10/8/24	241												
Tue 10/8/24	Tue 10/8/24	241												
Tue 10/15/24	Tue 10/15/24	240												
Wed 10/9/24	Fri 12/20/24	216	LADBS Permitting SME[50%],LADBS Governance[10%]											
Wed 10/9/24	Tue 11/5/24													
Wed 11/6/24	Wed 11/20/24	247												
Mon 11/25/24	Fri 12/20/24	248												
Fri 12/20/24	Fri 12/20/24	249												
Mon 7/22/24	Fri 12/20/24		LADBS Architect[50%]											
Mon 7/22/24	Tue 8/20/24	189FS+5 days												



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Task

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Inactive Summary

Manual Task

Duration-only

Manual Summary Rollup

Manual Summary

Start-only

Finish-only

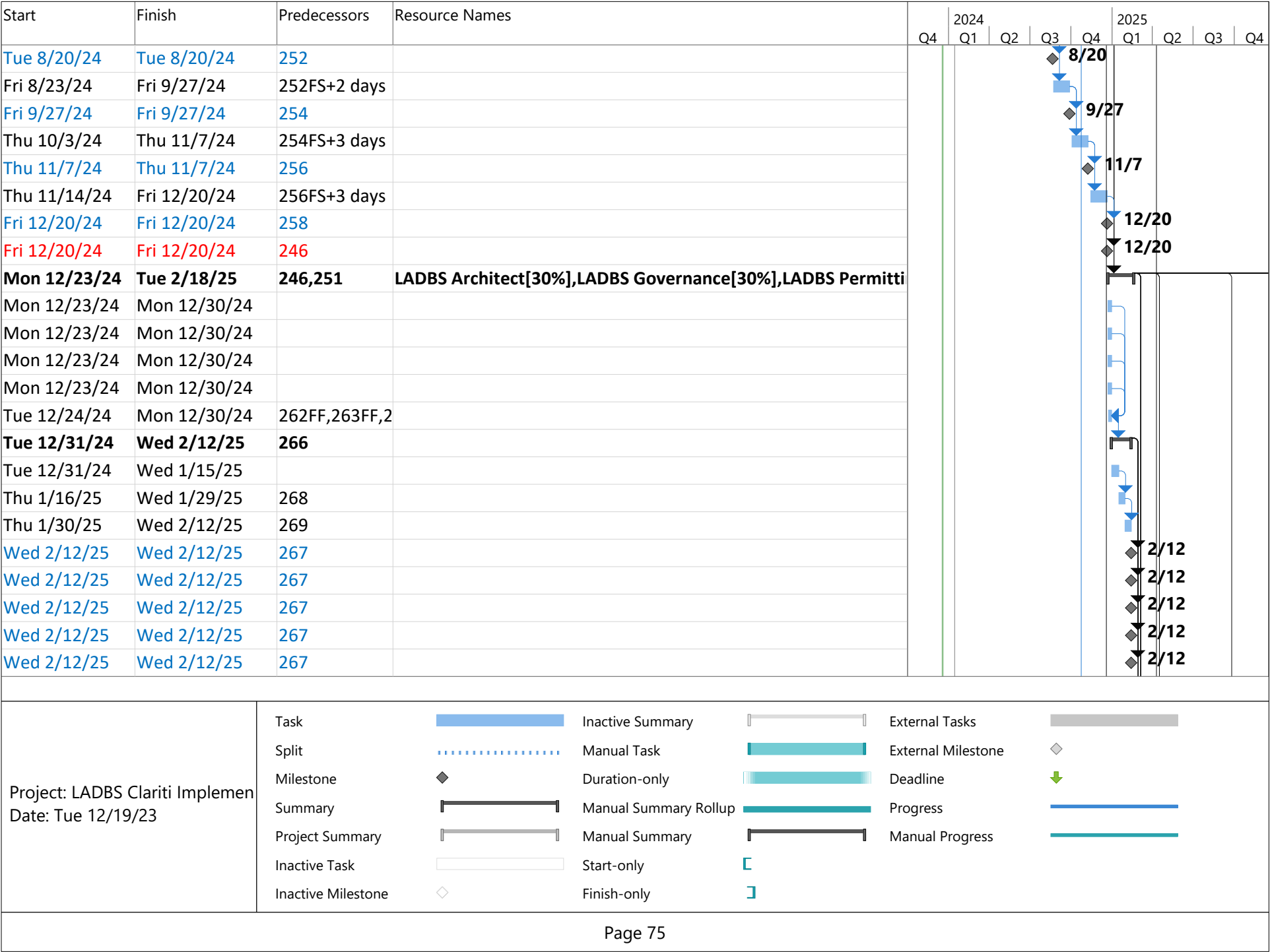
External Tasks

External Milestone

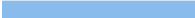
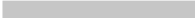
Deadline

Progress

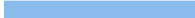
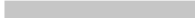
Manual Progress

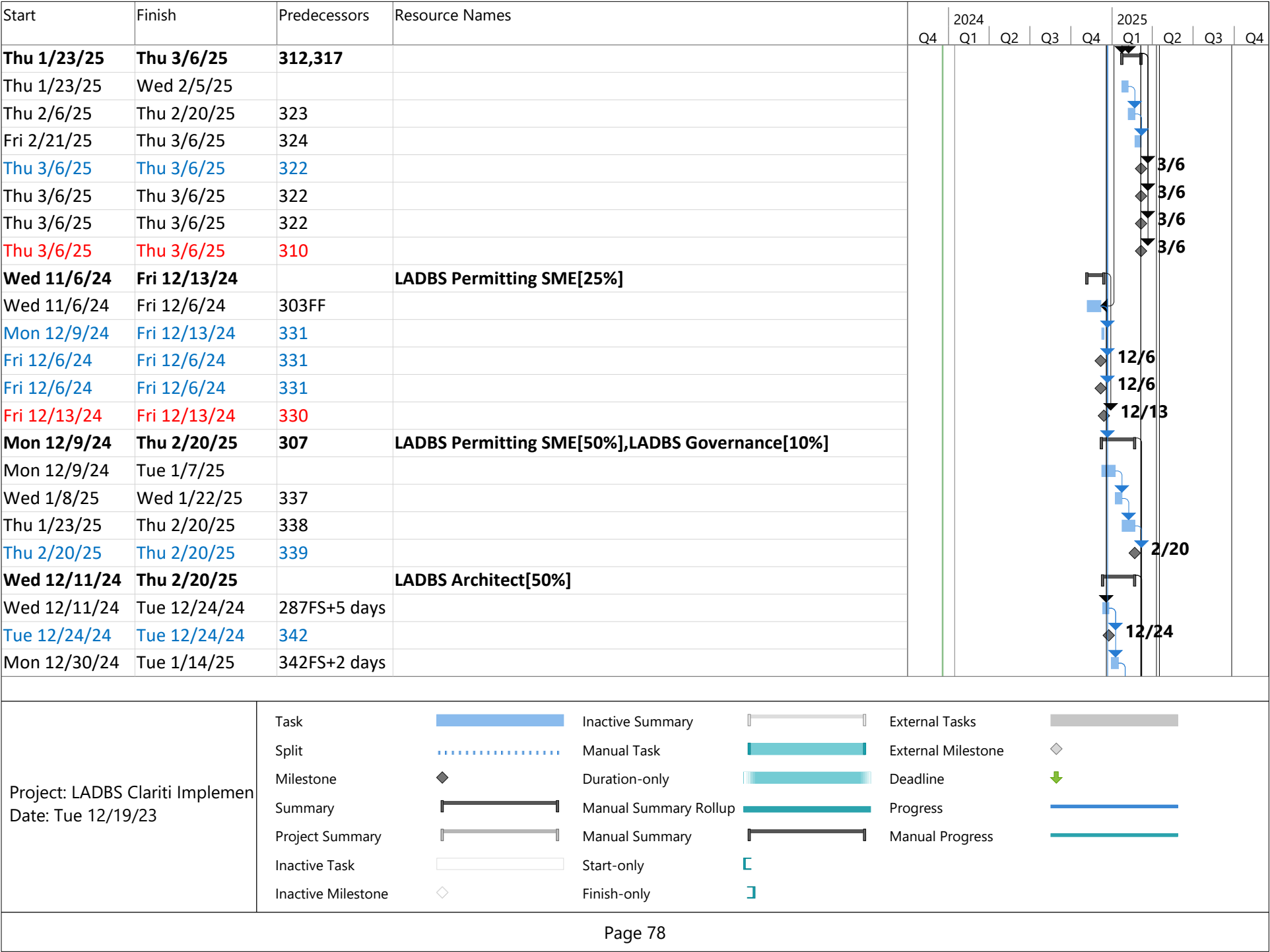


Start	Finish	Predecessors	Resource Names	Q4	2024	Q1	Q2	Q3	Q4	2025	Q1	Q2	Q3	Q4
Wed 2/12/25	Wed 2/12/25	267								2/12				
Wed 2/12/25	Wed 2/12/25	267								2/12				
Thu 2/13/25	Tue 2/18/25	267								2/18				
Tue 2/18/25	Tue 2/18/25	261								2/18				
Wed 2/19/25	Tue 3/18/25	261	LADBS Permitting SME[25%]											
Wed 2/19/25	Tue 3/18/25	261												
Wed 2/19/25	Tue 3/18/25	261												
Wed 3/12/25	Tue 3/18/25	281FF												
Tue 3/18/25	Tue 3/18/25	280								3/18				
Tue 3/18/25	Tue 3/18/25	280								3/18				
Wed 10/9/24	Wed 5/14/25	216	Unisys PM[30%],LADBS PM[30%],Unisys Delivery 2											
Wed 10/9/24	Tue 12/3/24		LADBS Permitting SME[25%]											
Wed 10/9/24	Tue 10/15/24													
Wed 10/9/24	Tue 10/15/24													
Wed 10/9/24	Tue 10/15/24													
Wed 10/16/24	Thu 10/17/24	288,289,290												
Wed 10/16/24	Thu 10/17/24	288,289,290												
Wed 10/16/24	Thu 10/17/24	288,289,290												
Fri 10/18/24	Tue 12/3/24	293												
Fri 10/18/24	Thu 10/31/24													
Fri 11/1/24	Fri 11/15/24	295												
Mon 11/18/24	Tue 12/3/24	296												
Tue 12/3/24	Tue 12/3/24	294								12/3				

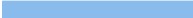
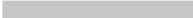
Project: LADBS Clariti Implemen Date: Tue 12/19/23	Task		Inactive Summary		External Tasks	
	Split		Manual Task		External Milestone	
	Milestone		Duration-only		Deadline	
	Summary		Manual Summary Rollup		Progress	
	Project Summary		Manual Summary		Manual Progress	
	Inactive Task		Start-only			
	Inactive Milestone		Finish-only			

Start	Finish	Predecessors	Resource Names	Q4	2024	Q1	Q2	Q3	Q4	2025	Q1	Q2	Q3	Q4
Tue 12/3/24	Tue 12/3/24	294								12/3				
Tue 12/3/24	Tue 12/3/24	294								12/3				
Tue 12/3/24	Tue 12/3/24	294								12/3				
Tue 12/3/24	Tue 12/3/24	287								12/3				
Wed 10/9/24	Fri 12/6/24		LADBS Permitting SME[25%]											
Wed 10/9/24	Tue 10/29/24													
Wed 10/16/24	Fri 12/6/24	304FS-10 days												
Wed 10/16/24	Fri 12/6/24	304FS-10 days												
Wed 10/16/24	Fri 12/6/24	304SS,305SS,3												
Wed 10/30/24	Fri 12/6/24	307FF												
Fri 12/6/24	Fri 12/6/24	303								12/6				
Mon 12/9/24	Thu 3/6/25	287SS+40 day	LADBS Integration SME[30%]											
Mon 12/9/24	Wed 2/12/25													
Mon 12/9/24	Tue 1/7/25													
Mon 12/9/24	Fri 12/13/24													
Mon 12/16/24	Tue 1/7/25	313SS+5 days												
Mon 12/16/24	Tue 1/7/25	313SS+5 days												
Mon 12/16/24	Tue 1/7/25	315FF												
Mon 12/9/24	Wed 1/22/25													
Mon 12/9/24	Fri 12/20/24													
Mon 12/23/24	Wed 1/22/25	318												
Mon 12/23/24	Wed 1/22/25	319FF												
Tue 12/31/24	Wed 1/22/25	320FF												

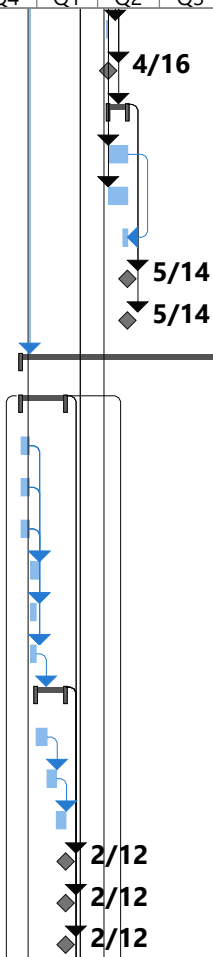
Project: LADBS Clariti Implemen Date: Tue 12/19/23	Task		Inactive Summary		External Tasks	
	Split		Manual Task		External Milestone	
	Milestone		Duration-only		Deadline	
	Summary		Manual Summary Rollup		Progress	
	Project Summary		Manual Summary		Manual Progress	
	Inactive Task		Start-only			
	Inactive Milestone		Finish-only			



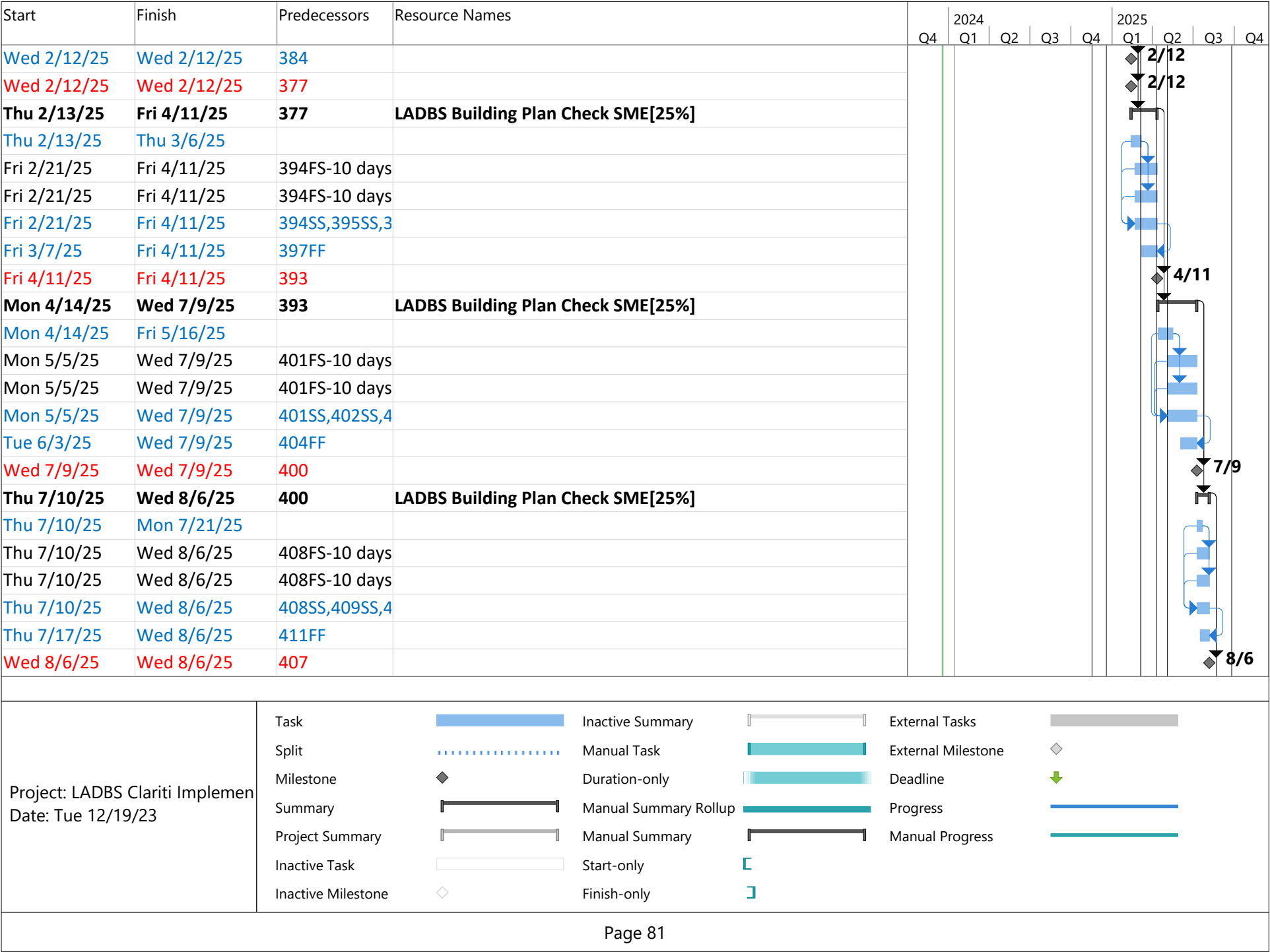
Start	Finish	Predecessors	Resource Names												
				Q4	2024	Q1	Q2	Q3	Q4	2025	Q1	Q2	Q3	Q4	
Tue 1/14/25	Tue 1/14/25	344								◆ 1/14					
Mon 1/20/25	Fri 1/31/25	344FS+3 days								▶ 1/31					
Fri 1/31/25	Fri 1/31/25	346								◆ 1/31					
Thu 2/6/25	Thu 2/20/25	346FS+3 days								▶ 2/20					
Thu 2/20/25	Thu 2/20/25	348								◆ 2/20					
Thu 2/20/25	Thu 2/20/25	341								◆ 2/20					
Fri 2/21/25	Wed 4/16/25	336,341	LADBS Architect[30%],LADBS Governance[30%],LADBS Permitti							└─┘					
Fri 2/21/25	Thu 2/27/25									▶					
Fri 2/21/25	Thu 2/27/25									▶					
Fri 2/21/25	Thu 2/27/25									▶					
Fri 2/21/25	Thu 2/27/25									▶					
Mon 2/24/25	Thu 2/27/25	352FF,353FF,3								▶					
Fri 2/28/25	Fri 4/11/25	356								└─┘					
Fri 2/28/25	Thu 3/13/25									▶					
Fri 3/14/25	Fri 3/28/25	358								▶					
Mon 3/31/25	Fri 4/11/25	359								▶					
Fri 4/11/25	Fri 4/11/25	357								◆ 4/11					
Fri 4/11/25	Fri 4/11/25	357								◆ 4/11					
Fri 4/11/25	Fri 4/11/25	357								◆ 4/11					
Fri 4/11/25	Fri 4/11/25	357								◆ 4/11					
Fri 4/11/25	Fri 4/11/25	357								◆ 4/11					
Fri 4/11/25	Fri 4/11/25	357								◆ 4/11					
Fri 4/11/25	Fri 4/11/25	357								◆ 4/11					
Fri 4/11/25	Fri 4/11/25	357								◆ 4/11					

Project: LADBS Clariti Implemen Date: Tue 12/19/23	Task		Inactive Summary		External Tasks	
	Split		Manual Task		External Milestone	
	Milestone		Duration-only		Deadline	
	Summary		Manual Summary Rollup		Progress	
	Project Summary		Manual Summary		Manual Progress	
	Inactive Task		Start-only			
	Inactive Milestone		Finish-only			

Start	Finish	Predecessors	Resource Names												
				Q4	2024	Q1	Q2	Q3	Q4	2025	Q1	Q2	Q3	Q4	
Mon 4/14/25	Wed 4/16/25	357													
Wed 4/16/25	Wed 4/16/25	351													
Thu 4/17/25	Wed 5/14/25	351	LADBS Permitting SME[25%]												
Thu 4/17/25	Wed 5/14/25	261													
Thu 4/17/25	Wed 5/14/25	261													
Thu 5/8/25	Wed 5/14/25	371FF													
Wed 5/14/25	Wed 5/14/25	370													
Wed 5/14/25	Wed 5/14/25	370													
Mon 12/9/24	Mon 4/13/26	307	Unisys PM[30%],LADBS PM[30%],Unisys Delivery 2												
Mon 12/9/24	Wed 2/12/25		LADBS Building Plan Check SME[25%]												
Mon 12/9/24	Fri 12/20/24														
Mon 12/9/24	Fri 12/20/24														
Mon 12/9/24	Fri 12/20/24														
Mon 12/23/24	Fri 1/3/25	378,379,380													
Mon 12/23/24	Mon 12/30/24	378,379,380													
Mon 12/23/24	Mon 12/30/24	378,379,380													
Tue 12/31/24	Wed 2/12/25	383													
Tue 12/31/24	Wed 1/15/25														
Thu 1/16/25	Wed 1/29/25	385													
Thu 1/30/25	Wed 2/12/25	386													
Wed 2/12/25	Wed 2/12/25	384													
Wed 2/12/25	Wed 2/12/25	384													
Wed 2/12/25	Wed 2/12/25	384													



Project: LADBS Clariti Implemen Date: Tue 12/19/23	Task		Inactive Summary		External Tasks	
	Split		Manual Task		External Milestone	
	Milestone		Duration-only		Deadline	
	Summary		Manual Summary Rollup		Progress	
	Project Summary		Manual Summary		Manual Progress	
	Inactive Task		Start-only			
	Inactive Milestone		Finish-only			



Start	Finish	Predecessors	Resource Names	Q4	2024	Q1	Q2	Q3	Q4	2025	Q1	Q2	Q3	Q4
Thu 8/7/25	Thu 9/18/25	407	LADBS Building Plan Check SME[25%]											
Thu 8/7/25	Fri 8/22/25													
Mon 8/11/25	Thu 9/18/25	415FS-10 days												
Mon 8/11/25	Thu 9/18/25	415FS-10 days												
Mon 8/11/25	Thu 9/18/25	415SS,416SS,4												
Mon 8/25/25	Thu 9/18/25	418FF												
Thu 9/18/25	Thu 9/18/25	414												
Fri 9/19/25	Fri 10/31/25	414	LADBS Building Plan Check SME[25%]											
Fri 9/19/25	Tue 10/7/25													
Tue 9/23/25	Fri 10/31/25	422FS-10 days												
Tue 9/23/25	Fri 10/31/25	422FS-10 days												
Tue 9/23/25	Fri 10/31/25	422SS,423SS,4												
Wed 10/8/25	Fri 10/31/25	425FF												
Fri 10/31/25	Fri 10/31/25	421												
Wed 2/26/25	Wed 11/5/25		LADBS Integration SME[30%]											
Wed 2/26/25	Wed 5/21/25	377SS+53 day:												
Wed 2/26/25	Wed 3/26/25													
Wed 2/26/25	Tue 3/4/25													
Wed 3/5/25	Wed 3/26/25	431SS+5 days												
Wed 3/5/25	Wed 3/26/25	431SS+5 days												
Wed 3/12/25	Wed 3/26/25	433FF												
Wed 3/26/25	Wed 3/26/25	430												
Thu 3/27/25	Wed 4/23/25	430												

Project: LADBS Clariti Implemen

Date: Tue 12/19/23

Task

Split

Milestone

Summary

Project Summary

Inactive Task

Inactive Milestone

Inactive Summary

Manual Task

Duration-only

Manual Summary Rollup

Manual Summary

Start-only

Finish-only

External Tasks

External Milestone

Deadline

Progress

Manual Progress

Start	Finish	Predecessors	Resource Names												
				Q4	2024	Q1	Q2	Q3	Q4	2025	Q1	Q2	Q3	Q4	
Thu 3/27/25	Wed 4/2/25														
Thu 4/3/25	Wed 4/23/25	437SS+5 days													
Thu 4/3/25	Wed 4/23/25	437SS+5 days													
Thu 4/10/25	Wed 4/23/25	439FF													
Wed 4/23/25	Wed 4/23/25	436													
Thu 4/24/25	Wed 5/21/25	436													
Thu 4/24/25	Wed 4/30/25														
Thu 5/1/25	Wed 5/21/25	443SS+5 days													
Thu 5/1/25	Wed 5/21/25	443SS+5 days													
Thu 5/8/25	Wed 5/21/25	445FF													
Wed 5/21/25	Wed 5/21/25	442													
Fri 5/30/25	Tue 9/23/25	429FS+5 days													
Fri 5/30/25	Mon 7/14/25														
Tue 7/15/25	Tue 9/23/25	449													
Tue 7/15/25	Tue 9/23/25	450FF													
Tue 8/5/25	Tue 9/23/25	451FF													
Wed 9/24/25	Wed 11/5/25	429,448													
Wed 9/24/25	Wed 10/8/25														
Thu 10/9/25	Wed 10/22/25	454													
Thu 10/23/25	Wed 11/5/25	455													
Wed 11/5/25	Wed 11/5/25	453													
Wed 11/5/25	Wed 11/5/25	453													
Wed 11/5/25	Wed 11/5/25	453													

Project: LADBS Clariti Implemen

Date: Tue 12/19/23

Task

Split

Milestone

Summary

Project Summary

Inactive Task

Inactive Milestone

Inactive Summary

Manual Task

Duration-only

Manual Summary Rollup

Manual Summary

Start-only

Finish-only

External Tasks

External Milestone

Deadline

Progress

Manual Progress

Start	Finish	Predecessors	Resource Names	Q4	2024	Q1	Q2	Q3	Q4	2025	Q1	Q2	Q3	Q4
Wed 11/5/25	Wed 11/5/25	428												
Thu 8/7/25	Wed 12/17/25		LADBS Building Plan Check SME[25%]											
Thu 8/7/25	Fri 10/31/25	421FF												
Mon 11/3/25	Fri 11/7/25	462												
Mon 11/3/25	Wed 12/17/25	462												
Mon 11/3/25	Mon 11/17/25													
Tue 11/18/25	Wed 12/3/25	465												
Thu 12/4/25	Wed 12/17/25	466												
Fri 10/31/25	Fri 10/31/25	462												
Fri 10/31/25	Fri 10/31/25	462												
Wed 12/17/25	Wed 12/17/25	461												
Mon 11/3/25	Mon 1/19/26	425	LADBS Governance[10%],LADBS Building Plan Check SME[50%]											
Mon 11/3/25	Wed 12/3/25													
Thu 12/4/25	Wed 12/17/25	472												
Thu 12/18/25	Mon 1/19/26	473												
Mon 1/19/26	Mon 1/19/26	474												
Mon 5/5/25	Mon 1/19/26		LADBS Architect[50%]											
Mon 5/5/25	Tue 7/1/25	377FS+55 days												
Tue 7/1/25	Tue 7/1/25	477												
Thu 7/10/25	Thu 9/4/25	477FS+5 days												
Thu 9/4/25	Thu 9/4/25	479												
Fri 9/12/25	Fri 11/7/25	479FS+5 days												
Fri 11/7/25	Fri 11/7/25	481												

Project: LADBS Clariti Implemen

Date: Tue 12/19/23

Task

Split

Milestone

Summary

Project Summary

Inactive Task

Inactive Milestone

Inactive Summary

Manual Task

Duration-only

Manual Summary Rollup

Manual Summary

Start-only

Finish-only

External Tasks

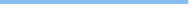
External Milestone

Deadline

Progress

Manual Progress

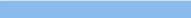
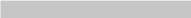
[illegible]

Project: LADBS Clariti Implemen Date: Tue 12/19/23	Task		Inactive Summary		External Tasks	
	Split		Manual Task		External Milestone	
	Milestone		Duration-only		Deadline	
	Summary		Manual Summary Rollup		Progress	
	Project Summary		Manual Summary		Manual Progress	
	Inactive Task		Start-only			
	Inactive Milestone		Finish-only			

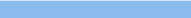
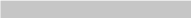
Start	Finish	Predecessors	Resource Names	Q4	2024	Q1	Q2	Q3	Q4	2025	Q1	Q2	Q3	Q4
Mon 3/16/26	Mon 4/13/26	261												
Mon 3/16/26	Mon 4/13/26	261												
Tue 4/7/26	Mon 4/13/26	506FF												
Mon 4/13/26	Mon 4/13/26	505												
Mon 4/13/26	Mon 4/13/26	505												
Mon 1/19/26	Wed 10/28/26	471	Unisys PM[30%],LADBS PM[30%],Unisys Delivery 2											
Tue 1/20/26	Mon 3/30/26		LADBS Planning SME[25%]											
Tue 1/20/26	Mon 2/2/26													
Tue 1/20/26	Mon 2/2/26													
Tue 1/20/26	Mon 2/2/26													
Tue 2/3/26	Thu 2/12/26	513,514,515												
Tue 2/3/26	Thu 2/12/26	513,514,515												
Tue 2/3/26	Thu 2/12/26	513,514,515												
Fri 2/13/26	Mon 3/30/26	518												
Fri 2/13/26	Fri 2/27/26													
Mon 3/2/26	Fri 3/13/26	520												
Mon 3/16/26	Mon 3/30/26	521												
Mon 3/30/26	Mon 3/30/26	519												
Mon 3/30/26	Mon 3/30/26	519												
Mon 3/30/26	Mon 3/30/26	519												
Mon 3/30/26	Mon 3/30/26	519												
Mon 3/30/26	Mon 3/30/26	519												
Mon 3/30/26	Mon 3/30/26	512												
Tue 3/31/26	Mon 4/27/26	512	LADBS Planning SME[25%]											

Project: LADBS Clariti Implemen Date: Tue 12/19/23	Task		Inactive Summary		External Tasks	
	Split		Manual Task		External Milestone	
	Milestone		Duration-only		Deadline	
	Summary		Manual Summary Rollup		Progress	
	Project Summary		Manual Summary		Manual Progress	
	Inactive Task		Start-only			
	Inactive Milestone		Finish-only			

Start	Finish	Predecessors	Resource Names	Q4	2024	Q1	Q2	Q3	Q4	2025	Q1	Q2	Q3	Q4
Tue 3/31/26	Thu 4/9/26													
Tue 3/31/26	Mon 4/27/26	529FS-10 days												
Tue 3/31/26	Mon 4/27/26	529FS-10 days												
Tue 3/31/26	Mon 4/27/26	529SS,530SS,5												
Tue 4/7/26	Mon 4/27/26	532FF												
Mon 4/27/26	Mon 4/27/26	528												
Tue 4/28/26	Tue 5/26/26	528	LADBS Planning SME[25%]											
Tue 4/28/26	Thu 5/7/26													
Tue 4/28/26	Tue 5/26/26	536FS-10 days												
Tue 4/28/26	Tue 5/26/26	536FS-10 days												
Tue 4/28/26	Tue 5/26/26	536SS,537SS,5												
Tue 5/5/26	Tue 5/26/26	539FF												
Tue 5/26/26	Tue 5/26/26	535												
Tue 2/10/26	Tue 5/26/26	512SS+15 day:	LADBS Integration SME[30%]											
Tue 2/10/26	Wed 3/25/26													
Tue 2/10/26	Tue 2/24/26													
Wed 2/18/26	Wed 3/25/26	544SS+5 days												
Wed 2/18/26	Wed 3/25/26	544SS+5 days												
Wed 3/4/26	Wed 3/25/26	546FF												
Tue 2/10/26	Mon 4/13/26													
Tue 2/10/26	Fri 2/27/26													
Mon 3/2/26	Mon 4/13/26	549												
Mon 3/2/26	Mon 4/13/26	550FF												

Project: LADBS Clariti Implemen Date: Tue 12/19/23	Task		Inactive Summary		External Tasks	
	Split		Manual Task		External Milestone	
	Milestone		Duration-only		Deadline	
	Summary		Manual Summary Rollup		Progress	
	Project Summary		Manual Summary		Manual Progress	
	Inactive Task		Start-only			
	Inactive Milestone		Finish-only			

Start	Finish	Predecessors	Resource Names	Q4	2024	Q1	Q2	Q3	Q4	2025	Q1	Q2	Q3	Q4
Mon 3/16/26	Mon 4/13/26	551FF												
Tue 4/14/26	Tue 5/26/26	543,548												
Tue 4/14/26	Mon 4/27/26													
Tue 4/28/26	Mon 5/11/26	554												
Tue 5/12/26	Tue 5/26/26	555												
Tue 5/26/26	Tue 5/26/26	553												
Tue 5/26/26	Tue 5/26/26	553												
Tue 5/26/26	Tue 5/26/26	553												
Tue 5/26/26	Tue 5/26/26	542												
Tue 4/28/26	Fri 5/29/26		LADBS Planning SME[25%]											
Tue 4/28/26	Tue 5/26/26	535FF												
Wed 5/27/26	Fri 5/29/26	562												
Tue 5/26/26	Tue 5/26/26	562												
Tue 5/26/26	Tue 5/26/26	562												
Fri 5/29/26	Fri 5/29/26	561												
Wed 5/27/26	Wed 8/5/26	539	LADBS Planning SME[50%],LADBS Governance[10%]											
Wed 5/27/26	Wed 6/24/26													
Thu 6/25/26	Wed 7/8/26	568												
Thu 7/9/26	Wed 8/5/26	569												
Wed 8/5/26	Wed 8/5/26	570												
Fri 4/3/26	Wed 8/5/26		LADBS Architect[50%]											
Fri 4/3/26	Thu 4/30/26	512FS+3 days												
Thu 4/30/26	Thu 4/30/26	573												

Project: LADBS Clariti Implemen Date: Tue 12/19/23	Task		Inactive Summary		External Tasks	
	Split		Manual Task		External Milestone	
	Milestone		Duration-only		Deadline	
	Summary		Manual Summary Rollup		Progress	
	Project Summary		Manual Summary		Manual Progress	
	Inactive Task		Start-only			
	Inactive Milestone		Finish-only			

Start	Finish	Predecessors	Resource Names	Q4	2024	Q1	Q2	Q3	Q4	2025	Q1	Q2	Q3	Q4
Tue 5/5/26	Tue 6/2/26	573FS+2 days												
Tue 6/2/26	Tue 6/2/26	575												
Fri 6/5/26	Fri 7/3/26	575FS+2 days												
Fri 7/3/26	Fri 7/3/26	577												
Thu 7/9/26	Wed 8/5/26	577FS+3 days												
Wed 8/5/26	Wed 8/5/26	579												
Wed 8/5/26	Wed 8/5/26	572												
Thu 8/6/26	Tue 9/29/26	567,572	LADBS Planning SME[50%],LADBS Governance[10%],LADBS Arch											
Thu 8/6/26	Wed 8/12/26													
Thu 8/6/26	Wed 8/12/26													
Thu 8/6/26	Wed 8/12/26													
Thu 8/6/26	Wed 8/12/26													
Fri 8/7/26	Wed 8/12/26	583FF,584FF,5												
Thu 8/13/26	Thu 9/24/26	587												
Thu 8/13/26	Wed 8/26/26													
Thu 8/27/26	Thu 9/10/26	589												
Fri 9/11/26	Thu 9/24/26	590												
Thu 9/24/26	Thu 9/24/26	588												
Thu 9/24/26	Thu 9/24/26	588												
Thu 9/24/26	Thu 9/24/26	588												
Thu 9/24/26	Thu 9/24/26	588												
Thu 9/24/26	Thu 9/24/26	588												
Thu 9/24/26	Thu 9/24/26	588												
Thu 9/24/26	Thu 9/24/26	588												

Project: LADBS Clariti Implemen

Date: Tue 12/19/23

Task

Split

Milestone

Summary

Project Summary

Inactive Task

Inactive Milestone

Inactive Summary

Manual Task

Duration-only

Manual Summary Rollup

Manual Summary

Start-only

Finish-only

External Tasks

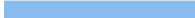
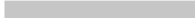
External Milestone

Deadline

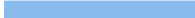
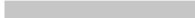
Progress

Manual Progress

Start	Finish	Predecessors	Resource Names	Q4	2024	Q1	Q2	Q3	Q4	2025	Q1	Q2	Q3	Q4
Thu 9/24/26	Thu 9/24/26	588												
Fri 9/25/26	Tue 9/29/26	588												
Mon 1/19/26	Mon 1/19/26	261												
Wed 9/30/26	Wed 10/28/26	582	LADBS Planning SME[25%]											
Wed 9/30/26	Wed 10/28/26	261												
Wed 9/30/26	Wed 10/28/26	261												
Thu 10/22/26	Wed 10/28/26	602FF												
Wed 10/28/26	Wed 10/28/26	601												
Wed 10/28/26	Wed 10/28/26	601												
Wed 10/28/26	Thu 8/12/27	511	Unisys PM[30%],LADBS PM[30%],Unisys Delivery 2											
Thu 10/29/26	Wed 12/23/26		LADBS Code SME[25%]											
Thu 10/29/26	Wed 11/4/26													
Thu 10/29/26	Wed 11/4/26													
Thu 10/29/26	Wed 11/4/26													
Thu 11/5/26	Fri 11/6/26	609,610,611												
Thu 11/5/26	Fri 11/6/26	609,610,611												
Thu 11/5/26	Fri 11/6/26	609,610,611												
Mon 11/9/26	Wed 12/23/26	614												
Mon 11/9/26	Mon 11/23/26													
Tue 11/24/26	Wed 12/9/26	616												
Thu 12/10/26	Wed 12/23/26	617												
Wed 12/23/26	Wed 12/23/26	615												
Wed 12/23/26	Wed 12/23/26	615												

Project: LADBS Clariti Implemen Date: Tue 12/19/23	Task		Inactive Summary		External Tasks	
	Split		Manual Task		External Milestone	
	Milestone		Duration-only		Deadline	
	Summary		Manual Summary Rollup		Progress	
	Project Summary		Manual Summary		Manual Progress	
	Inactive Task		Start-only			
	Inactive Milestone		Finish-only			

Start	Finish	Predecessors	Resource Names	Q4	2024	Q1	Q2	Q3	Q4	2025	Q1	Q2	Q3	Q4
Wed 12/23/26	Wed 12/23/26	615												
Wed 12/23/26	Wed 12/23/26	615												
Wed 12/23/26	Wed 12/23/26	608												
Thu 12/24/26	Tue 3/9/27	608	LADBS Code SME[25%]											
Thu 12/24/26	Mon 1/25/27													
Tue 1/12/27	Tue 3/9/27	625FS-10 days												
Tue 1/12/27	Tue 3/9/27	625FS-10 days												
Tue 1/12/27	Tue 3/9/27	625SS,626SS,6												
Tue 2/2/27	Tue 3/9/27	628FF												
Tue 3/9/27	Tue 3/9/27	624												
Mon 11/2/26	Tue 3/9/27	608SS+2 days	LADBS Integration SME[30%]											
Mon 11/2/26	Thu 12/31/26													
Mon 11/2/26	Mon 11/23/26													
Mon 11/9/26	Thu 12/31/26	633SS+5 days												
Mon 11/9/26	Thu 12/31/26	633SS+5 days												
Thu 12/10/26	Thu 12/31/26	635FF												
Mon 11/2/26	Mon 1/25/27													
Mon 11/2/26	Mon 11/23/26													
Tue 11/24/26	Mon 1/25/27	638												
Tue 11/24/26	Mon 1/25/27	639FF												
Thu 12/17/26	Mon 1/25/27	640FF												
Tue 1/26/27	Tue 3/9/27	632,637												
Tue 1/26/27	Mon 2/8/27													

Project: LADBS Clariti Implemen Date: Tue 12/19/23	Task		Inactive Summary		External Tasks	
	Split		Manual Task		External Milestone	
	Milestone		Duration-only		Deadline	
	Summary		Manual Summary Rollup		Progress	
	Project Summary		Manual Summary		Manual Progress	
	Inactive Task		Start-only			
	Inactive Milestone		Finish-only			

Start	Finish	Predecessors	Resource Names	Q4	2024	Q1	Q2	Q3	Q4	2025	Q1	Q2	Q3	Q4
Tue 2/9/27	Tue 2/23/27	643												
Wed 2/24/27	Tue 3/9/27	644												
Tue 3/9/27	Tue 3/9/27	642												
Tue 3/9/27	Tue 3/9/27	642												
Tue 3/9/27	Tue 3/9/27	642												
Tue 3/9/27	Tue 3/9/27	631												
Tue 2/16/27	Thu 3/11/27		LADBS Code SME[25%]											
Tue 2/16/27	Tue 3/9/27	624FF												
Wed 3/10/27	Thu 3/11/27	651												
Tue 3/9/27	Tue 3/9/27	651												
Tue 3/9/27	Tue 3/9/27	651												
Thu 3/11/27	Thu 3/11/27	650												
Wed 3/10/27	Wed 5/19/27	628	LADBS Code SME[50%],LADBS Governance[10%]											
Wed 3/10/27	Wed 4/7/27													
Thu 4/8/27	Wed 4/21/27	657												
Thu 4/22/27	Wed 5/19/27	658												
Wed 5/19/27	Wed 5/19/27	659												
Tue 12/29/26	Wed 4/21/27		LADBS Architect[50%]											
Tue 12/29/26	Mon 1/25/27	608FS+2 days												
Mon 1/25/27	Mon 1/25/27	662												
Thu 1/28/27	Tue 2/23/27	662FS+2 days												
Tue 2/23/27	Tue 2/23/27	664												
Fri 2/26/27	Wed 3/24/27	664FS+2 days												

Project: LADBS Clariti Implemen

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External Tasks

External Milestone

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Progress

Manual Progress

Start	Finish	Predecessors	Resource Names	Q4	2024	Q1	Q2	Q3	Q4	2025	Q1	Q2	Q3	Q4
Wed 3/24/27	Wed 3/24/27	666												
Mon 3/29/27	Wed 4/21/27	666FS+2 days												
Wed 4/21/27	Wed 4/21/27	668												
Wed 4/21/27	Wed 4/21/27	661												
Thu 5/20/27	Thu 7/15/27	656,661	LADBS Governance[10%],LADBS Architect[30%],LADBS Code SM											
Thu 5/20/27	Thu 5/27/27													
Thu 5/20/27	Thu 5/27/27													
Thu 5/20/27	Thu 5/27/27													
Thu 5/20/27	Thu 5/27/27													
Thu 5/20/27	Thu 5/27/27													
Fri 5/21/27	Thu 5/27/27	672FF,673FF,6												
Fri 5/28/27	Mon 7/12/27	676												
Fri 5/28/27	Thu 6/10/27													
Fri 6/11/27	Fri 6/25/27	678												
Mon 6/28/27	Mon 7/12/27	679												
Mon 7/12/27	Mon 7/12/27	677												
Mon 7/12/27	Mon 7/12/27	677												
Mon 7/12/27	Mon 7/12/27	677												
Mon 7/12/27	Mon 7/12/27	677												
Mon 7/12/27	Mon 7/12/27	677												
Mon 7/12/27	Mon 7/12/27	677												
Mon 7/12/27	Mon 7/12/27	677												
Tue 7/13/27	Thu 7/15/27	677												
Wed 10/28/26	Wed 10/28/26	261												

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Inactive Summary

Manual Task

Duration-only

Manual Summary Rollup

Manual Summary

Start-only

Finish-only

External Tasks

External Milestone

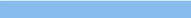
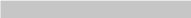
Deadline

Progress

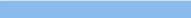
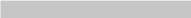
Manual Progress

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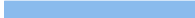
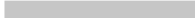
Start	Finish	Predecessors	Resource Names	Q4	2024	Q1	Q2	Q3	Q4	2025	Q1	Q2	Q3	Q4
Fri 7/16/27	Thu 8/12/27	671	LADBS Code SME[25%]											
Fri 7/16/27	Thu 8/12/27	261												
Fri 7/16/27	Thu 8/12/27	261												
Fri 8/6/27	Thu 8/12/27	691FF												
Thu 8/12/27	Thu 8/12/27	690												
Thu 8/12/27	Thu 8/12/27	690												
Tue 3/9/27	Wed 1/19/28	628	Unisys PM[30%],LADBS PM[30%],Unisys Delivery 2											
Wed 3/10/27	Mon 5/17/27		LADBS Inspection SME[25%]											
Wed 3/10/27	Wed 3/24/27													
Wed 3/10/27	Wed 3/24/27													
Wed 3/10/27	Wed 3/24/27													
Thu 3/25/27	Mon 4/5/27	698,699,700												
Thu 3/25/27	Mon 4/5/27	698,699,700												
Thu 3/25/27	Mon 4/5/27	698,699,700												
Tue 4/6/27	Mon 5/17/27	703												
Tue 4/6/27	Mon 4/19/27													
Tue 4/20/27	Mon 5/3/27	705												
Tue 5/4/27	Mon 5/17/27	706												
Mon 5/17/27	Mon 5/17/27	704												
Mon 5/17/27	Mon 5/17/27	704												
Mon 5/17/27	Mon 5/17/27	704												
Mon 5/17/27	Mon 5/17/27	704												
Mon 5/17/27	Mon 5/17/27	697												

Project: LADBS Clariti Implemen Date: Tue 12/19/23	Task		Inactive Summary		External Tasks	
	Split		Manual Task		External Milestone	
	Milestone		Duration-only		Deadline	
	Summary		Manual Summary Rollup		Progress	
	Project Summary		Manual Summary		Manual Progress	
	Inactive Task		Start-only			
	Inactive Milestone		Finish-only			

Start	Finish	Predecessors	Resource Names	Q4	2024	Q1	Q2	Q3	Q4	2025	Q1	Q2	Q3	Q4
Tue 5/18/27	Tue 6/15/27	697	LADBS Inspection SME[25%]											
Tue 5/18/27	Fri 5/28/27													
Tue 5/18/27	Tue 6/15/27	714FS-10 days												
Tue 5/18/27	Tue 6/15/27	714FS-10 days												
Tue 5/18/27	Tue 6/15/27	714SS,715SS,7												
Wed 5/26/27	Tue 6/15/27	717FF												
Tue 6/15/27	Tue 6/15/27	713												
Wed 6/16/27	Thu 8/12/27	713	LADBS Inspection SME[25%]											
Wed 6/16/27	Thu 7/8/27													
Thu 6/24/27	Thu 8/12/27	721FS-10 days												
Thu 6/24/27	Thu 8/12/27	721FS-10 days												
Thu 6/24/27	Thu 8/12/27	721SS,722SS,7												
Fri 7/9/27	Thu 8/12/27	724FF												
Thu 8/12/27	Thu 8/12/27	720												
Tue 3/16/27	Thu 6/17/27	697SS+5 days	LADBS Integration SME[30%]											
Wed 3/17/27	Wed 4/21/27													
Wed 3/17/27	Wed 3/24/27													
Thu 3/25/27	Wed 4/21/27	729SS+5 days												
Thu 3/25/27	Wed 4/21/27	729SS+5 days												
Thu 4/8/27	Wed 4/21/27	731FF												
Wed 3/17/27	Thu 6/17/27													
Wed 3/17/27	Wed 4/14/27													
Thu 4/15/27	Thu 6/17/27	734												

Project: LADBS Clariti Implemen Date: Tue 12/19/23	Task		Inactive Summary		External Tasks	
	Split		Manual Task		External Milestone	
	Milestone		Duration-only		Deadline	
	Summary		Manual Summary Rollup		Progress	
	Project Summary		Manual Summary		Manual Progress	
	Inactive Task		Start-only			
	Inactive Milestone		Finish-only			

Start	Finish	Predecessors	Resource Names	Q4	2024	Q1	Q2	Q3	Q4	2025	Q1	Q2	Q3	Q4
Thu 4/15/27	Thu 6/17/27	735FF												
Thu 5/13/27	Thu 6/17/27	736FF												
Tue 3/16/27	Tue 3/16/27													
Tue 3/16/27	Tue 3/16/27													
Tue 3/16/27	Tue 3/16/27													
Thu 6/17/27	Thu 6/17/27	727												
Fri 7/16/27	Tue 8/17/27		LADBS Inspection SME[25%]											
Fri 7/16/27	Thu 8/12/27	720FF												
Fri 8/13/27	Tue 8/17/27	743												
Thu 8/12/27	Thu 8/12/27	743												
Thu 8/12/27	Thu 8/12/27	743												
Tue 8/17/27	Tue 8/17/27	742												
Fri 8/13/27	Mon 10/25/27	724	LADBS Governance[10%],LADBS Inspection SME[50%]											
Fri 8/13/27	Fri 9/10/27													
Mon 9/13/27	Fri 9/24/27	749												
Mon 9/27/27	Mon 10/25/27	750												
Mon 10/25/27	Mon 10/25/27	751												
Tue 5/25/27	Fri 9/24/27		LADBS Architect[50%]											
Tue 5/25/27	Tue 6/22/27	697FS+4 days												
Tue 6/22/27	Tue 6/22/27	754												
Fri 6/25/27	Fri 7/23/27	754FS+2 days												
Fri 7/23/27	Fri 7/23/27	756												
Wed 7/28/27	Tue 8/24/27	756FS+2 days												

Project: LADBS Clariti Implemen Date: Tue 12/19/23	Task		Inactive Summary		External Tasks	
	Split		Manual Task		External Milestone	
	Milestone		Duration-only		Deadline	
	Summary		Manual Summary Rollup		Progress	
	Project Summary		Manual Summary		Manual Progress	
	Inactive Task		Start-only			
	Inactive Milestone		Finish-only			

Start	Finish	Predecessors	Resource Names											
				Q4	2024					2025				
					Q1	Q2	Q3	Q4		Q1	Q2	Q3	Q4	
Tue 8/24/27	Tue 8/24/27	758												
Fri 8/27/27	Fri 9/24/27	758FS+2 days												
Fri 9/24/27	Fri 9/24/27	760												
Fri 9/24/27	Fri 9/24/27	753												
Mon 10/25/27	Tue 12/21/27	748,753	LADBS Governance[10%],LADBS Architect[30%],LADBS Inspectio											
Tue 10/26/27	Mon 11/1/27													
Tue 10/26/27	Mon 11/1/27													
Tue 10/26/27	Mon 11/1/27													
Tue 10/26/27	Mon 11/1/27													
Wed 10/27/27	Mon 11/1/27	764FF,765FF,7												
Fri 11/5/27	Tue 12/21/27	780												
Fri 11/5/27	Fri 11/19/27													
Mon 11/22/27	Tue 12/7/27	770												
Wed 12/8/27	Tue 12/21/27	771												
Mon 10/25/27	Mon 10/25/27	929												
Mon 10/25/27	Mon 10/25/27	929												
Mon 10/25/27	Mon 10/25/27	929												
Mon 10/25/27	Mon 10/25/27	929												
Mon 10/25/27	Mon 10/25/27	929												
Mon 10/25/27	Mon 10/25/27	929												
Mon 10/25/27	Mon 10/25/27	929												
Tue 11/2/27	Thu 11/4/27	768												
Tue 3/9/27	Tue 3/9/27	261												

Project: LADBS Clariti Implemen
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Inactive Summary

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Manual Summary

Start-only

Finish-only

External Tasks

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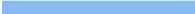
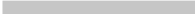
Manual Progress

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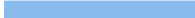
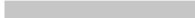
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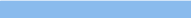
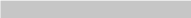
Start	Finish	Predecessors	Resource Names	Q4	2024	Q1	Q2	Q3	Q4	2025	Q1	Q2	Q3	Q4
Wed 12/22/27	Wed 1/19/28	763	LADBS Inspection SME[25%]											
Wed 12/22/27	Wed 1/19/28	261												
Wed 12/22/27	Wed 1/19/28	261												
Thu 1/13/28	Wed 1/19/28	783FF												
Wed 1/19/28	Wed 1/19/28	782												
Wed 1/19/28	Wed 1/19/28	782												
Fri 8/13/27	Wed 8/9/28	724	Unisys PM[30%],LADBS PM[30%],Unisys Delivery 2											
Fri 8/13/27	Thu 10/21/27		LADBS EMO SME[25%],LADBS Licensing SME[25%]											
Fri 8/13/27	Thu 8/26/27													
Fri 8/13/27	Thu 8/26/27													
Fri 8/13/27	Thu 8/26/27													
Fri 8/27/27	Wed 9/8/27	790,791,792												
Fri 8/27/27	Wed 9/8/27	790,791,792												
Fri 8/27/27	Wed 9/8/27	790,791,792												
Thu 9/9/27	Thu 10/21/27	795												
Thu 9/9/27	Wed 9/22/27													
Thu 9/23/27	Wed 10/6/27	797												
Thu 10/7/27	Thu 10/21/27	798												
Thu 10/21/27	Thu 10/21/27	796												
Thu 10/21/27	Thu 10/21/27	796												
Thu 10/21/27	Thu 10/21/27	796												
Thu 10/21/27	Thu 10/21/27	796												
Thu 10/21/27	Thu 10/21/27	789												

Project: LADBS Clariti Implemen Date: Tue 12/19/23	Task		Inactive Summary		External Tasks	
	Split		Manual Task		External Milestone	
	Milestone		Duration-only		Deadline	
	Summary		Manual Summary Rollup		Progress	
	Project Summary		Manual Summary		Manual Progress	
	Inactive Task		Start-only			
	Inactive Milestone		Finish-only			

Start	Finish	Predecessors	Resource Names	Q4	2024	Q1	Q2	Q3	Q4	2025	Q1	Q2	Q3	Q4
Fri 10/22/27	Wed 1/5/28	789	LADBS Licensing SME[25%]											
Fri 10/22/27	Fri 11/19/27													
Fri 11/5/27	Tue 12/7/27	806FS-10 days												
Fri 11/5/27	Wed 1/5/28	806FS-10 days												
Fri 11/5/27	Wed 1/5/28	806SS,807SS,8												
Wed 12/1/27	Wed 1/5/28	809FF												
Wed 1/5/28	Wed 1/5/28	805												
Thu 1/6/28	Wed 3/15/28	805	LADBS EMO SME[25%]											
Thu 1/6/28	Wed 2/2/28													
Thu 1/20/28	Wed 2/16/28	813FS-10 days												
Thu 1/20/28	Wed 3/15/28	813FS-10 days												
Thu 1/20/28	Wed 3/15/28	813SS,814SS,8												
Thu 2/10/28	Wed 3/15/28	816FF												
Wed 3/15/28	Wed 3/15/28	812												
Fri 9/24/27	Fri 1/28/28	789SS+30 day	LADBS Integration SME[30%]											
Mon 9/27/27	Thu 12/2/27													
Mon 9/27/27	Mon 10/18/27													
Mon 10/4/27	Thu 12/2/27	821SS+5 days												
Mon 10/4/27	Thu 12/2/27	821SS+5 days												
Tue 10/26/27	Thu 12/2/27	823FF												
Mon 9/27/27	Fri 1/28/28													
Mon 9/27/27	Mon 10/25/27													
Tue 10/26/27	Fri 1/28/28	826												

Project: LADBS Clariti Implemen Date: Tue 12/19/23	Task		Inactive Summary		External Tasks	
	Split		Manual Task		External Milestone	
	Milestone		Duration-only		Deadline	
	Summary		Manual Summary Rollup		Progress	
	Project Summary		Manual Summary		Manual Progress	
	Inactive Task		Start-only			
	Inactive Milestone		Finish-only			

Start	Finish	Predecessors	Resource Names	Q4	2024	Q1	Q2	Q3	Q4	2025	Q1	Q2	Q3	Q4
Tue 10/26/27	Fri 1/28/28	827FF												
Fri 12/10/27	Fri 1/28/28	828FF												
Fri 9/24/27	Fri 9/24/27													
Fri 9/24/27	Fri 9/24/27													
Fri 9/24/27	Fri 9/24/27													
Fri 1/28/28	Fri 1/28/28	819												
Thu 2/17/28	Mon 3/20/28		LADBS EMO SME[25%],LADBS Licensing SME[25%]											
Thu 2/17/28	Wed 3/15/28	812FF												
Thu 3/16/28	Mon 3/20/28	835												
Wed 3/15/28	Wed 3/15/28	835												
Wed 3/15/28	Wed 3/15/28	835												
Mon 3/20/28	Mon 3/20/28	834												
Thu 3/16/28	Wed 5/24/28	816	LADBS EMO SME[25%],LADBS Licensing SME[25%],LADBS Gover											
Thu 3/16/28	Wed 4/12/28													
Thu 4/13/28	Wed 4/26/28	841												
Thu 4/27/28	Wed 5/24/28	842												
Wed 5/24/28	Wed 5/24/28	843												
Wed 10/27/27	Wed 4/26/28		LADBS Architect[50%]											
Wed 10/27/27	Fri 12/10/27	789FS+3 days												
Fri 12/10/27	Fri 12/10/27	846												
Wed 12/15/27	Wed 1/26/28	846FS+2 days												
Wed 1/26/28	Wed 1/26/28	848												
Mon 1/31/28	Fri 3/10/28	848FS+2 days												

Project: LADBS Clariti Implemen Date: Tue 12/19/23	Task		Inactive Summary		External Tasks	
	Split		Manual Task		External Milestone	
	Milestone		Duration-only		Deadline	
	Summary		Manual Summary Rollup		Progress	
	Project Summary		Manual Summary		Manual Progress	
	Inactive Task		Start-only			
	Inactive Milestone		Finish-only			

Start	Finish	Predecessors	Resource Names	Q4	2024	Q1	Q2	Q3	Q4	2025	Q1	Q2	Q3	Q4
Fri 3/10/28	Fri 3/10/28	850												
Thu 3/16/28	Wed 4/26/28	850FS+3 days												
Wed 4/26/28	Wed 4/26/28	852												
Wed 4/26/28	Wed 4/26/28	845												
Thu 5/25/28	Wed 7/12/28	840,845	LADBS EMO SME[25%],LADBS Licensing SME[25%],LADBS Gover											
Thu 5/25/28	Wed 5/31/28													
Thu 5/25/28	Wed 5/31/28													
Thu 5/25/28	Wed 5/31/28													
Thu 5/25/28	Wed 5/31/28													
Fri 5/26/28	Wed 5/31/28	856FF,857FF,8												
Thu 6/1/28	Wed 7/12/28	860												
Thu 6/1/28	Wed 6/14/28													
Thu 6/15/28	Wed 6/28/28	862												
Thu 6/29/28	Wed 7/12/28	863												
Wed 5/31/28	Wed 5/31/28	860												
Wed 5/31/28	Wed 5/31/28	860												
Wed 5/31/28	Wed 5/31/28	860												
Wed 5/31/28	Wed 5/31/28	860												
Wed 5/31/28	Wed 5/31/28	860												
Wed 5/31/28	Wed 5/31/28	860												
Wed 5/31/28	Wed 5/31/28	860												
Thu 6/1/28	Mon 6/5/28	860												
Mon 6/5/28	Mon 6/5/28	872												

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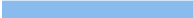
Milestone

Summary

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Inactive Milestone















Inactive Summary

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Duration-only

Manual Summary Rollup

Manual Summary

Start-only

Finish-only















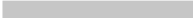
External Tasks

External Milestone

Deadline

Progress

Manual Progress



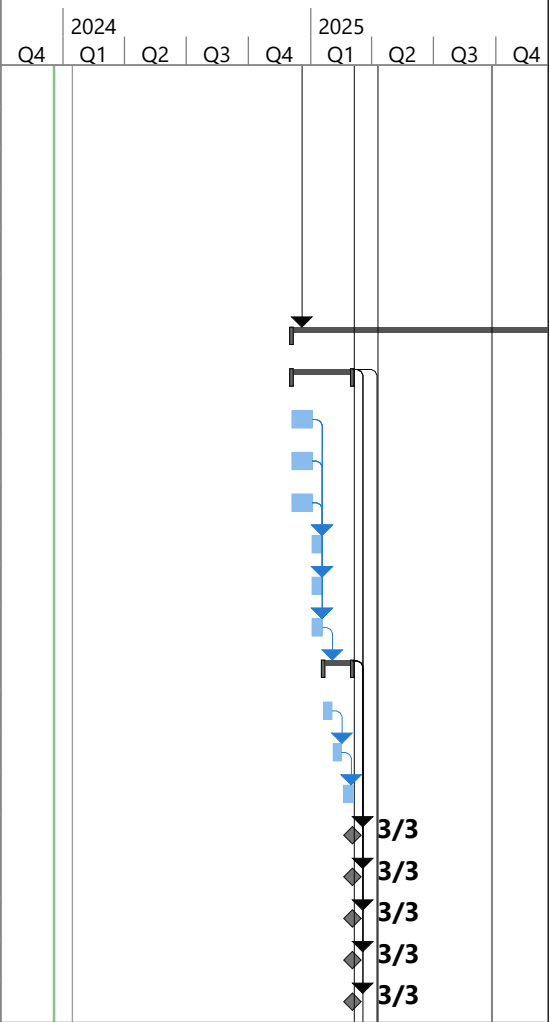








Start	Finish	Predecessors	Resource Names	Q4	2024	Q1	Q2	Q3	Q4	2025	Q1	Q2	Q3	Q4
Thu 7/13/28	Wed 8/9/28	855	LADBS EMO SME[25%],LADBS Licensing SME[25%]											
Thu 7/13/28	Wed 8/9/28	261												
Thu 7/13/28	Wed 8/9/28	261												
Thu 8/3/28	Wed 8/9/28	875FF												
Wed 8/9/28	Wed 8/9/28	874												
Wed 8/9/28	Wed 8/9/28	874												
Wed 12/4/24	Thu 6/15/28	95	Unisys PM[30%],LADBS PM[30%],Unisys Delivery 1											
Wed 12/4/24	Mon 3/3/25		LADBS Electrical Plan Check SME[25%],LADBS Mechanical Plan C											
Wed 12/4/24	Thu 1/2/25													
Wed 12/4/24	Thu 1/2/25													
Wed 12/4/24	Thu 1/2/25													
Fri 1/3/25	Fri 1/17/25	882,883,884												
Fri 1/3/25	Fri 1/17/25	882,883,884												
Fri 1/3/25	Fri 1/17/25	882,883,884												
Mon 1/20/25	Mon 3/3/25	887												
Mon 1/20/25	Fri 1/31/25													
Mon 2/3/25	Fri 2/14/25	889												
Tue 2/18/25	Mon 3/3/25	890												
Mon 3/3/25	Mon 3/3/25	888												
Mon 3/3/25	Mon 3/3/25	888												
Mon 3/3/25	Mon 3/3/25	888												
Mon 3/3/25	Mon 3/3/25	888												
Mon 3/3/25	Mon 3/3/25	881												



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Start	Finish	Predecessors	Resource Names												
				Q4	2024	Q1	Q2	Q3	Q4	2025	Q1	Q2	Q3	Q4	
Tue 3/4/25	Tue 4/29/25	881	LADBS Mechanical Plan Check SME[25%],LADBS Electrical Plan C												
Tue 3/4/25	Tue 3/25/25														
Tue 3/11/25	Tue 4/29/25	898FS-10 days													
Tue 3/11/25	Tue 4/29/25	898FS-10 days													
Tue 3/11/25	Tue 4/29/25	898SS,899SS,9													
Wed 3/26/25	Tue 4/29/25	901FF													
Tue 4/29/25	Tue 4/29/25	897													
Wed 4/30/25	Fri 7/25/25	897	LADBS Mechanical Plan Check SME[25%],LADBS Electrical Plan C												
Wed 4/30/25	Wed 6/4/25														
Wed 5/21/25	Fri 7/25/25	905FS-10 days													
Wed 5/21/25	Fri 7/25/25	905FS-10 days													
Wed 5/21/25	Fri 7/25/25	905SS,906SS,9													
Fri 6/20/25	Fri 7/25/25	908FF													
Fri 7/25/25	Fri 7/25/25	904													
Mon 7/28/25	Fri 8/22/25	904	LADBS Mechanical Plan Check SME[25%],LADBS Electrical Plan C												
Mon 7/28/25	Wed 8/6/25														
Mon 7/28/25	Fri 8/22/25	912FS-10 days													
Mon 7/28/25	Fri 8/22/25	912FS-10 days													
Mon 7/28/25	Fri 8/22/25	912SS,913SS,9													
Mon 8/4/25	Fri 8/22/25	915FF													
Fri 8/22/25	Fri 8/22/25	911													
Mon 8/25/25	Tue 10/7/25	911	LADBS Mechanical Plan Check SME[25%],LADBS Electrical Plan C												
Mon 8/25/25	Wed 9/10/25														

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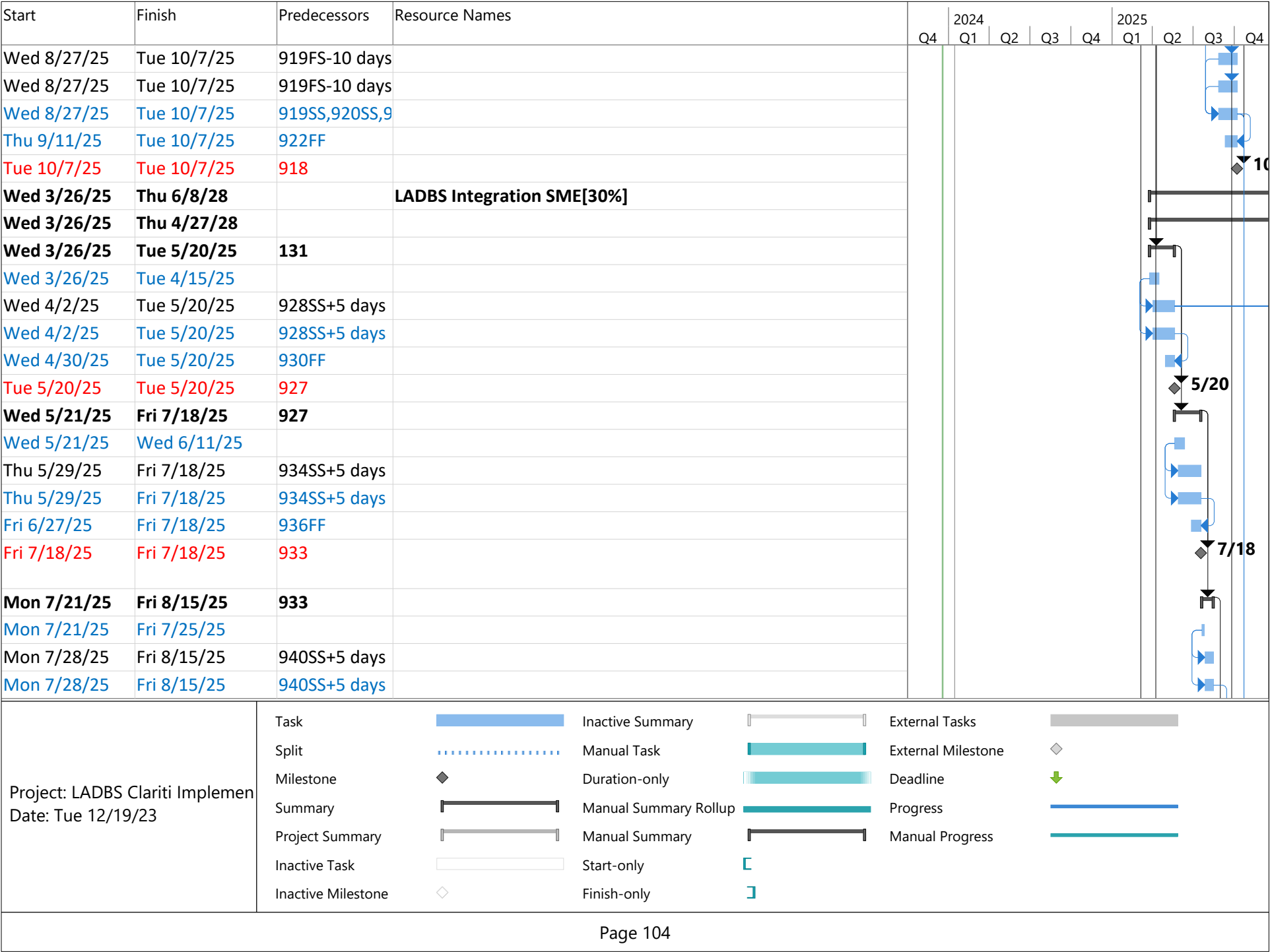
External Tasks

External Milestone

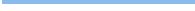
Deadline

Progress

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Start	Finish	Predecessors	Resource Names														
				Q4	2024					2025							
					Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4					
Mon 8/4/25	Fri 8/15/25	942FF															
Fri 8/15/25	Fri 8/15/25	939															
Thu 12/2/27	Thu 1/27/28	167															
Thu 12/2/27	Wed 12/22/27																
Thu 12/9/27	Thu 1/27/28	946SS+5 days															
Thu 12/9/27	Thu 1/27/28	946SS+5 days															
Fri 1/7/28	Thu 1/27/28	948FF															
Thu 1/27/28	Thu 1/27/28	945															
Fri 1/28/28	Thu 3/2/28	945															
Fri 1/28/28	Thu 2/3/28																
Fri 2/4/28	Thu 3/2/28	952SS+5 days															
Fri 2/4/28	Thu 3/2/28	952SS+5 days															
Fri 2/18/28	Thu 3/2/28	954FF															
Thu 3/2/28	Thu 3/2/28	951															
Fri 3/3/28	Thu 3/30/28	951															
Fri 3/3/28	Thu 3/9/28																
Fri 3/10/28	Thu 3/30/28	958SS+5 days															
Fri 3/10/28	Thu 3/30/28	958SS+5 days															
Fri 3/17/28	Thu 3/30/28	960FF															
Thu 3/30/28	Thu 3/30/28	957															
Fri 3/31/28	Thu 4/27/28	957															
Fri 3/31/28	Thu 4/6/28																
Fri 4/7/28	Thu 4/27/28	964SS+5 days															

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	Inactive Task		Start-only			
	Inactive Milestone		Finish-only			

Start	Finish	Predecessors	Resource Names	Q4	2024	Q1	Q2	Q3	Q4	2025	Q1	Q2	Q3	Q4
Wed 10/8/25	Tue 11/4/25													
Wed 11/5/25	Wed 11/19/25	989												
Thu 11/20/25	Fri 12/19/25	990												
Fri 12/19/25	Fri 12/19/25	991												
Wed 4/9/25	Fri 12/19/25		LADBS Architect[50%]											
Wed 4/9/25	Wed 6/4/25	881FS+25 days												
Wed 6/4/25	Wed 6/4/25	994												
Thu 6/12/25	Fri 8/8/25	994FS+5 days												
Fri 8/8/25	Fri 8/8/25	996												
Mon 8/18/25	Tue 10/14/25	996FS+5 days												
Tue 10/14/25	Tue 10/14/25	998												
Wed 10/22/25	Fri 12/19/25	998FS+5 days												
Fri 12/19/25	Fri 12/19/25	1000												
Fri 12/19/25	Fri 12/19/25	993												
Mon 12/22/25	Tue 2/17/26	988,993	LADBS Mechanical Plan Check SME[50%],LADBS Electrical Plan C											
Mon 12/22/25	Mon 12/29/25													
Mon 12/22/25	Mon 12/29/25													
Mon 12/22/25	Mon 12/29/25													
Mon 12/22/25	Mon 12/29/25													
Tue 12/23/25	Mon 12/29/25	1004FF,1005FI												
Tue 12/30/25	Wed 2/11/26	1008												
Tue 12/30/25	Wed 1/14/26													
Thu 1/15/26	Wed 1/28/26	1010												

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Start	Finish	Predecessors	Resource Names	Q4 2024 Q1 Q2 Q3 Q4 2025 Q1 Q2 Q3 Q4											
Thu 1/29/26	Wed 2/11/26	1011													
Wed 2/11/26	Wed 2/11/26	1009													
Wed 2/11/26	Wed 2/11/26	1009													
Wed 2/11/26	Wed 2/11/26	1009													
Wed 2/11/26	Wed 2/11/26	1009													
Wed 2/11/26	Wed 2/11/26	1009													
Wed 2/11/26	Wed 2/11/26	1009													
Wed 2/11/26	Wed 2/11/26	1009													
Thu 2/12/26	Tue 2/17/26	1009													
Tue 2/18/25	Tue 2/18/25	261													
Wed 2/18/26	Tue 3/17/26	1003	LADBS Mechanical Plan Check SME[25%],LADBS Electrical Plan C												
Wed 2/18/26	Tue 3/17/26	261													
Wed 2/18/26	Tue 3/17/26	261													
Wed 3/11/26	Tue 3/17/26	1023FF													
Tue 3/17/26	Tue 3/17/26	1022													
Tue 3/17/26	Tue 3/17/26	1022													
Tue 10/7/25	Thu 9/17/26	922	Unisys PM[30%],LADBS PM[30%],Unisys Delivery 1												
Tue 10/7/25	Fri 10/31/25		LADBS Inspection SME[25%]												
Wed 10/8/25	Tue 10/21/25														
Wed 10/8/25	Tue 10/21/25														
Wed 10/8/25	Tue 10/21/25														
Wed 10/22/25	Fri 10/31/25	1030,1031,103													
Wed 10/22/25	Fri 10/31/25	1030,1031,103													

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Start	Finish	Predecessors	Resource Names												
				Q4	2024	Q1	Q2	Q3	Q4	2025	Q1	Q2	Q3	Q4	
Wed 10/22/25	Fri 10/31/25	1030,1031,103													
Tue 10/7/25	Tue 10/7/25														
Tue 10/7/25	Tue 10/7/25														
Tue 10/7/25	Tue 10/7/25														
Tue 10/7/25	Tue 10/7/25														
Fri 10/31/25	Fri 10/31/25	1029													
Mon 11/3/25	Wed 4/15/26	1029	LADBS Inspection SME[25%]												
Mon 11/3/25	Mon 1/19/26														
Mon 1/5/26	Wed 4/15/26	1042FS-10 day													
Mon 1/5/26	Wed 4/15/26	1042FS-10 day													
Mon 1/5/26	Wed 4/15/26	1042SS,1043S													
Tue 2/10/26	Wed 4/15/26	1045FF													
Wed 4/15/26	Wed 4/15/26	1041													
Wed 10/29/25	Thu 5/28/26	1029SS+15 da	LADBS Integration SME[30%]												
Wed 10/29/25	Wed 4/15/26														
Wed 10/29/25	Mon 12/29/25														
Wed 10/29/25	Wed 11/19/25														
Wed 11/5/25	Mon 12/29/25	1051SS+5 days													
Wed 11/5/25	Mon 12/29/25	1051SS+5 days													
Mon 12/8/25	Mon 12/29/25	1053FF													
Wed 4/15/26	Wed 4/15/26	1041													
Wed 10/29/25	Tue 2/17/26														
Wed 10/29/25	Wed 12/3/25														

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Start	Finish	Predecessors	Resource Names	Q4	2024	Q1	Q2	Q3	Q4	2025	Q1	Q2	Q3	Q4
Thu 12/4/25	Tue 2/17/26	1057												
Thu 12/4/25	Tue 2/17/26	1058FF												
Mon 1/5/26	Tue 2/17/26	1059FF												
Thu 4/16/26	Thu 5/28/26	1049,1056												
Thu 4/16/26	Wed 4/29/26													
Thu 4/30/26	Wed 5/13/26	1062												
Thu 5/14/26	Thu 5/28/26	1063												
Thu 5/28/26	Thu 5/28/26	1061												
Thu 5/28/26	Thu 5/28/26	1061												
Thu 5/28/26	Thu 5/28/26	1061												
Thu 5/28/26	Thu 5/28/26	1048												
Thu 3/26/26	Fri 4/17/26		LADBS Inspection SME[25%]											
Thu 3/26/26	Wed 4/15/26	1041FF												
Thu 4/16/26	Fri 4/17/26	1070												
Wed 4/15/26	Wed 4/15/26	1070												
Wed 4/15/26	Wed 4/15/26	1070												
Fri 4/17/26	Fri 4/17/26	1069												
Thu 4/16/26	Fri 6/26/26	1045	LADBS Inspection SME[50%],LADBS Governance[10%]											
Thu 4/16/26	Wed 5/13/26													
Thu 5/14/26	Thu 5/28/26	1076												
Fri 5/29/26	Fri 6/26/26	1077												
Fri 6/26/26	Fri 6/26/26	1078												
Wed 11/12/25	Wed 4/1/26		LADBS Architect[50%]											

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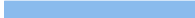
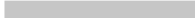
External Milestone

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Start	Finish	Predecessors	Resource Names	Q4	2024	Q1	Q2	Q3	Q4	2025	Q1	Q2	Q3	Q4
Wed 11/12/25	Mon 12/15/25	1029FS+6 day:												
Mon 12/15/25	Mon 12/15/25	1081												
Thu 12/18/25	Wed 1/21/26	1081FS+2 day:												
Wed 1/21/26	Wed 1/21/26	1083												
Mon 1/26/26	Wed 2/25/26	1083FS+2 day:												
Wed 2/25/26	Wed 2/25/26	1085												
Mon 3/2/26	Wed 4/1/26	1085FS+2 day:												
Wed 4/1/26	Wed 4/1/26	1087												
Wed 4/1/26	Wed 4/1/26	1080												
Mon 6/29/26	Wed 8/19/26	1075,1080	LADBS Governance[10%],LADBS Inspection SME[50%]											
Mon 6/29/26	Fri 7/3/26													
Mon 6/29/26	Fri 7/3/26													
Mon 6/29/26	Fri 7/3/26													
Mon 6/29/26	Fri 7/3/26													
Tue 6/30/26	Fri 7/3/26	1091FF,1092F												
Mon 7/6/26	Fri 8/14/26	1095												
Mon 7/6/26	Fri 7/17/26													
Mon 7/20/26	Fri 7/31/26	1097												
Mon 8/3/26	Fri 8/14/26	1098												
Fri 8/14/26	Fri 8/14/26	1096												
Fri 8/14/26	Fri 8/14/26	1096												
Fri 8/14/26	Fri 8/14/26	1096												
Fri 8/14/26	Fri 8/14/26	1096												

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	Inactive Task		Start-only			
	Inactive Milestone		Finish-only			

Start	Finish	Predecessors	Resource Names	Q4	2024	Q1	Q2	Q3	Q4	2025	Q1	Q2	Q3	Q4
Fri 8/14/26	Fri 8/14/26	1096												
Fri 8/14/26	Fri 8/14/26	1096												
Fri 8/14/26	Fri 8/14/26	1096												
Mon 8/17/26	Wed 8/19/26	1096												
Tue 10/7/25	Tue 10/7/25	261												
Thu 8/20/26	Thu 9/17/26	1090	LADBS Inspection SME[25%]											
Thu 8/20/26	Thu 9/17/26	261												
Thu 8/20/26	Thu 9/17/26	261												
Fri 9/11/26	Thu 9/17/26	1110FF												
Thu 9/17/26	Thu 9/17/26	1109												
Thu 9/17/26	Thu 9/17/26	1109												
Wed 4/15/26	Fri 3/12/27	1045	Unisys PM[30%],LADBS PM[30%],Unisys Delivery 1											
Thu 4/16/26	Wed 6/24/26		LADBS Inspection SME[25%]											
Thu 4/16/26	Wed 4/29/26													
Thu 4/16/26	Wed 4/29/26													
Thu 4/16/26	Wed 4/29/26													
Thu 4/30/26	Mon 5/11/26	1117,1118,1119												
Thu 4/30/26	Mon 5/11/26	1117,1118,1119												
Thu 4/30/26	Mon 5/11/26	1117,1118,1119												
Tue 5/12/26	Wed 6/24/26	1122												
Tue 5/12/26	Tue 5/26/26													
Wed 5/27/26	Tue 6/9/26	1124												
Wed 6/10/26	Wed 6/24/26	1125												

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Start	Finish	Predecessors	Resource Names	Q4	2024	Q1	Q2	Q3	Q4	2025	Q1	Q2	Q3	Q4
Wed 6/24/26	Wed 6/24/26	1123												
Wed 6/24/26	Wed 6/24/26	1123												
Wed 6/24/26	Wed 6/24/26	1123												
Wed 6/24/26	Wed 6/24/26	1123												
Wed 6/24/26	Wed 6/24/26	1116												
Thu 6/25/26	Thu 10/1/26	1116	LADBS Inspection SME[25%]											
Thu 6/25/26	Wed 8/5/26													
Thu 7/23/26	Thu 10/1/26	1133FS-10 day												
Thu 7/23/26	Thu 10/1/26	1133FS-10 day												
Thu 7/23/26	Thu 10/1/26	1133SS,1134S												
Thu 7/30/26	Thu 10/1/26	1136FF												
Thu 10/1/26	Thu 10/1/26	1132												
Thu 5/7/26	Thu 10/1/26	1116SS+15 da	LADBS Integration SME[30%]											
Thu 5/7/26	Fri 7/3/26													
Thu 5/7/26	Thu 5/28/26													
Thu 5/14/26	Fri 7/3/26	1141SS+5 day												
Thu 5/14/26	Fri 7/3/26	1141SS+5 day												
Fri 6/12/26	Fri 7/3/26	1143FF												
Thu 5/7/26	Wed 8/19/26													
Thu 5/7/26	Tue 6/9/26													
Wed 6/10/26	Wed 8/19/26	1146												
Wed 6/10/26	Wed 8/19/26	1147FF												
Thu 7/9/26	Wed 8/19/26	1148FF												

Project: LADBS Clariti Implemen
Date: Tue 12/19/23

Task

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Inactive Task

Inactive Milestone

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Inactive Summary

Manual Task

Duration-only

Manual Summary Rollup

Manual Summary

Start-only

Finish-only

External Tasks

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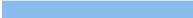
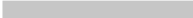
Manual Progress

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Start	Finish	Predecessors	Resource Names	Q4	2024	Q1	Q2	Q3	Q4	2025	Q1	Q2	Q3	Q4
Thu 8/20/26	Thu 10/1/26	1140,1145												
Thu 8/20/26	Wed 9/2/26													
Thu 9/3/26	Thu 9/17/26	1151												
Fri 9/18/26	Thu 10/1/26	1152												
Thu 10/1/26	Thu 10/1/26	1150												
Thu 10/1/26	Thu 10/1/26	1150												
Thu 10/1/26	Thu 10/1/26	1150												
Thu 10/1/26	Thu 10/1/26	1139												
Fri 9/11/26	Mon 11/16/26		LADBS Inspection SME[25%]											
Fri 9/11/26	Thu 10/1/26	1132FF												
Fri 10/2/26	Mon 10/5/26	1159												
Fri 10/2/26	Mon 11/16/26	1159												
Fri 10/2/26	Fri 10/16/26													
Mon 10/19/26	Fri 10/30/26	1162												
Mon 11/2/26	Mon 11/16/26	1163												
Thu 10/1/26	Thu 10/1/26	1159												
Thu 10/1/26	Thu 10/1/26	1159												
Mon 11/16/26	Mon 11/16/26	1158												
Fri 10/2/26	Wed 12/16/26	1136	LADBS Inspection SME[50%],LADBS Governance[10%]											
Fri 10/2/26	Fri 10/30/26													
Mon 11/2/26	Mon 11/16/26	1169												
Tue 11/17/26	Wed 12/16/26	1170												
Wed 12/16/26	Wed 12/16/26	1171												

Project: LADBS Clariti Implemen Date: Tue 12/19/23	Task		Inactive Summary		External Tasks	
	Split		Manual Task		External Milestone	
	Milestone		Duration-only		Deadline	
	Summary		Manual Summary Rollup		Progress	
	Project Summary		Manual Summary		Manual Progress	
	Inactive Task		Start-only			
	Inactive Milestone		Finish-only			

Start	Finish	Predecessors	Resource Names	Q4	2024	Q1	Q2	Q3	Q4	2025	Q1	Q2	Q3	Q4
Tue 6/30/26	Mon 11/16/26		LADBS Architect[50%]											
Tue 6/30/26	Wed 7/29/26	1116FS+3 days												
Wed 7/29/26	Wed 7/29/26	1174												
Mon 8/3/26	Tue 9/1/26	1174FS+2 days												
Tue 9/1/26	Tue 9/1/26	1176												
Fri 9/4/26	Tue 10/6/26	1176FS+2 days												
Tue 10/6/26	Tue 10/6/26	1178												
Fri 10/9/26	Mon 11/16/26	1178FS+2 days												
Mon 11/16/26	Mon 11/16/26	1180												
Mon 11/16/26	Mon 11/16/26	1173												
Thu 12/17/26	Thu 2/11/27	1168,1173	LADBS Governance[10%],LADBS Inspection SME[50%]											
Thu 12/17/26	Wed 12/23/26													
Thu 12/17/26	Wed 12/23/26													
Thu 12/17/26	Wed 12/23/26													
Thu 12/17/26	Wed 12/23/26													
Fri 12/18/26	Wed 12/23/26	1184FF,1185F												
Thu 12/24/26	Mon 2/8/27	1188												
Thu 12/24/26	Fri 1/8/27													
Tue 1/12/27	Mon 1/25/27	1190												
Tue 1/26/27	Mon 2/8/27	1191												
Mon 2/8/27	Mon 2/8/27	1189												
Mon 2/8/27	Mon 2/8/27	1189												
Mon 2/8/27	Mon 2/8/27	1189												

Project: LADBS Clariti Implemen

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External Tasks

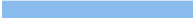
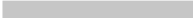
External Milestone

Deadline

Progress

Manual Progress

Start	Finish	Predecessors	Resource Names	Q4	2024	Q1	Q2	Q3	Q4	2025	Q1	Q2	Q3	Q4
Mon 2/8/27	Mon 2/8/27	1189												
Mon 2/8/27	Mon 2/8/27	1189												
Mon 2/8/27	Mon 2/8/27	1189												
Mon 2/8/27	Mon 2/8/27	1189												
Tue 2/9/27	Thu 2/11/27	1189												
Wed 4/15/26	Wed 4/15/26	261												
Fri 2/12/27	Fri 3/12/27	1183	LADBS Inspection SME[25%]											
Fri 2/12/27	Fri 3/12/27	261												
Fri 2/12/27	Fri 3/12/27	261												
Mon 3/8/27	Fri 3/12/27	1203FF												
Fri 3/12/27	Fri 3/12/27	1202												
Fri 3/12/27	Fri 3/12/27	1202												
Thu 10/1/26	Tue 11/16/27	1136	Unisys PM[30%],LADBS PM[30%],Unisys Delivery 1											
Fri 10/2/26	Wed 12/16/26		LADBS Code SME[25%]											
Fri 10/2/26	Fri 10/23/26													
Fri 10/2/26	Fri 10/23/26													
Fri 10/2/26	Fri 10/23/26													
Mon 10/26/26	Fri 10/30/26	1210,1211,12:												
Mon 10/26/26	Fri 10/30/26	1210,1211,12:												
Mon 10/26/26	Fri 10/30/26	1210,1211,12:												
Mon 11/2/26	Wed 12/16/26	1215												
Mon 11/2/26	Mon 11/16/26													
Tue 11/17/26	Wed 12/2/26	1217												

Project: LADBS Clariti Implemen Date: Tue 12/19/23	Task		Inactive Summary		External Tasks	
	Split		Manual Task		External Milestone	
	Milestone		Duration-only		Deadline	
	Summary		Manual Summary Rollup		Progress	
	Project Summary		Manual Summary		Manual Progress	
	Inactive Task		Start-only			
	Inactive Milestone		Finish-only			

Start	Finish	Predecessors	Resource Names	Q4	2024	Q1	Q2	Q3	Q4	2025	Q1	Q2	Q3	Q4
Thu 12/3/26	Wed 12/16/26	1218												
Wed 12/16/26	Wed 12/16/26	1216												
Wed 12/16/26	Wed 12/16/26	1216												
Wed 12/16/26	Wed 12/16/26	1216												
Wed 12/16/26	Wed 12/16/26	1216												
Wed 12/16/26	Wed 12/16/26	1216												
Wed 12/16/26	Wed 12/16/26	1209												
Thu 12/17/26	Mon 1/18/27	1209	LADBS Code SME[25%]											
Thu 12/17/26	Tue 12/29/26													
Thu 12/17/26	Mon 1/18/27	1226FS-10 day												
Thu 12/17/26	Mon 1/18/27	1226FS-10 day												
Thu 12/17/26	Mon 1/18/27	1226SS,1227S:												
Thu 12/24/26	Mon 1/18/27	1229FF												
Mon 1/18/27	Mon 1/18/27	1225												
Tue 1/19/27	Mon 2/15/27	1225	LADBS Code SME[25%]											
Tue 1/19/27	Thu 1/28/27													
Tue 1/19/27	Mon 2/15/27	1233FS-10 day												
Tue 1/19/27	Mon 2/15/27	1233FS-10 day												
Tue 1/19/27	Mon 2/15/27	1233SS,1234S:												
Tue 1/26/27	Mon 2/15/27	1236FF												
Mon 2/15/27	Mon 2/15/27	1232												
Tue 2/16/27	Tue 3/16/27	1232	LADBS Code SME[25%]											
Tue 2/16/27	Fri 2/26/27													
Tue 2/16/27	Tue 3/16/27	1240FS-10 day												

Project: LADBS Clariti Implemen
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External Tasks

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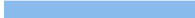
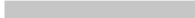
Deadline

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Start	Finish	Predecessors	Resource Names	Q4	2024	Q1	Q2	Q3	Q4	2025	Q1	Q2	Q3	Q4
Tue 2/16/27	Tue 3/16/27	1240FS-10 day												
Tue 2/16/27	Tue 3/16/27	1240SS,1241S:												
Wed 2/24/27	Tue 3/16/27	1243FF												
Tue 3/16/27	Tue 3/16/27	1239												
Wed 3/17/27	Wed 4/14/27	1239	LADBS Code SME[25%]											
Wed 3/17/27	Mon 3/29/27													
Wed 3/17/27	Wed 4/14/27	1247FS-10 day												
Wed 3/17/27	Wed 4/14/27	1247FS-10 day												
Wed 3/17/27	Wed 4/14/27	1247SS,1248S:												
Thu 3/25/27	Wed 4/14/27	1250FF												
Wed 4/14/27	Wed 4/14/27	1246												
Thu 4/15/27	Wed 5/12/27	1246	LADBS Code SME[25%]											
Thu 4/15/27	Mon 4/26/27													
Thu 4/15/27	Wed 5/12/27	1254FS-10 day												
Thu 4/15/27	Wed 5/12/27	1254FS-10 day												
Thu 4/15/27	Wed 5/12/27	1254SS,1255S:												
Thu 4/22/27	Wed 5/12/27	1257FF												
Wed 5/12/27	Wed 5/12/27	1253												
Thu 5/13/27	Thu 6/10/27	1253	LADBS Code SME[25%]											
Thu 5/13/27	Tue 5/25/27													
Thu 5/13/27	Thu 6/10/27	1261FS-10 day												
Thu 5/13/27	Thu 6/10/27	1261FS-10 day												
Thu 5/13/27	Thu 6/10/27	1261SS,1262S:												

Project: LADBS Clariti Implemen Date: Tue 12/19/23	Task		Inactive Summary		External Tasks	
	Split		Manual Task		External Milestone	
	Milestone		Duration-only		Deadline	
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	Project Summary		Manual Summary		Manual Progress	
	Inactive Task		Start-only			
	Inactive Milestone		Finish-only			

Start	Finish	Predecessors	Resource Names											
				Q4	2024				2025					
					Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4		
Thu 5/20/27	Thu 6/10/27	1264FF												
Thu 6/10/27	Thu 6/10/27	1260												
Mon 10/26/26	Wed 5/19/27	1209SS+15 da	LADBS Integration SME[30%]											
Mon 10/26/26	Mon 1/18/27													
Mon 10/26/26	Mon 11/23/26													
Mon 11/2/26	Mon 1/18/27	1269SS+5 days												
Mon 11/2/26	Mon 1/18/27	1269SS+5 days												
Thu 12/10/26	Mon 1/18/27	1271FF												
Mon 10/26/26	Wed 4/7/27													
Mon 10/26/26	Wed 12/23/26													
Thu 12/24/26	Wed 4/7/27	1274												
Thu 12/24/26	Wed 4/7/27	1275FF												
Tue 1/26/27	Wed 4/7/27	1276FF												
Thu 4/8/27	Wed 5/19/27	1268,1273												
Thu 4/8/27	Wed 4/21/27													
Thu 4/22/27	Wed 5/5/27	1279												
Thu 5/6/27	Wed 5/19/27	1280												
Wed 5/19/27	Wed 5/19/27	1278												
Wed 5/19/27	Wed 5/19/27	1278												
Wed 5/19/27	Wed 5/19/27	1278												
Wed 5/19/27	Wed 5/19/27	1267												
Wed 3/10/27	Thu 6/17/27		LADBS Code SME[25%]											
Wed 3/10/27	Thu 6/10/27	1260FF												

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Start	Finish	Predecessors	Resource Names	Q4	2024	Q1	Q2	Q3	Q4	2025	Q1	Q2	Q3	Q4
Fri 6/11/27	Thu 6/17/27	1287												
Thu 6/10/27	Thu 6/10/27	1287												
Thu 6/10/27	Thu 6/10/27	1287												
Thu 6/17/27	Thu 6/17/27	1286												
Fri 6/11/27	Mon 8/23/27	1264	LADBS Code SME[50%],LADBS Governance[10%]											
Fri 6/11/27	Mon 7/12/27													
Tue 7/13/27	Mon 7/26/27	1293												
Tue 7/27/27	Mon 8/23/27	1294												
Mon 8/23/27	Mon 8/23/27	1295												
Wed 12/23/26	Mon 8/23/27		LADBS Architect[50%]											
Wed 12/23/26	Fri 2/19/27	1209FS+4 days:												
Fri 2/19/27	Fri 2/19/27	1298												
Thu 2/25/27	Thu 4/22/27	1298FS+2 days:												
Thu 4/22/27	Thu 4/22/27	1300												
Tue 4/27/27	Wed 6/23/27	1300FS+2 days:												
Wed 6/23/27	Wed 6/23/27	1302												
Mon 6/28/27	Mon 8/23/27	1302FS+2 days:												
Mon 8/23/27	Mon 8/23/27	1304												
Mon 8/23/27	Mon 8/23/27	1297												
Tue 8/24/27	Mon 10/18/27	1292,1297	LADBS Governance[10%],LADBS Architect[30%],LADBS Code SM											
Tue 8/24/27	Mon 8/30/27													
Tue 8/24/27	Mon 8/30/27													
Tue 8/24/27	Mon 8/30/27													

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External Tasks

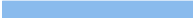
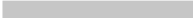
External Milestone

Deadline

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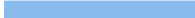
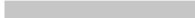
Start	Finish	Predecessors	Resource Names	Q4	2024	Q1	Q2	Q3	Q4	2025	Q1	Q2	Q3	Q4
Tue 8/24/27	Mon 8/30/27													
Wed 8/25/27	Mon 8/30/27	1308FF,1309F												
Tue 8/31/27	Wed 10/13/27	1312												
Tue 8/31/27	Tue 9/14/27													
Wed 9/15/27	Tue 9/28/27	1314												
Wed 9/29/27	Wed 10/13/27	1315												
Wed 10/13/27	Wed 10/13/27	1313												
Wed 10/13/27	Wed 10/13/27	1313												
Wed 10/13/27	Wed 10/13/27	1313												
Wed 10/13/27	Wed 10/13/27	1313												
Wed 10/13/27	Wed 10/13/27	1313												
Wed 10/13/27	Wed 10/13/27	1313												
Wed 10/13/27	Wed 10/13/27	1313												
Thu 10/14/27	Mon 10/18/27	1313												
Thu 10/1/26	Thu 10/1/26	261												
Tue 10/19/27	Tue 11/16/27	1307	LADBS Code SME[25%]											
Tue 10/19/27	Tue 11/16/27	261												
Tue 10/19/27	Tue 11/16/27	261												
Tue 11/9/27	Tue 11/16/27	1327FF												
Tue 11/16/27	Tue 11/16/27	1326												
Tue 11/16/27	Tue 11/16/27	1326												
Thu 6/10/27	Wed 5/31/28	1264	Unisys PM[30%],LADBS PM[30%],Unisys Delivery 1											
Fri 6/11/27	Thu 8/19/27		LADBS Inspection SME[25%]											

Project: LADBS Clariti Implemen Date: Tue 12/19/23	Task		Inactive Summary		External Tasks	
	Split		Manual Task		External Milestone	
	Milestone		Duration-only		Deadline	
	Summary		Manual Summary Rollup		Progress	
	Project Summary		Manual Summary		Manual Progress	
	Inactive Task		Start-only			
	Inactive Milestone		Finish-only			

Start	Finish	Predecessors	Resource Names
Fri 6/11/27	Fri 6/25/27		
Fri 6/11/27	Fri 6/25/27		
Fri 6/11/27	Fri 6/25/27		
Mon 6/28/27	Thu 7/8/27	1334,1335,1339	
Mon 6/28/27	Thu 7/8/27	1334,1335,1339	
Mon 6/28/27	Thu 7/8/27	1334,1335,1339	
Fri 7/9/27	Thu 8/19/27	1339	
Fri 7/9/27	Thu 7/22/27		
Fri 7/23/27	Thu 8/5/27	1341	
Fri 8/6/27	Thu 8/19/27	1342	
Thu 8/19/27	Thu 8/19/27	1340	
Thu 8/19/27	Thu 8/19/27	1340	
Thu 8/19/27	Thu 8/19/27	1340	
Thu 8/19/27	Thu 8/19/27	1340	
Thu 8/19/27	Thu 8/19/27	1333	
Fri 8/20/27	Fri 10/1/27	1333	LADBS Inspection SME[25%]
Fri 8/20/27	Tue 9/7/27		
Tue 8/24/27	Fri 10/1/27	1350FS-10 day	
Tue 8/24/27	Fri 10/1/27	1350FS-10 day	
Tue 8/24/27	Fri 10/1/27	1350SS,1351SF	
Wed 9/8/27	Fri 10/1/27	1353FF	
Fri 10/1/27	Fri 10/1/27	1349	
Mon 10/4/27	Fri 12/31/27	1349	LADBS Inspection SME[25%]

Project: LADBS Clariti Implemen Date: Tue 12/19/23	Task		Inactive Summary		External Tasks	
	Split		Manual Task		External Milestone	
	Milestone		Duration-only		Deadline	
	Summary		Manual Summary Rollup		Progress	
	Project Summary		Manual Summary		Manual Progress	
	Inactive Task		Start-only			
	Inactive Milestone		Finish-only			

Start	Finish	Predecessors	Resource Names	Q4	2024	Q1	Q2	Q3	Q4	2025	Q1	Q2	Q3	Q4
Mon 10/4/27	Mon 11/8/27													
Tue 10/26/27	Fri 12/31/27	1357FS-10 day												
Tue 10/26/27	Fri 12/31/27	1357FS-10 day												
Tue 10/26/27	Fri 12/31/27	1357SS,1358S												
Wed 11/24/27	Fri 12/31/27	1360FF												
Fri 12/31/27	Fri 12/31/27	1356												
Tue 7/6/27	Fri 2/11/28	1333SS+15 da	LADBS Integration SME[30%]											
Tue 7/6/27	Fri 12/31/27													
Tue 7/6/27	Mon 8/9/27													
Tue 7/6/27	Mon 7/12/27													
Tue 7/13/27	Mon 8/9/27	1366SS+5 day												
Tue 7/13/27	Mon 8/9/27	1366SS+5 day												
Tue 7/27/27	Mon 8/9/27	1368FF												
Fri 12/31/27	Fri 12/31/27	1356												
Tue 7/6/27	Wed 10/27/27													
Tue 7/6/27	Mon 8/9/27													
Tue 8/10/27	Wed 10/27/27	1372												
Tue 8/10/27	Wed 10/27/27	1373FF												
Wed 9/15/27	Wed 10/27/27	1374FF												
Mon 1/3/28	Fri 2/11/28	1364,1371												
Mon 1/3/28	Fri 1/14/28													
Mon 1/17/28	Fri 1/28/28	1377												
Mon 1/31/28	Fri 2/11/28	1378												

Project: LADBS Clariti Implemen Date: Tue 12/19/23	Task		Inactive Summary		External Tasks	
	Split		Manual Task		External Milestone	
	Milestone		Duration-only		Deadline	
	Summary		Manual Summary Rollup		Progress	
	Project Summary		Manual Summary		Manual Progress	
	Inactive Task		Start-only			
	Inactive Milestone		Finish-only			

Start	Finish	Predecessors	Resource Names	Q4	2024	Q1	Q2	Q3	Q4	2025	Q1	Q2	Q3	Q4
Fri 2/11/28	Fri 2/11/28	1376												
Fri 2/11/28	Fri 2/11/28	1376												
Fri 2/11/28	Fri 2/11/28	1376												
Fri 2/11/28	Fri 2/11/28	1363												
Fri 12/3/27	Wed 1/5/28		LADBS Inspection SME[25%]											
Fri 12/3/27	Fri 12/31/27	1356FF												
Mon 1/3/28	Wed 1/5/28	1385												
Fri 12/31/27	Fri 12/31/27	1385												
Fri 12/31/27	Fri 12/31/27	1385												
Wed 1/5/28	Wed 1/5/28	1384												
Mon 1/3/28	Fri 3/10/28	1360	LADBS Inspection SME[50%],LADBS Governance[10%]											
Mon 1/3/28	Fri 1/28/28													
Mon 1/31/28	Fri 2/11/28	1391												
Mon 2/14/28	Fri 3/10/28	1392												
Fri 3/10/28	Fri 3/10/28	1393												
Tue 9/7/27	Fri 3/10/28		LADBS Architect[50%]											
Tue 9/7/27	Tue 10/19/27	1333FS+11 da												
Tue 10/19/27	Tue 10/19/27	1396												
Mon 10/25/27	Wed 12/8/27	1396FS+3 days												
Wed 12/8/27	Wed 12/8/27	1398												
Tue 12/14/27	Tue 1/25/28	1398FS+3 days												
Tue 1/25/28	Tue 1/25/28	1400												
Mon 1/31/28	Fri 3/10/28	1400FS+3 days												

Project: LADBS Clariti Implemen

Date: Tue 12/19/23

Task

Split

Milestone

Summary

Project Summary

Inactive Task

Inactive Milestone

Inactive Summary

Manual Task

Duration-only

Manual Summary Rollup

Manual Summary

Start-only

Finish-only

External Tasks

External Milestone

Deadline

Progress

Manual Progress

Start	Finish	Predecessors	Resource Names										
				Q4	2024				2025				
					Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	
Fri 3/10/28	Fri 3/10/28	1402											
Fri 3/10/28	Fri 3/10/28	1395											
Mon 3/13/28	Wed 5/3/28	1390,1395	LADBS Governance[10%],LADBS Inspection SME[50%]										
Mon 3/13/28	Fri 3/17/28												
Mon 3/13/28	Fri 3/17/28												
Mon 3/13/28	Fri 3/17/28												
Mon 3/13/28	Fri 3/17/28												
Tue 3/14/28	Fri 3/17/28	1406FF,1407F											
Mon 3/20/28	Fri 4/28/28	1410											
Mon 3/20/28	Fri 3/31/28												
Mon 4/3/28	Fri 4/14/28	1412											
Mon 4/17/28	Fri 4/28/28	1413											
Fri 4/28/28	Fri 4/28/28	1411											
Fri 4/28/28	Fri 4/28/28	1411											
Fri 4/28/28	Fri 4/28/28	1411											
Fri 4/28/28	Fri 4/28/28	1411											
Fri 4/28/28	Fri 4/28/28	1411											
Fri 4/28/28	Fri 4/28/28	1411											
Fri 4/28/28	Fri 4/28/28	1411											
Mon 5/1/28	Wed 5/3/28	1411											
Thu 6/10/27	Thu 6/10/27	261											
Thu 5/4/28	Wed 5/31/28	1405	LADBS Inspection SME[25%]										
Thu 5/4/28	Wed 5/31/28	261											

Project: LADBS Clariti Implemen
Date: Tue 12/19/23

Task

Split

Milestone

Summary

Project Summary

Inactive Task

Inactive Milestone

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Inactive Summary

Manual Task

Duration-only

Manual Summary Rollup

Manual Summary

Start-only

Finish-only

External Tasks

External Milestone

Deadline

Progress

Manual Progress

◇

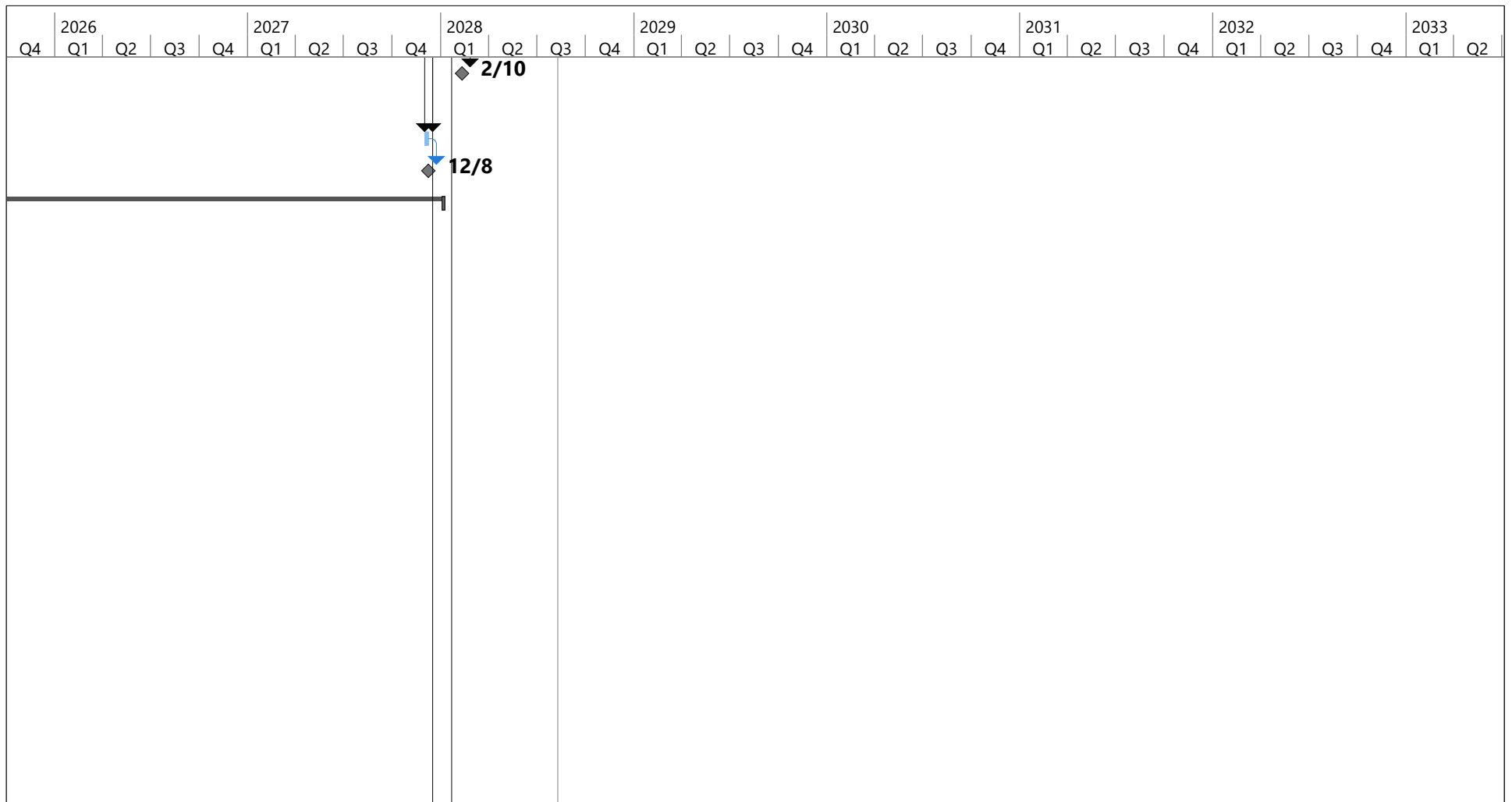
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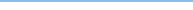
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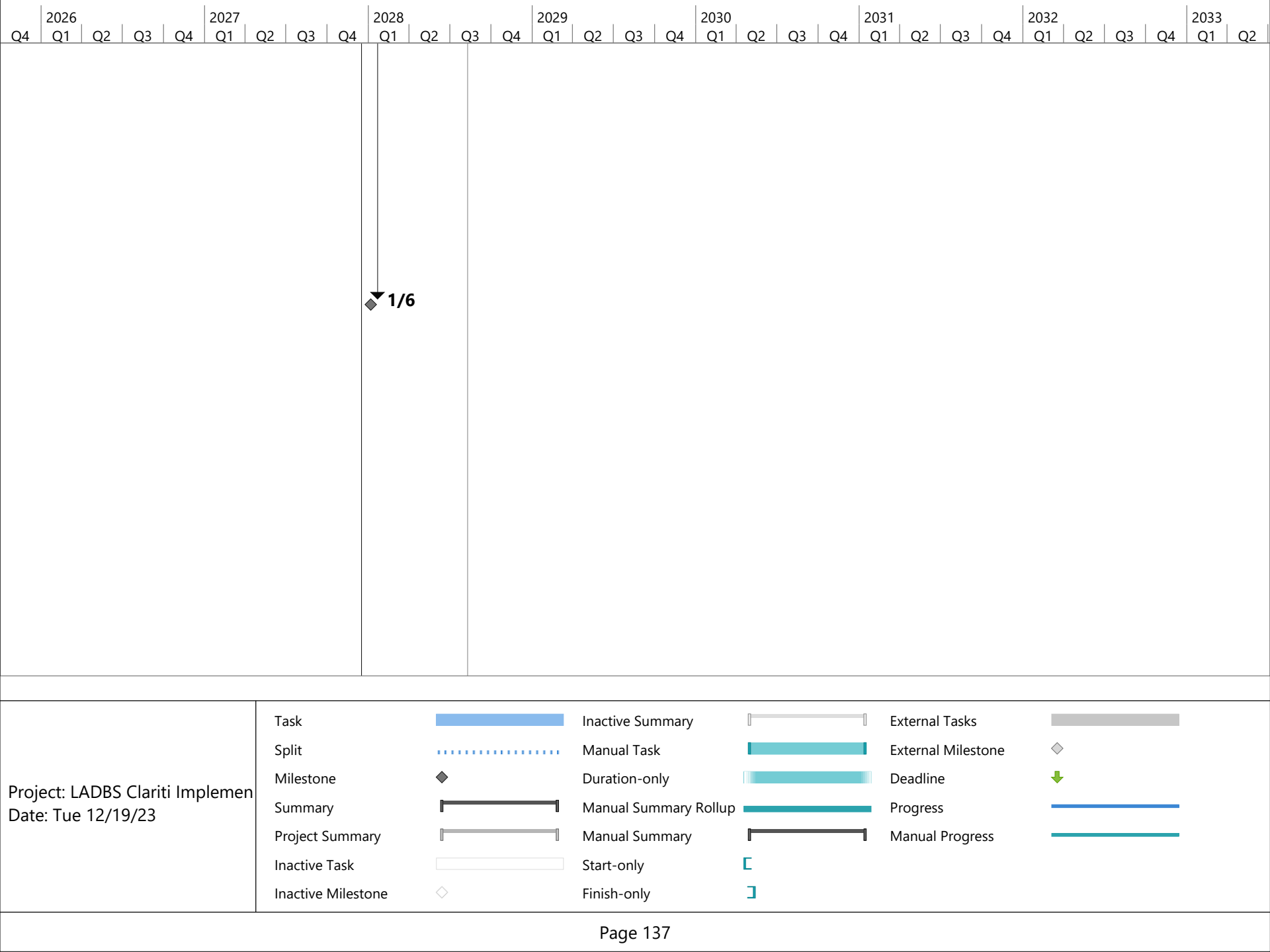
Start	Finish	Predecessors	Resource Names		Q4	2024	Q1	Q2	Q3	Q4	2025	Q1	Q2	Q3	Q4
Thu 5/4/28	Wed 5/31/28	261													
Thu 5/25/28	Wed 5/31/28	1425FF													
Wed 5/31/28	Wed 5/31/28	1424													
Wed 5/31/28	Wed 5/31/28	1424													
Wed 8/9/28	Wed 8/9/28	788,1332													

Project: LADBS Clariti Implemen Date: Tue 12/19/23	Task		Inactive Summary		External Tasks	
	Split		Manual Task		External Milestone	
	Milestone		Duration-only		Deadline	
	Summary		Manual Summary Rollup		Progress	
	Project Summary		Manual Summary		Manual Progress	
	Inactive Task		Start-only			
	Inactive Milestone		Finish-only			

		2026				2027				2028				2029				2030				2031				2032				2033					
Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2					



Project: LADBS Clariti Implemen Date: Tue 12/19/23	Task		Inactive Summary		External Tasks	
	Split		Manual Task		External Milestone	
	Milestone		Duration-only		Deadline	
	Summary		Manual Summary Rollup		Progress	
	Project Summary		Manual Summary		Manual Progress	
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	Inactive Milestone		Finish-only			



		2026				2027				2028				2029				2030				2031				2032				2033																																									
		Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2																																											
Project: LADBS Clariti Implemen Date: Tue 12/19/23																																																																							
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Task		Inactive Summary		External Tasks																																																																			
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Page 138																																																																							

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Project: LADBS Clariti Implemen Date: Tue 12/19/23	Task		Inactive Summary		External Tasks	
	Split		Manual Task		External Milestone	
	Milestone		Duration-only		Deadline	
	Summary		Manual Summary Rollup		Progress	
	Project Summary		Manual Summary		Manual Progress	
	Inactive Task		Start-only			
	Inactive Milestone		Finish-only			

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Q4							2026							Q1							Q2							Q3							Q4							2027							Q1							Q2							Q3							Q4							2028							Q1							Q2							Q3							Q4							2029							Q1							Q2							Q3							Q4							2030							Q1							Q2							Q3							Q4							2031							Q1							Q2							Q3							Q4							2032							Q1							Q2							Q3							Q4							2033							Q1							Q2						

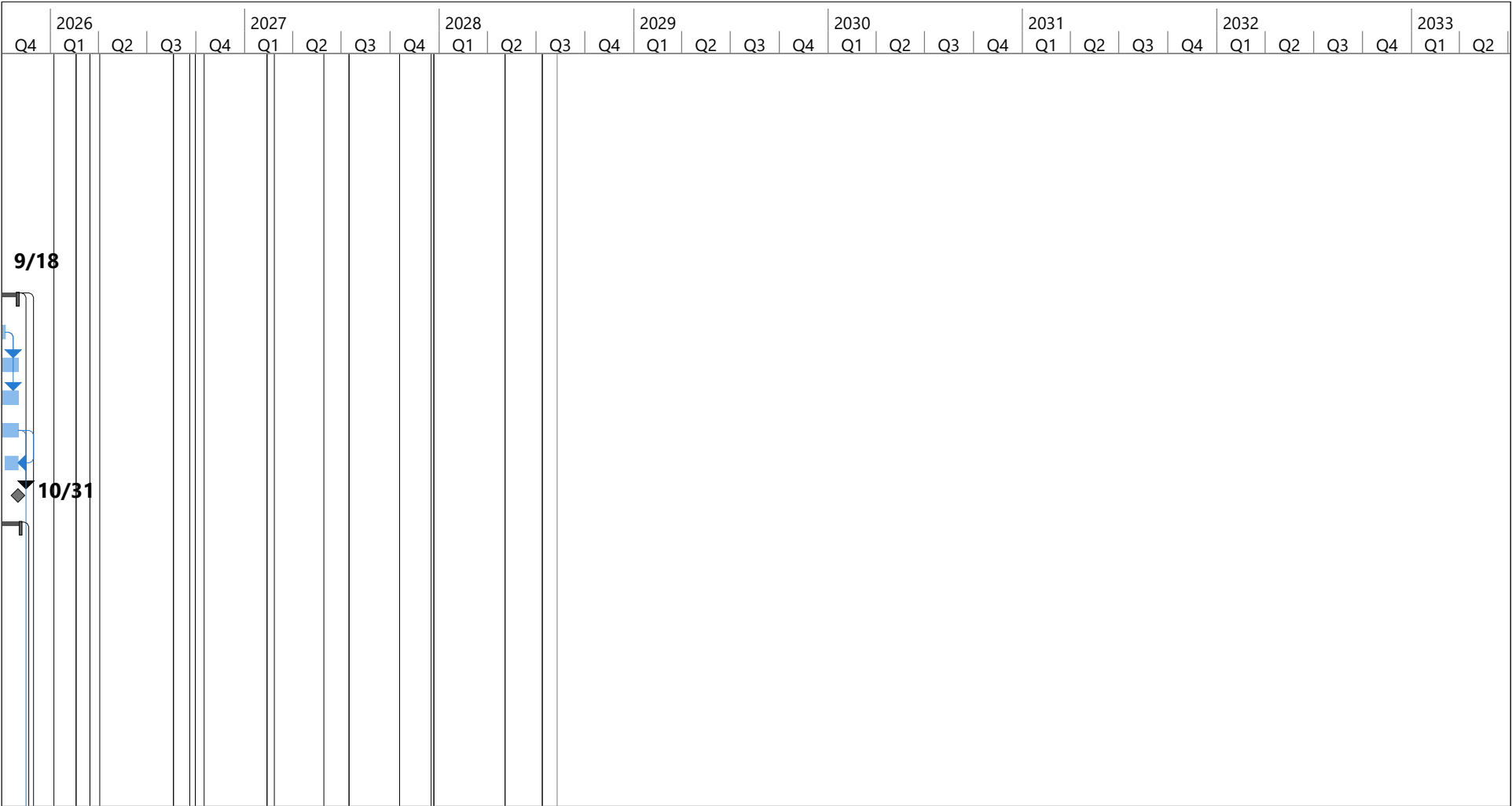
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	Inactive Milestone		Finish-only			

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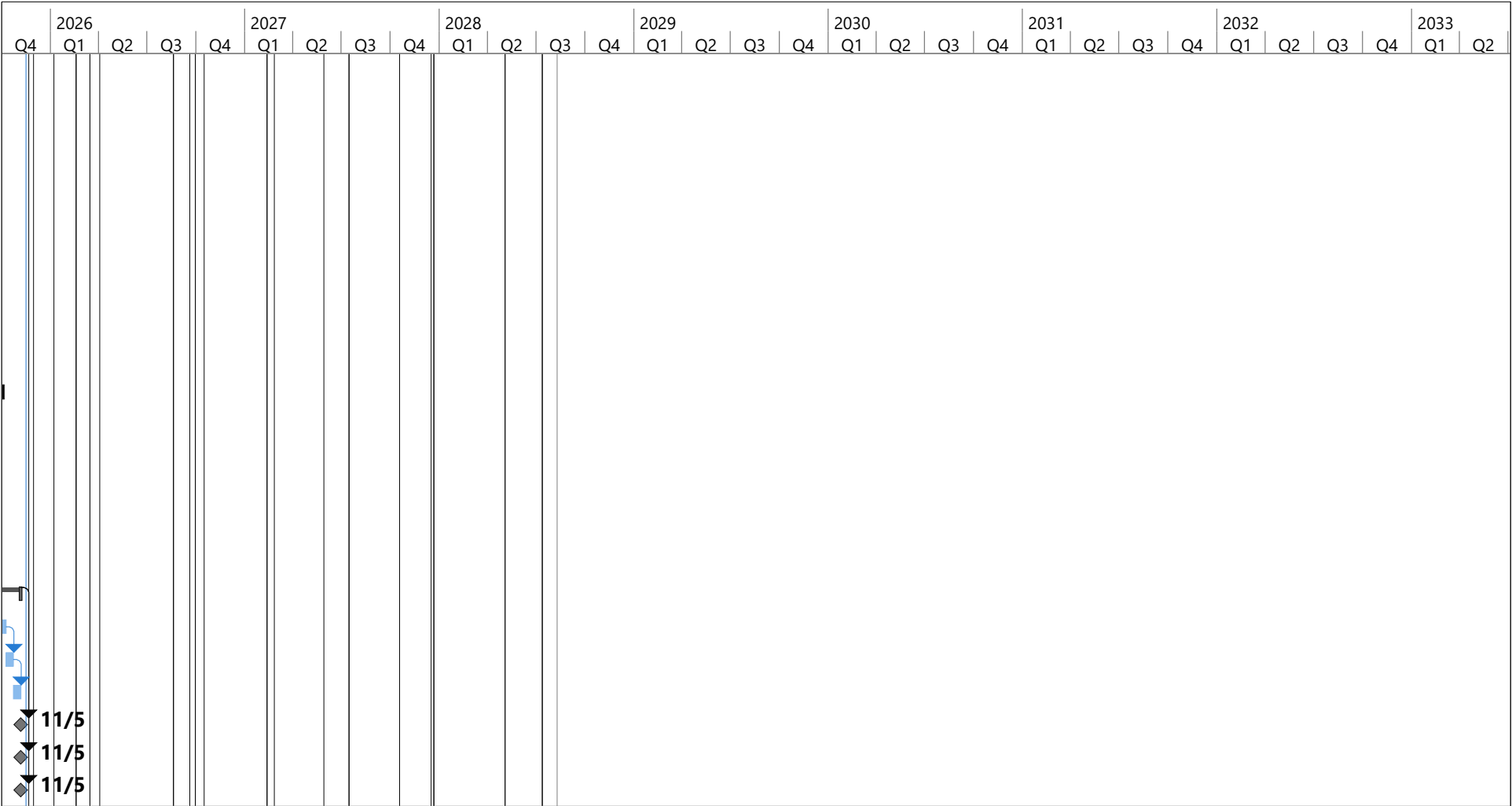
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	Inactive Milestone		Finish-only			

	2026				2027				2028				2029				2030				2031				2032				2033	
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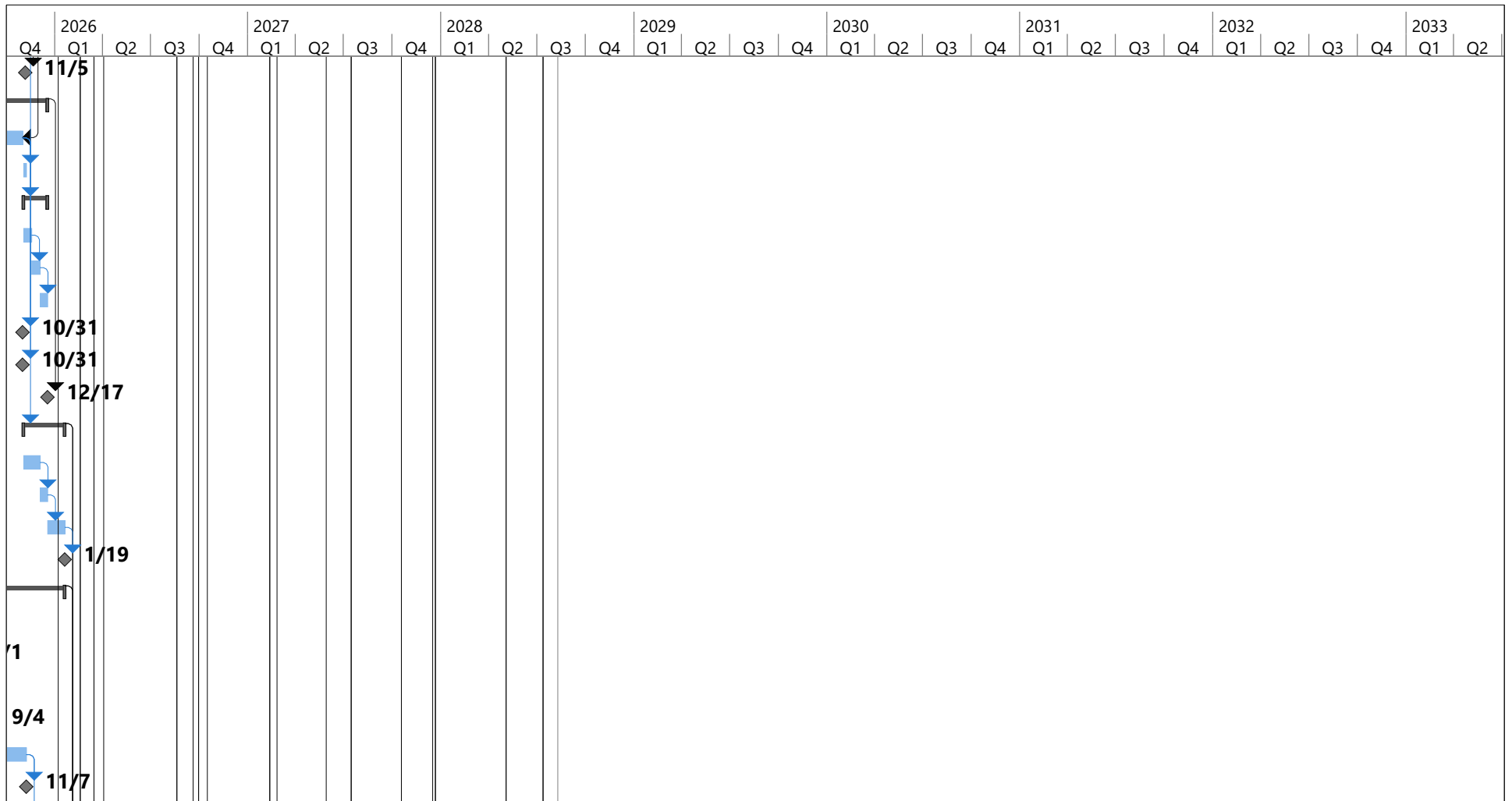
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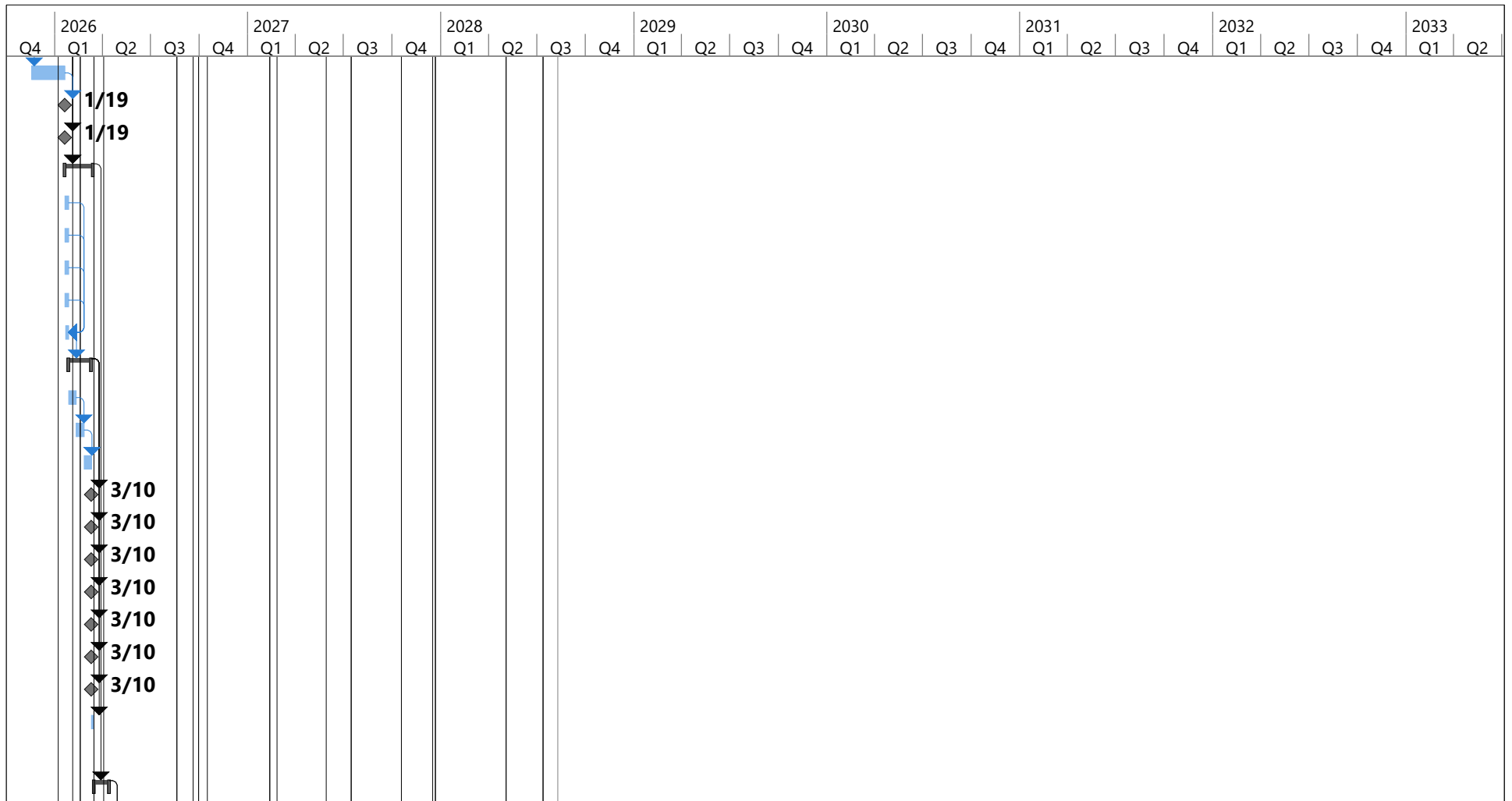
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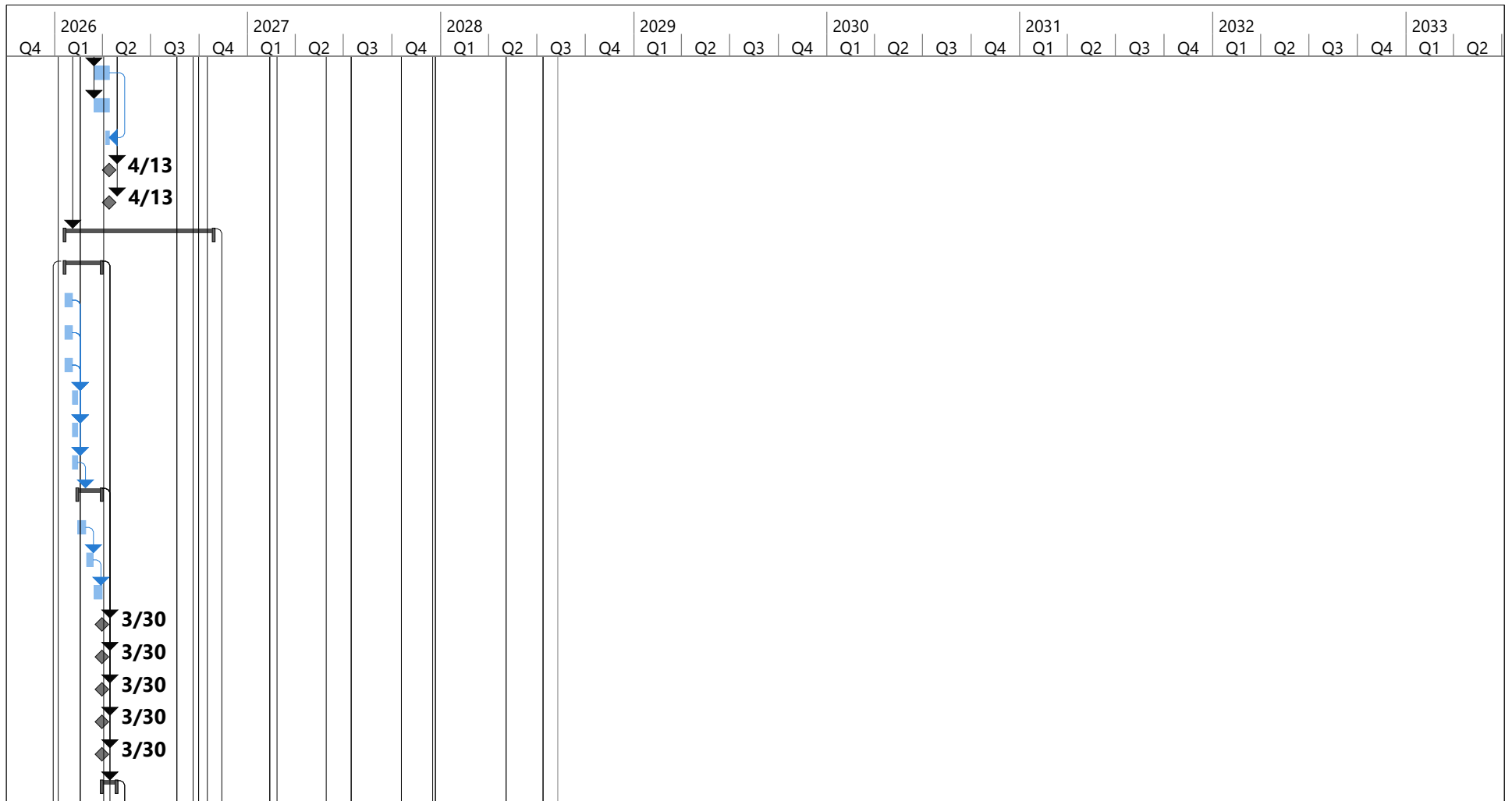
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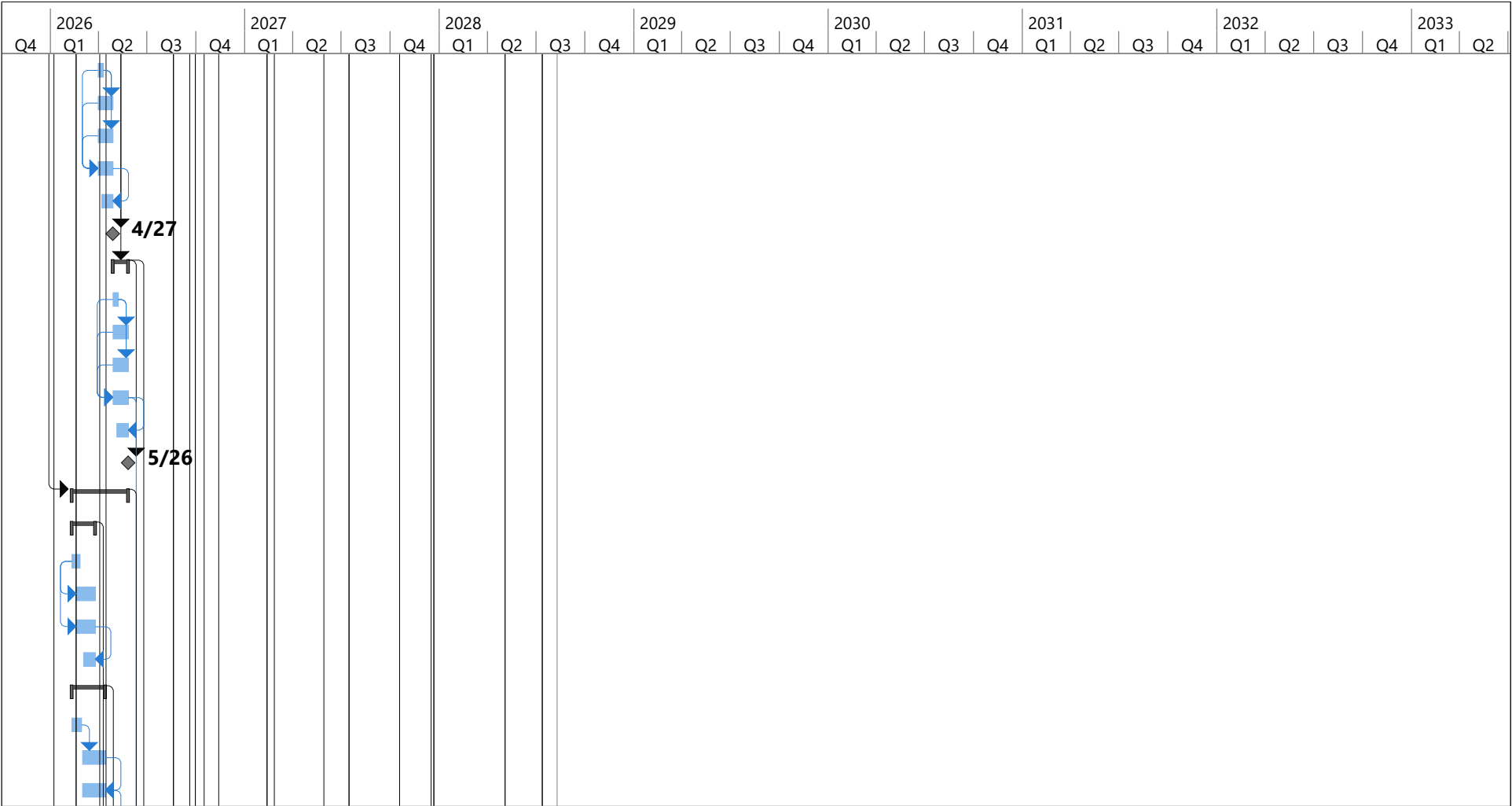
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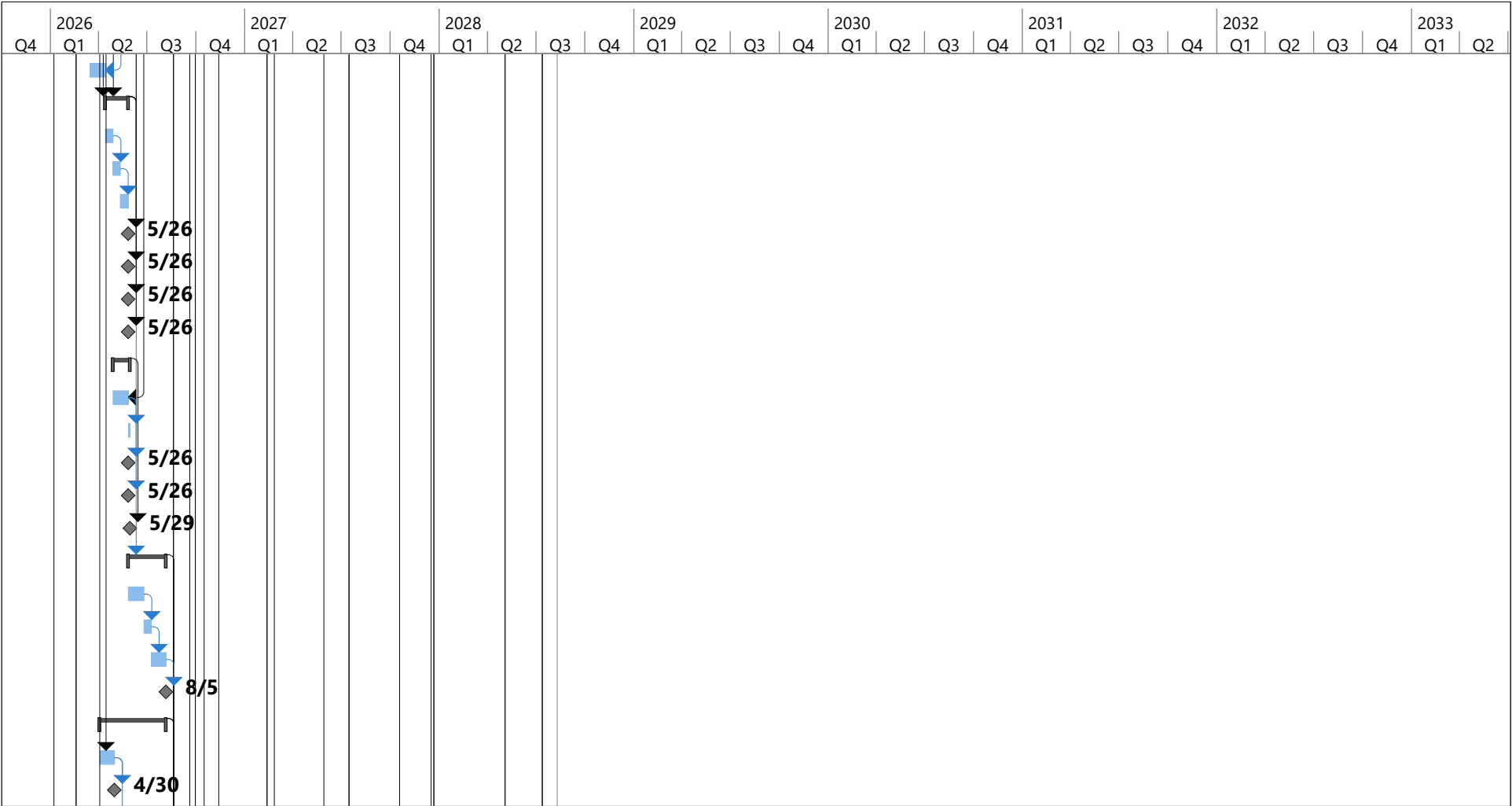
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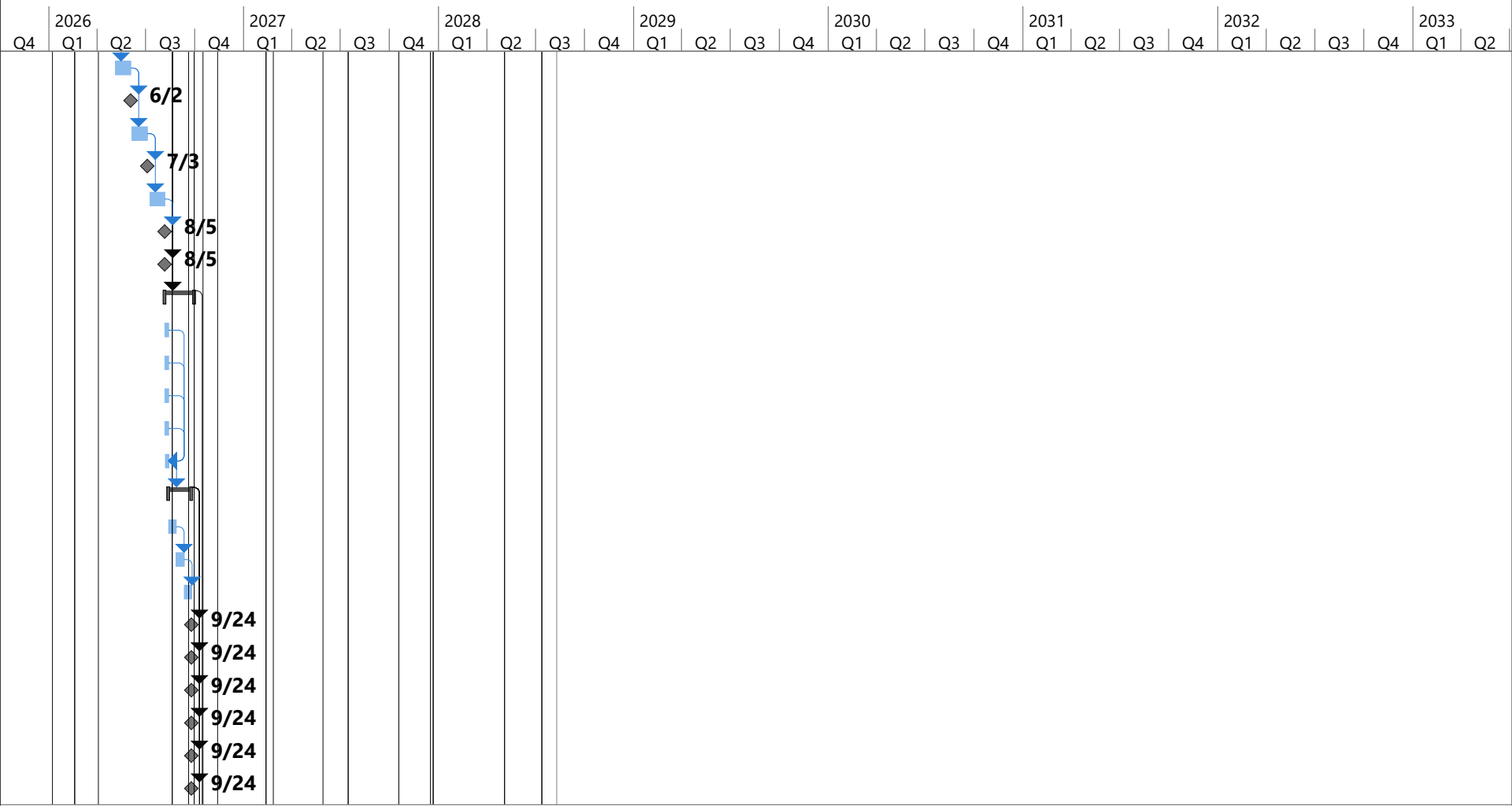
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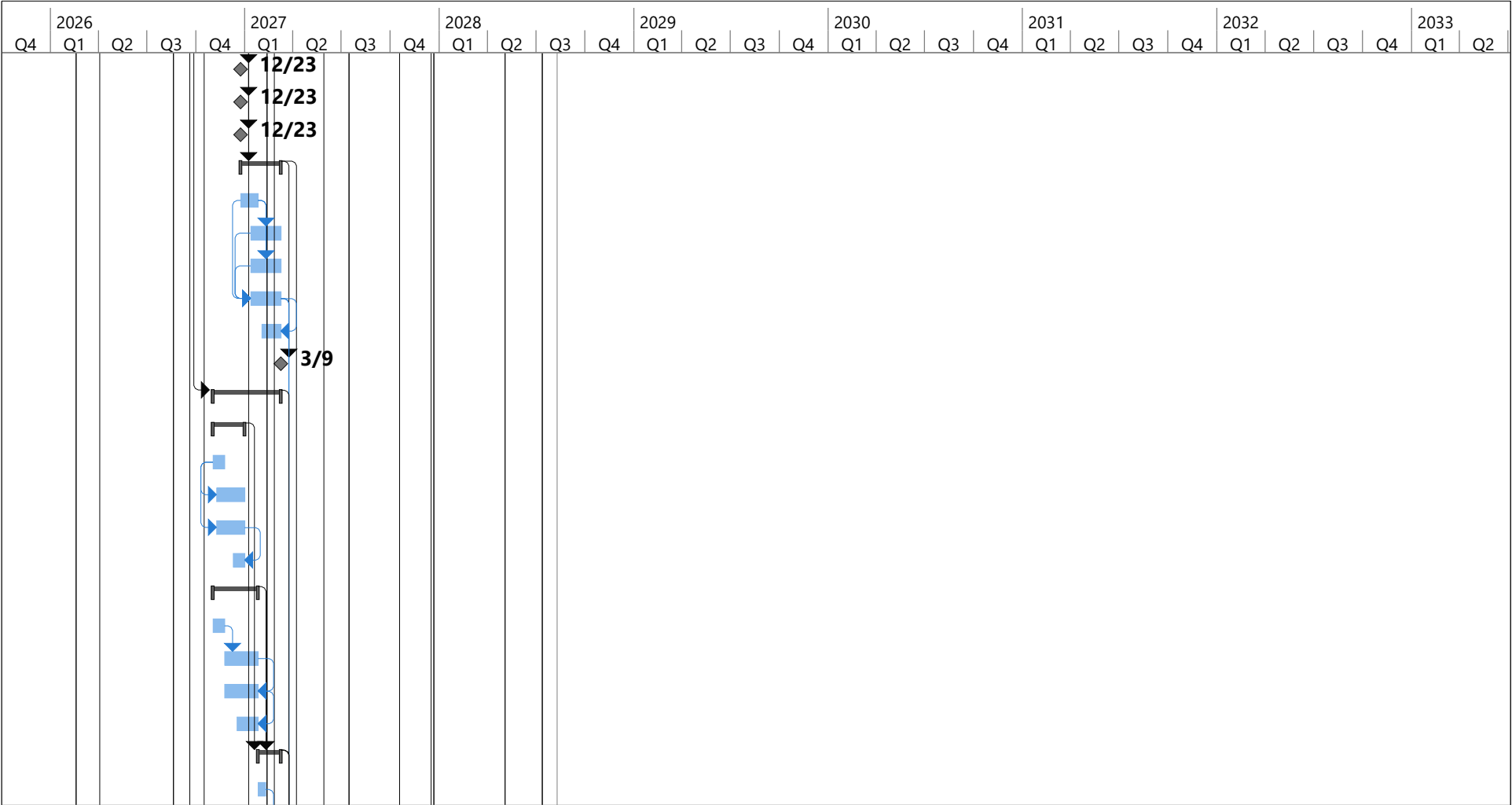
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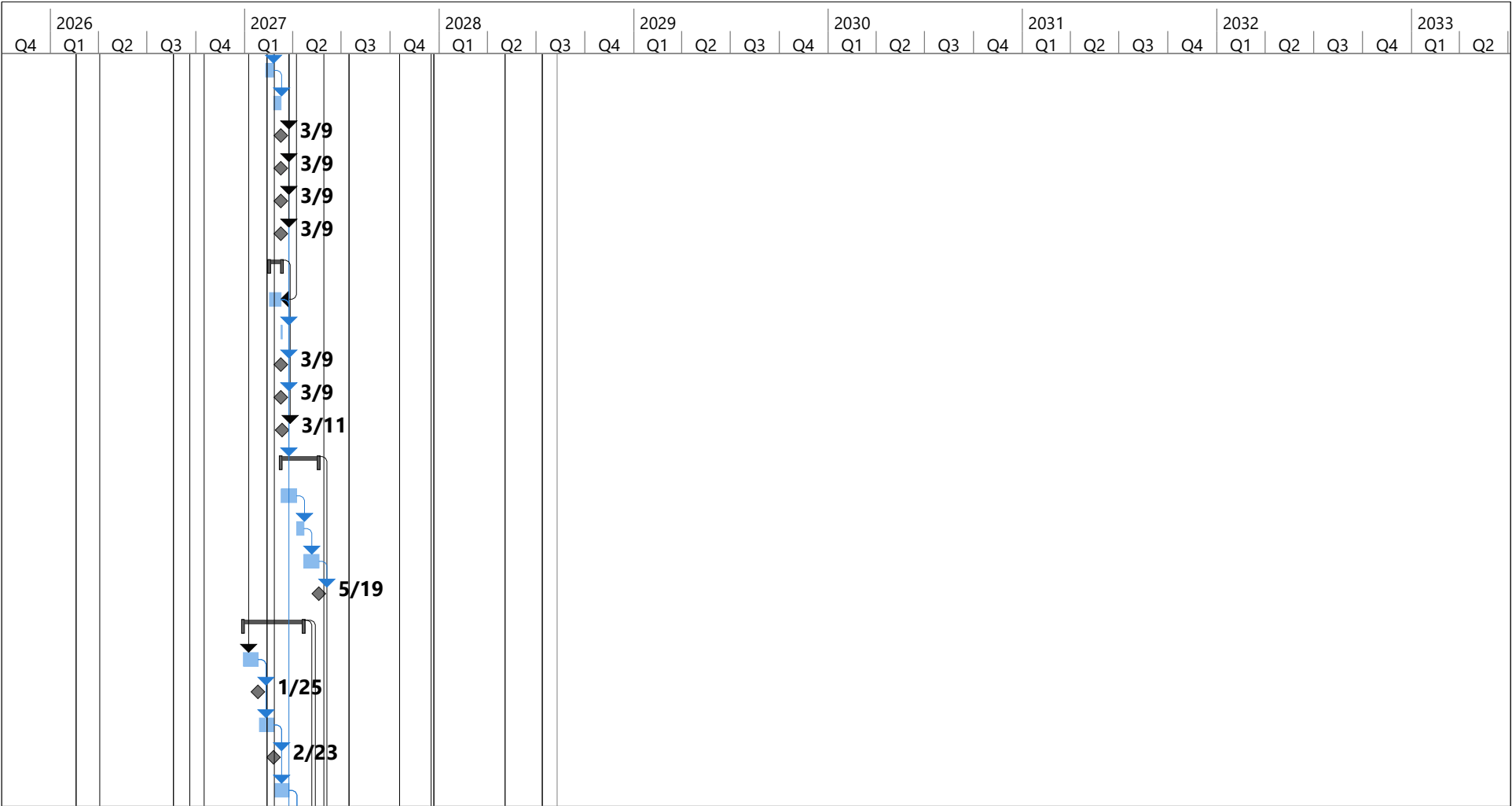
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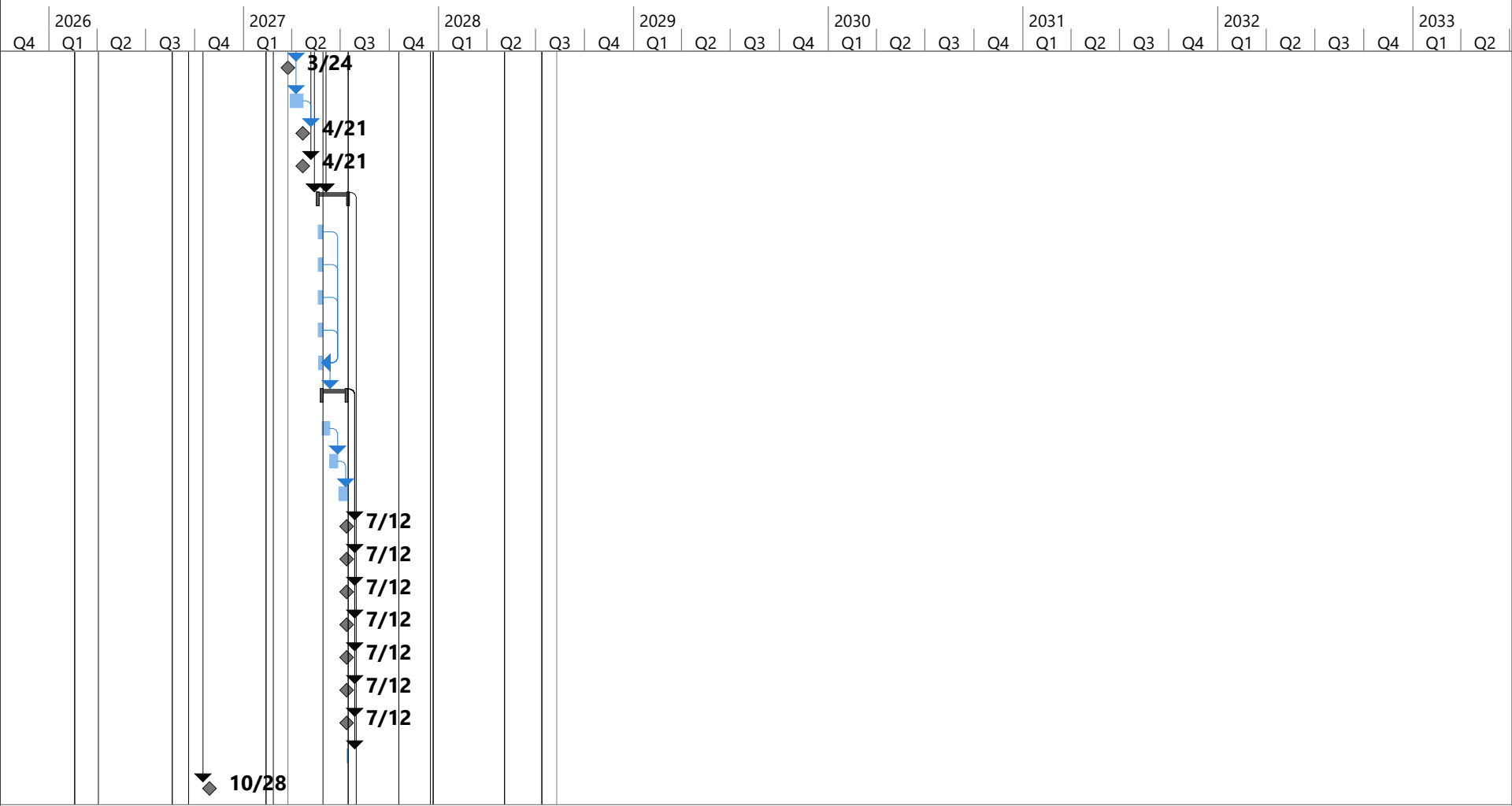
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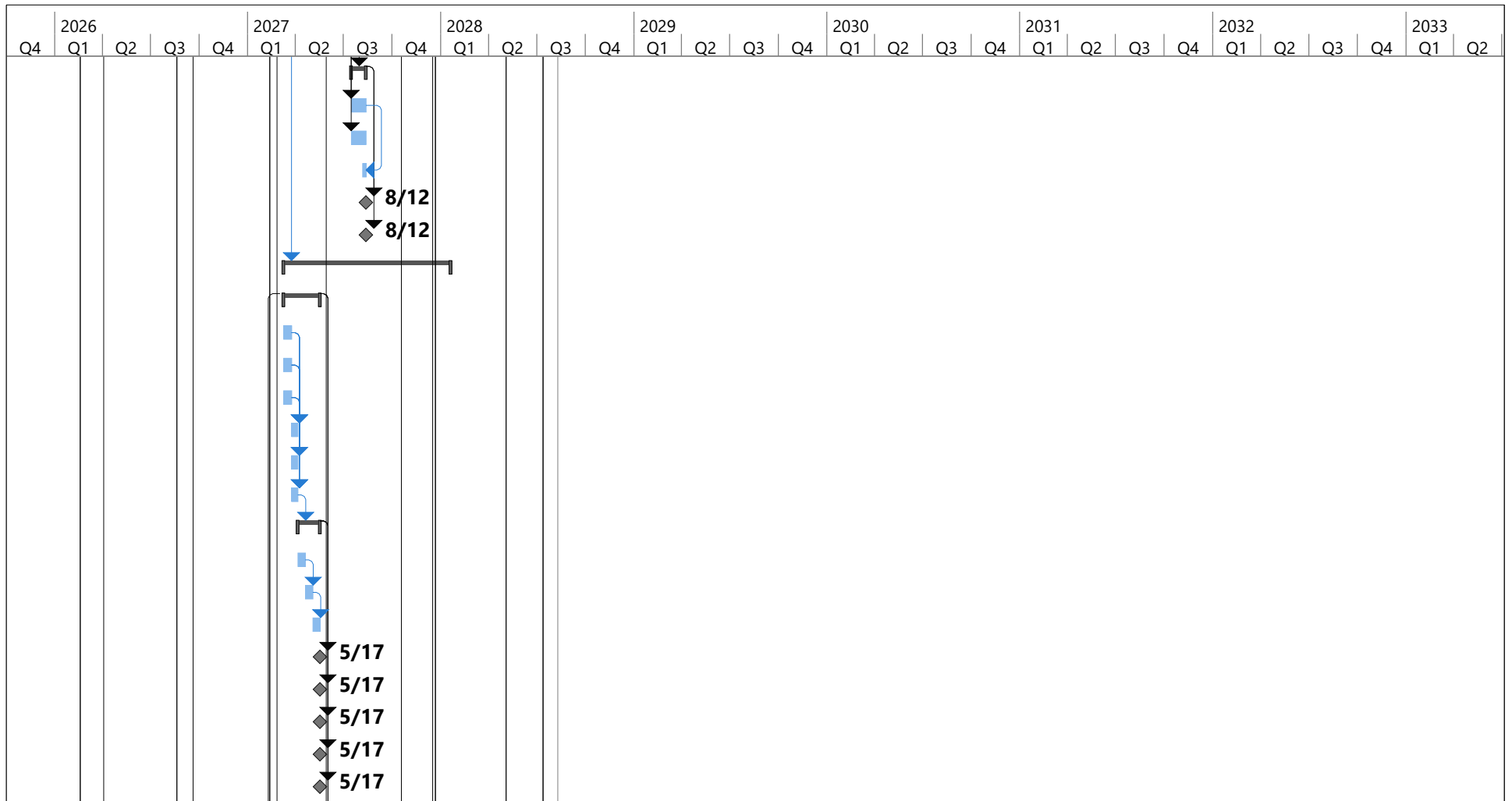
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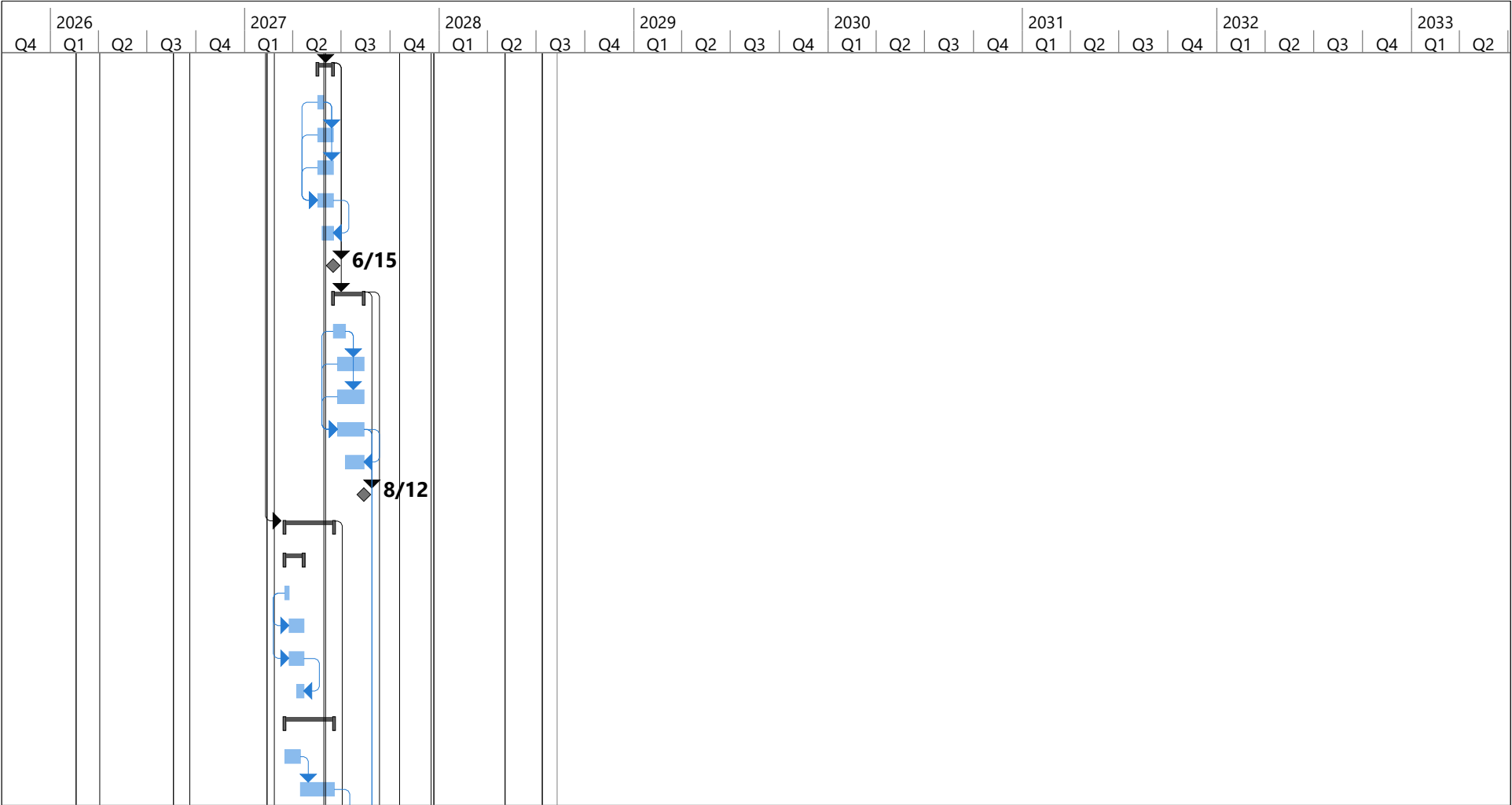
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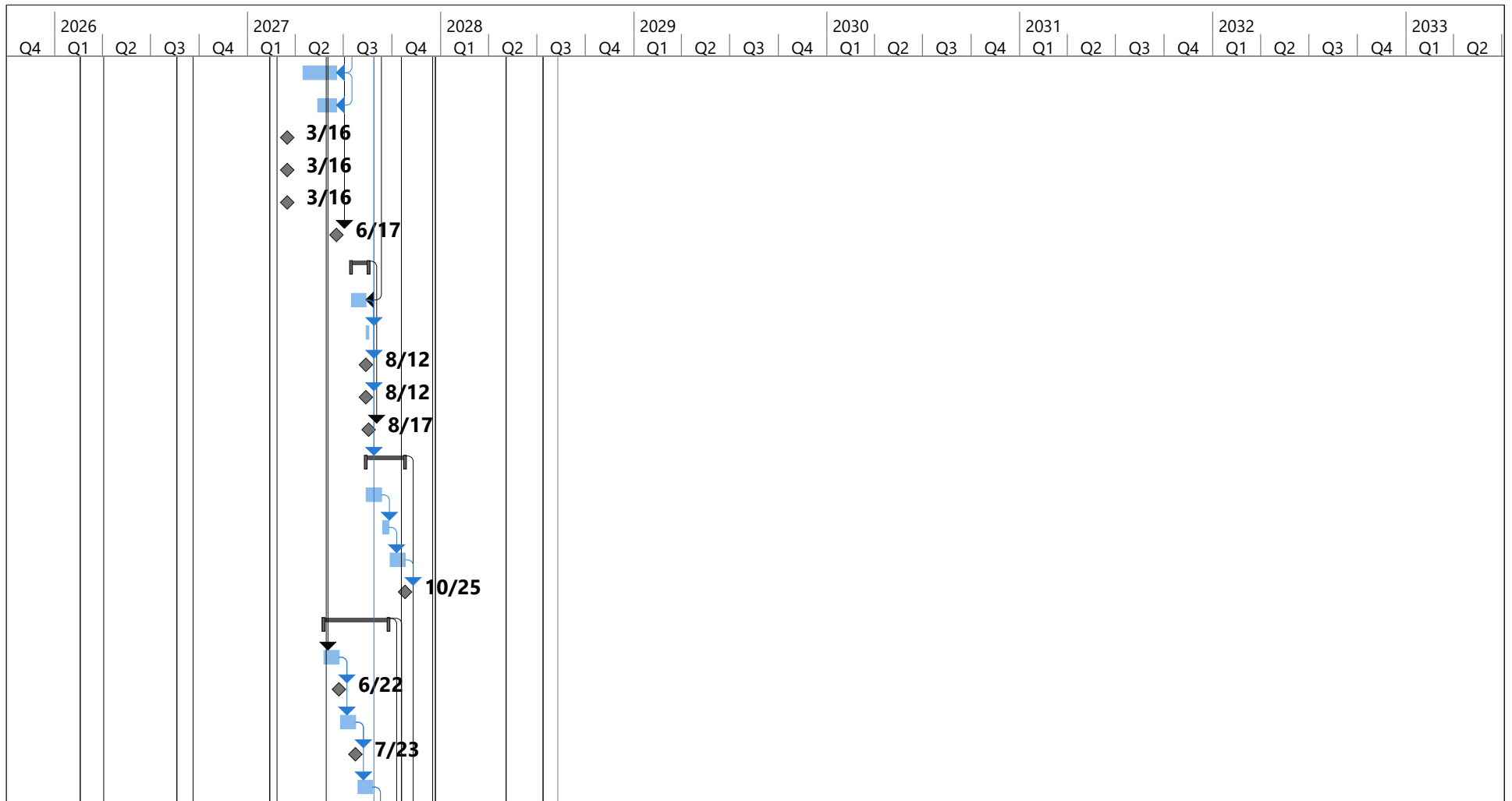
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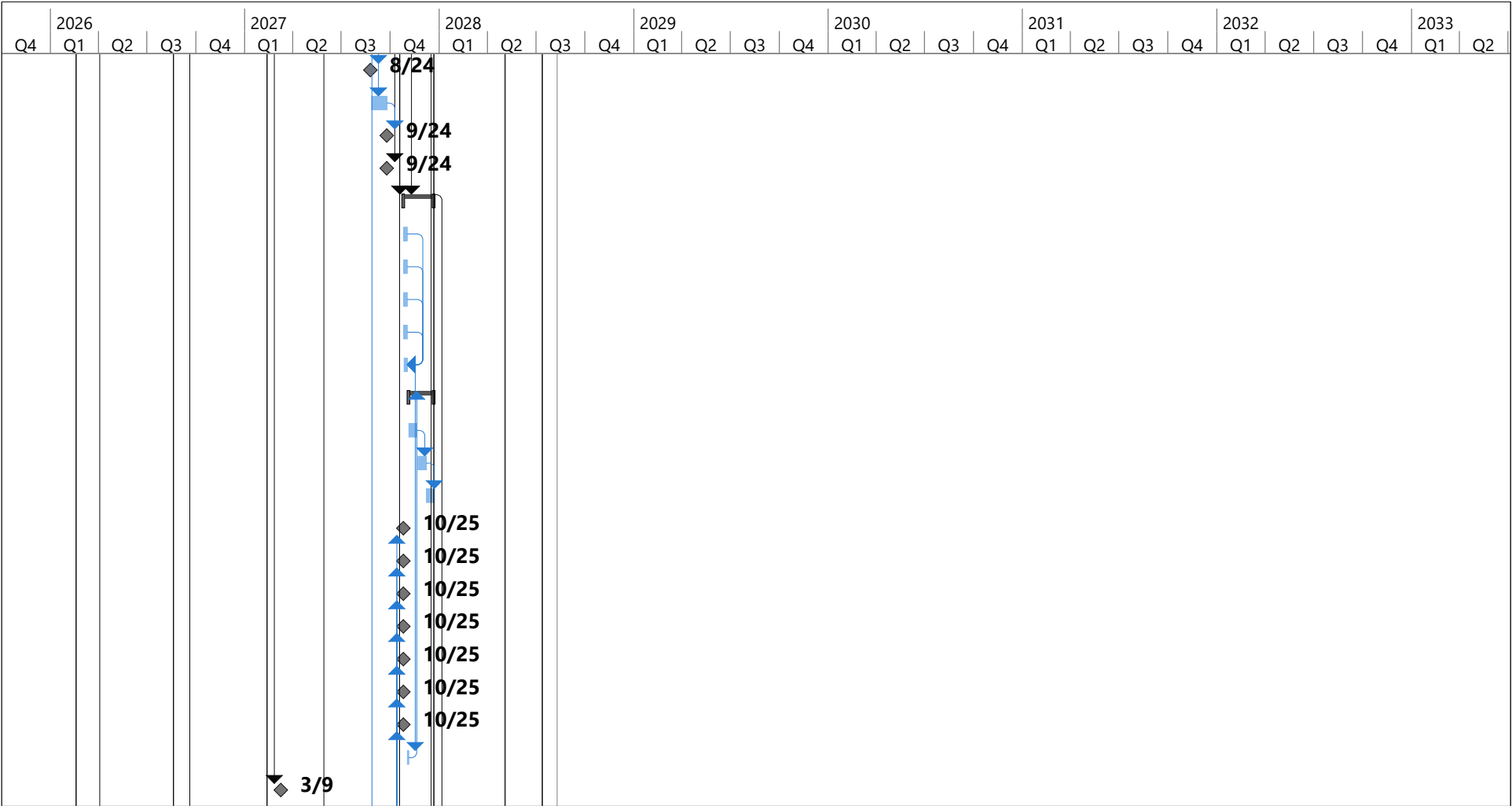
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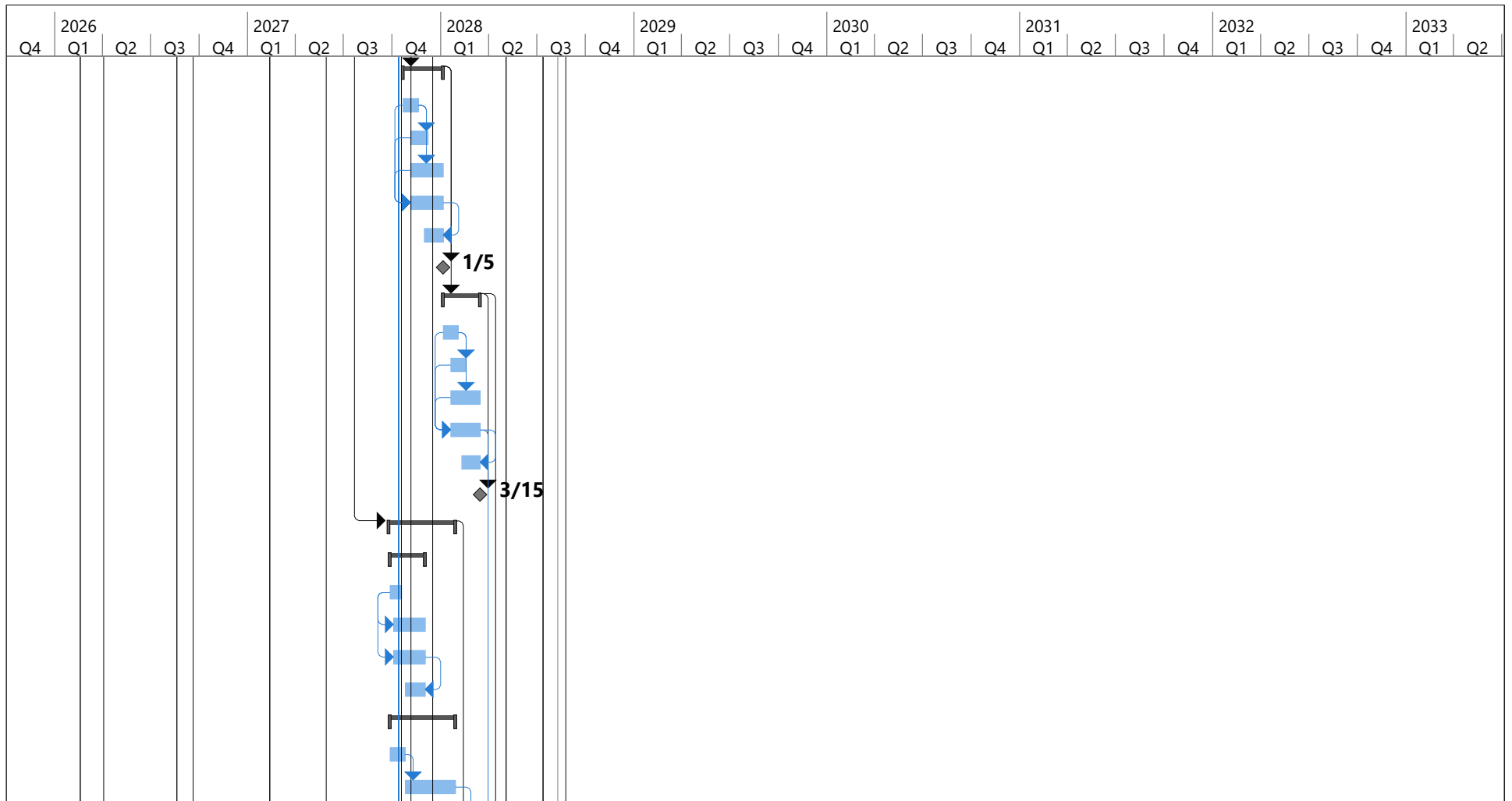
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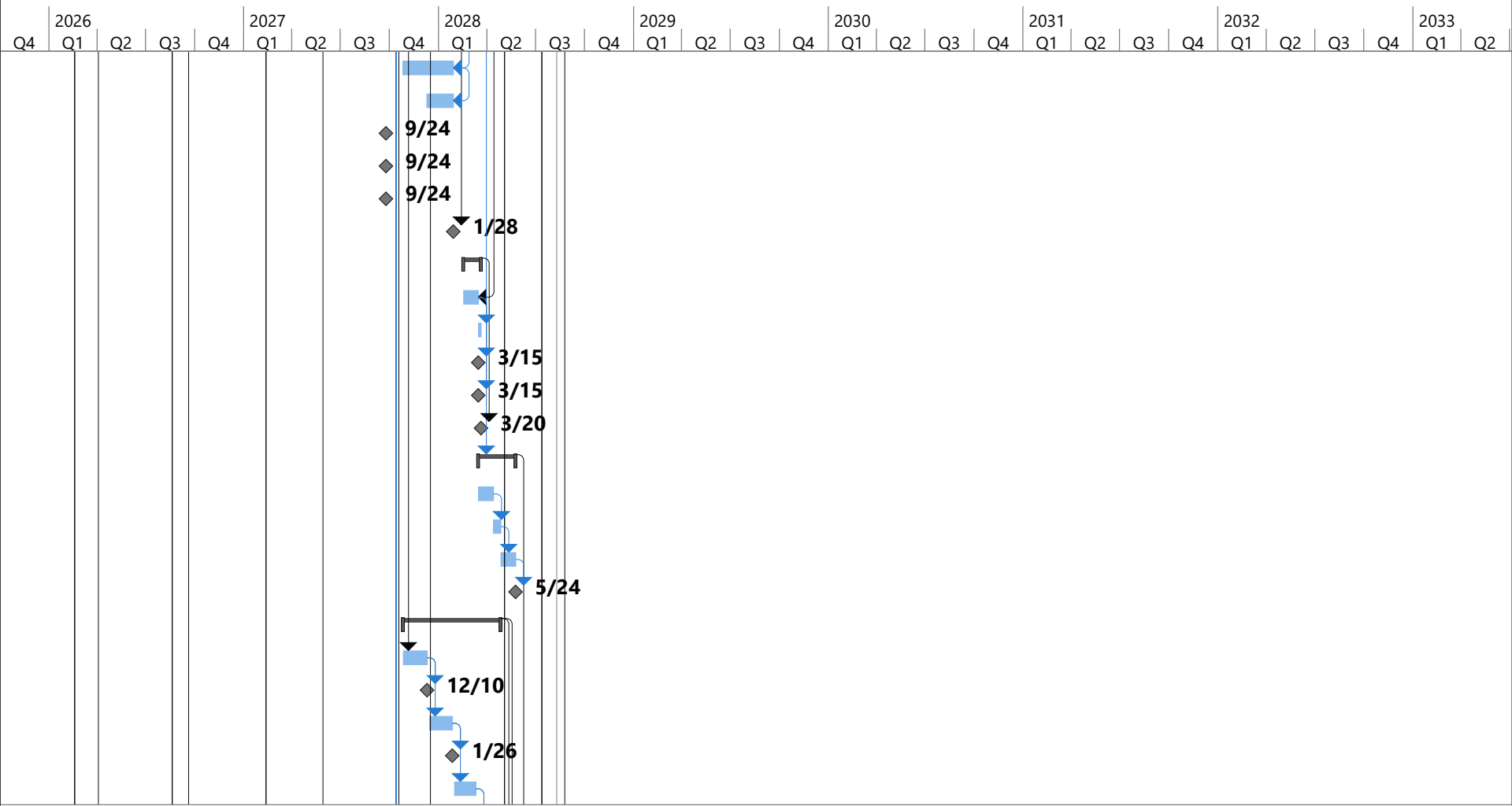
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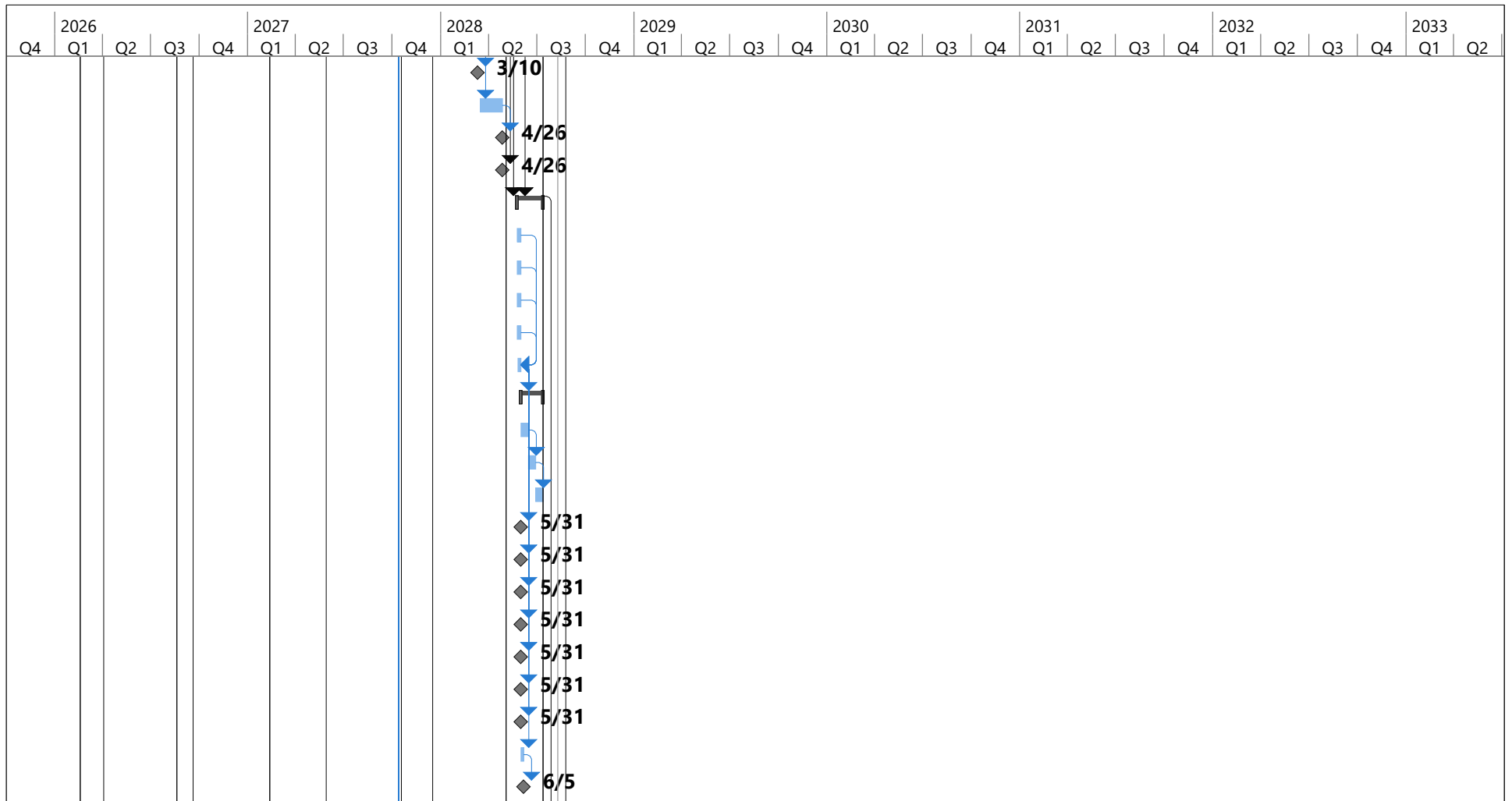
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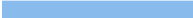
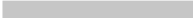


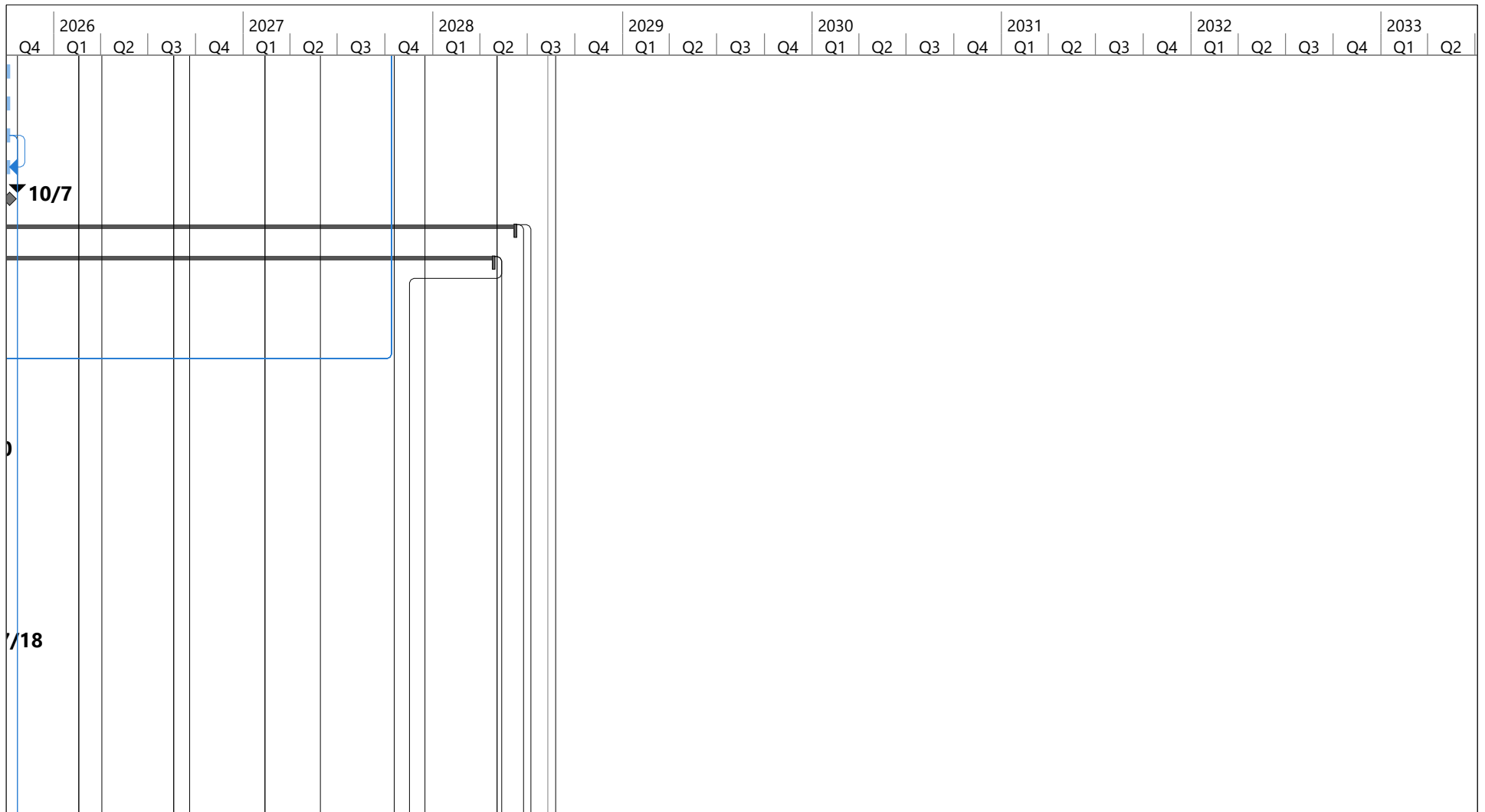
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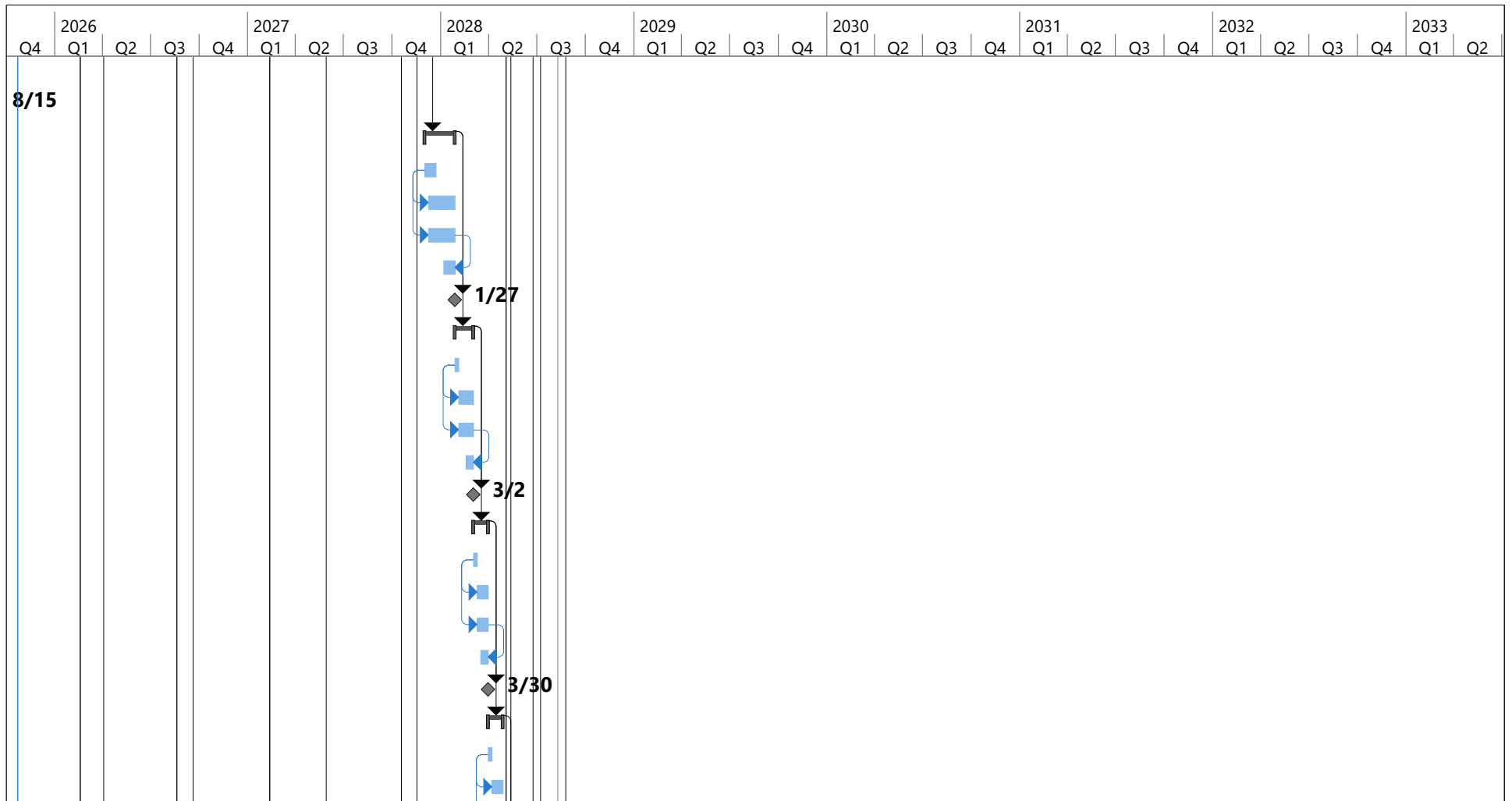
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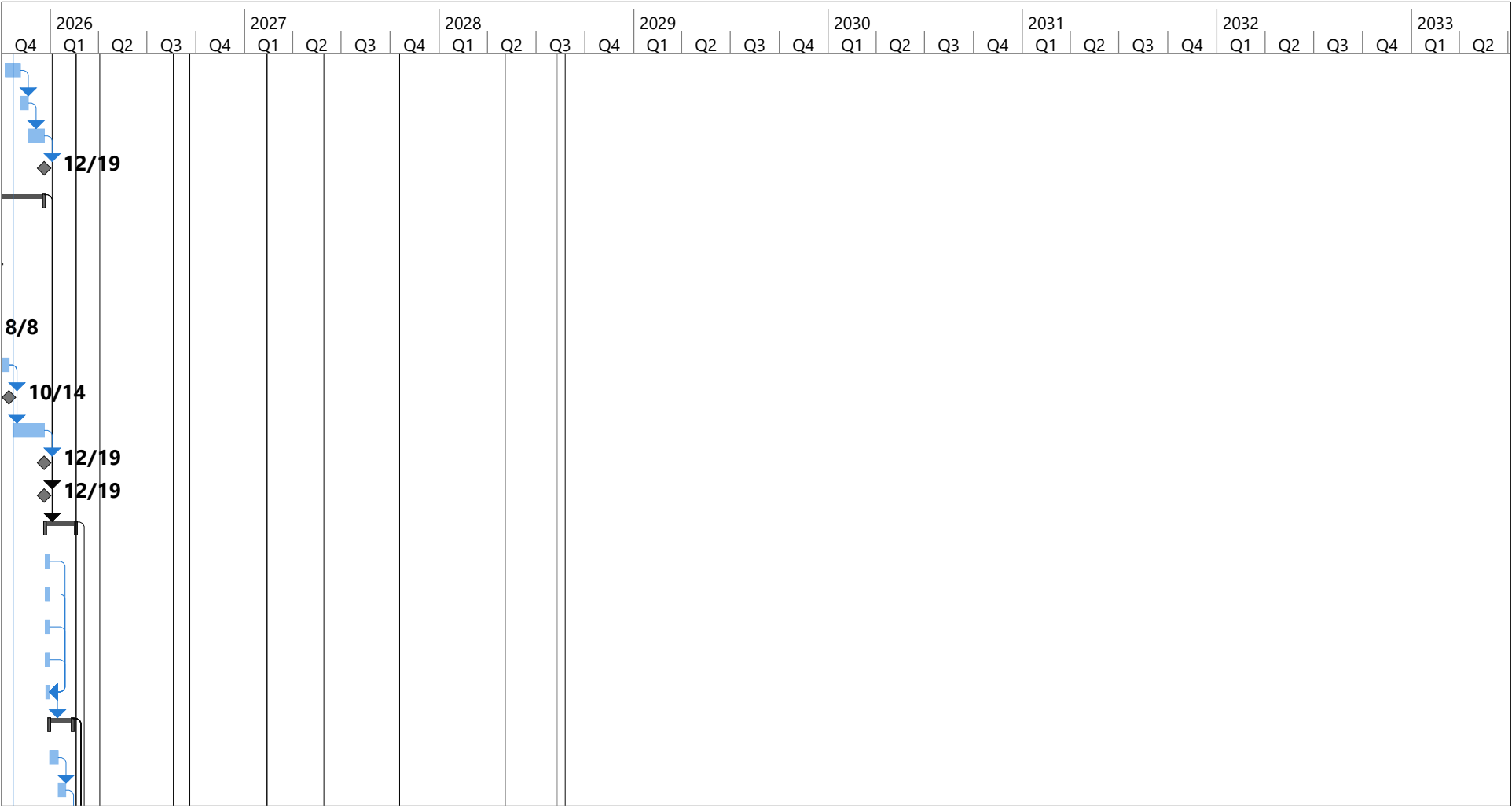
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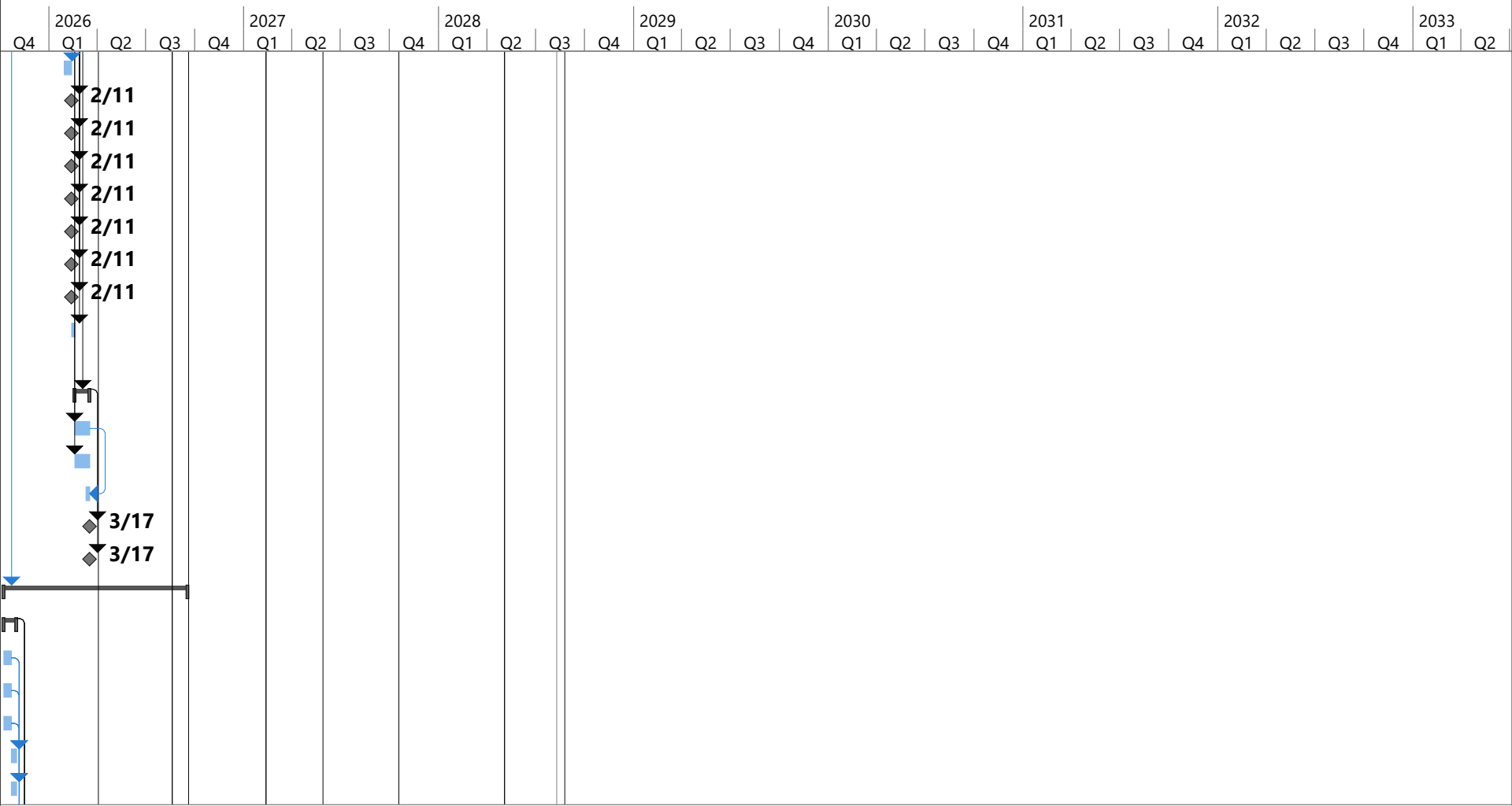
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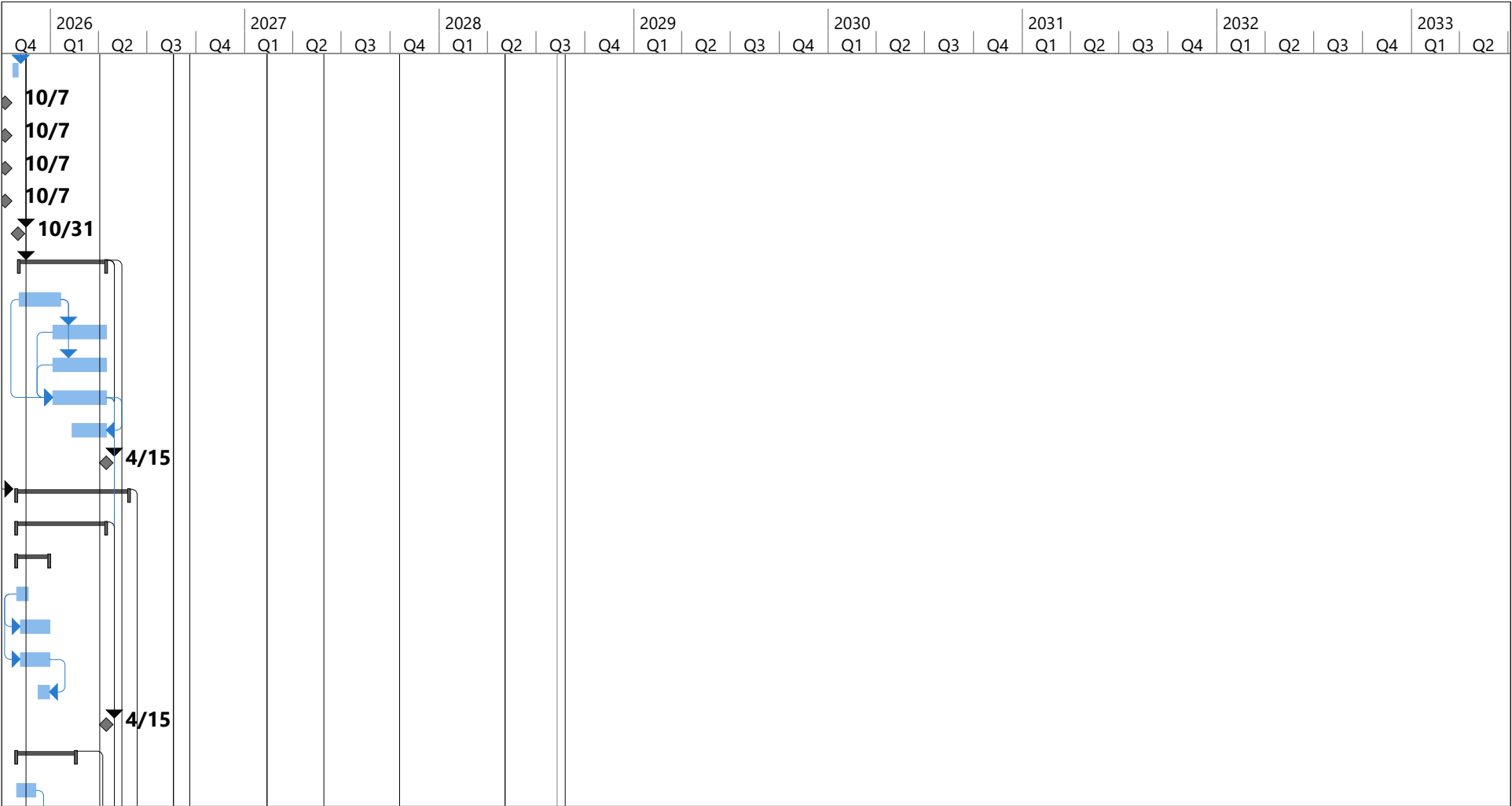
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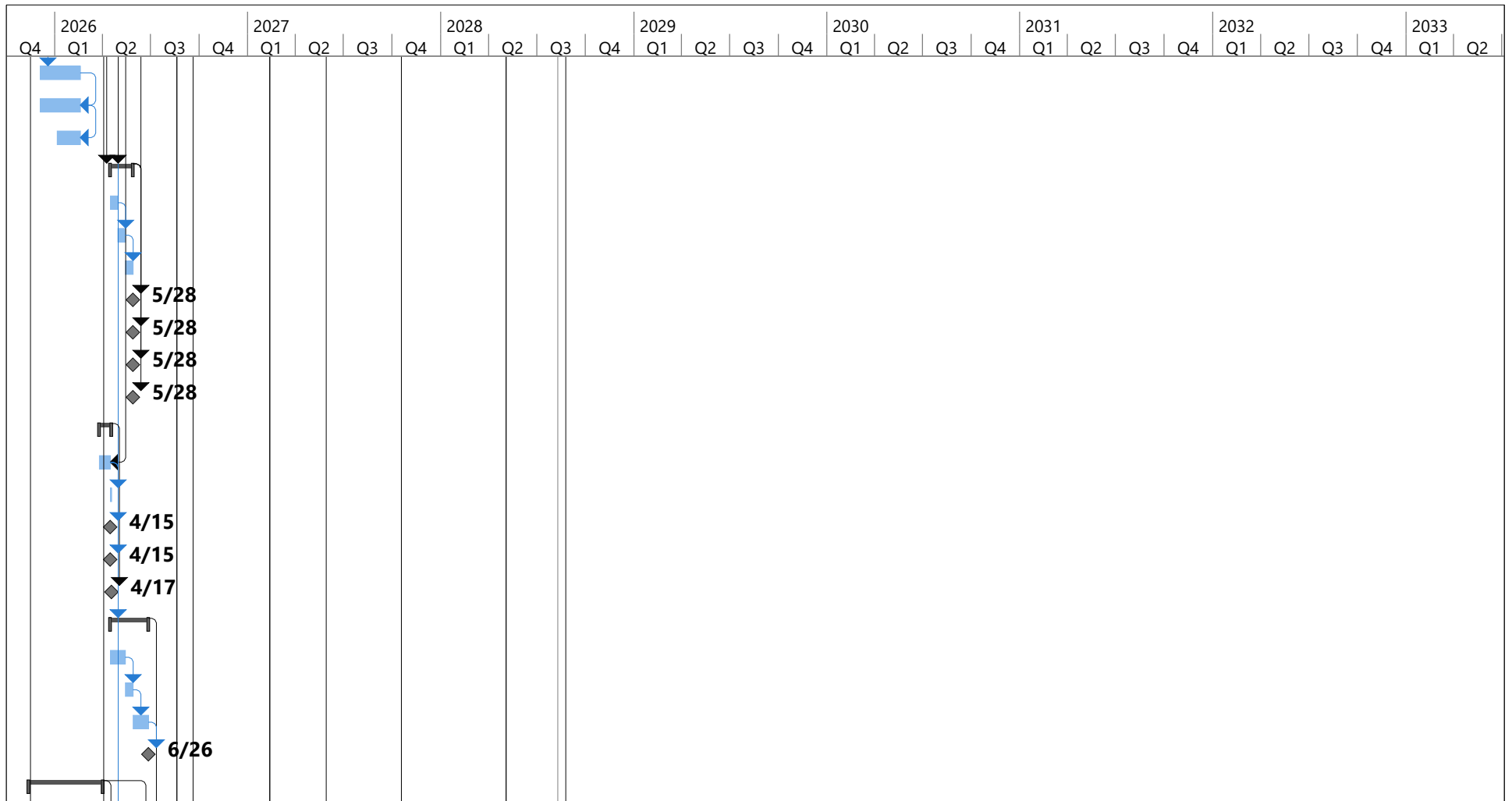
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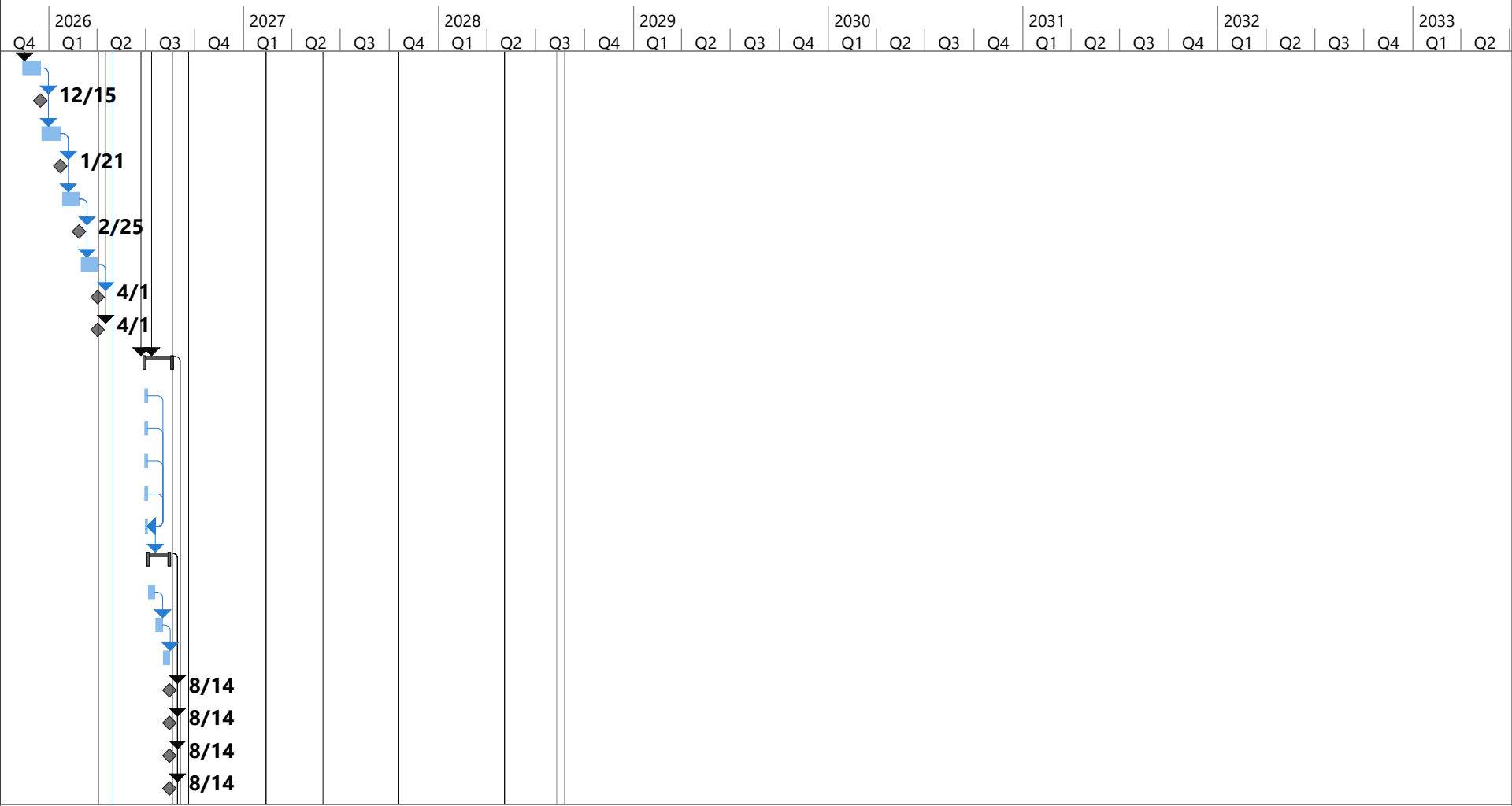
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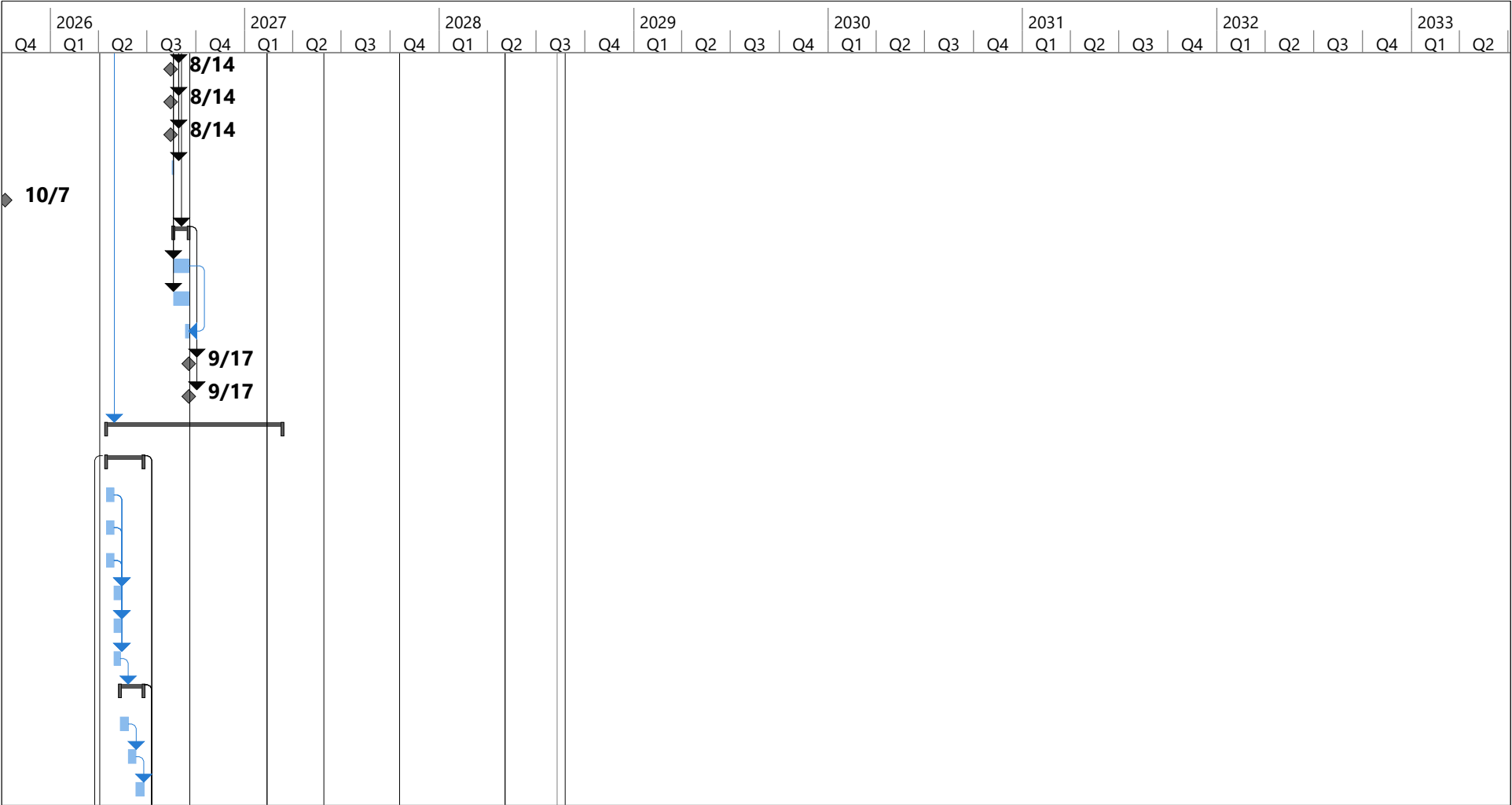
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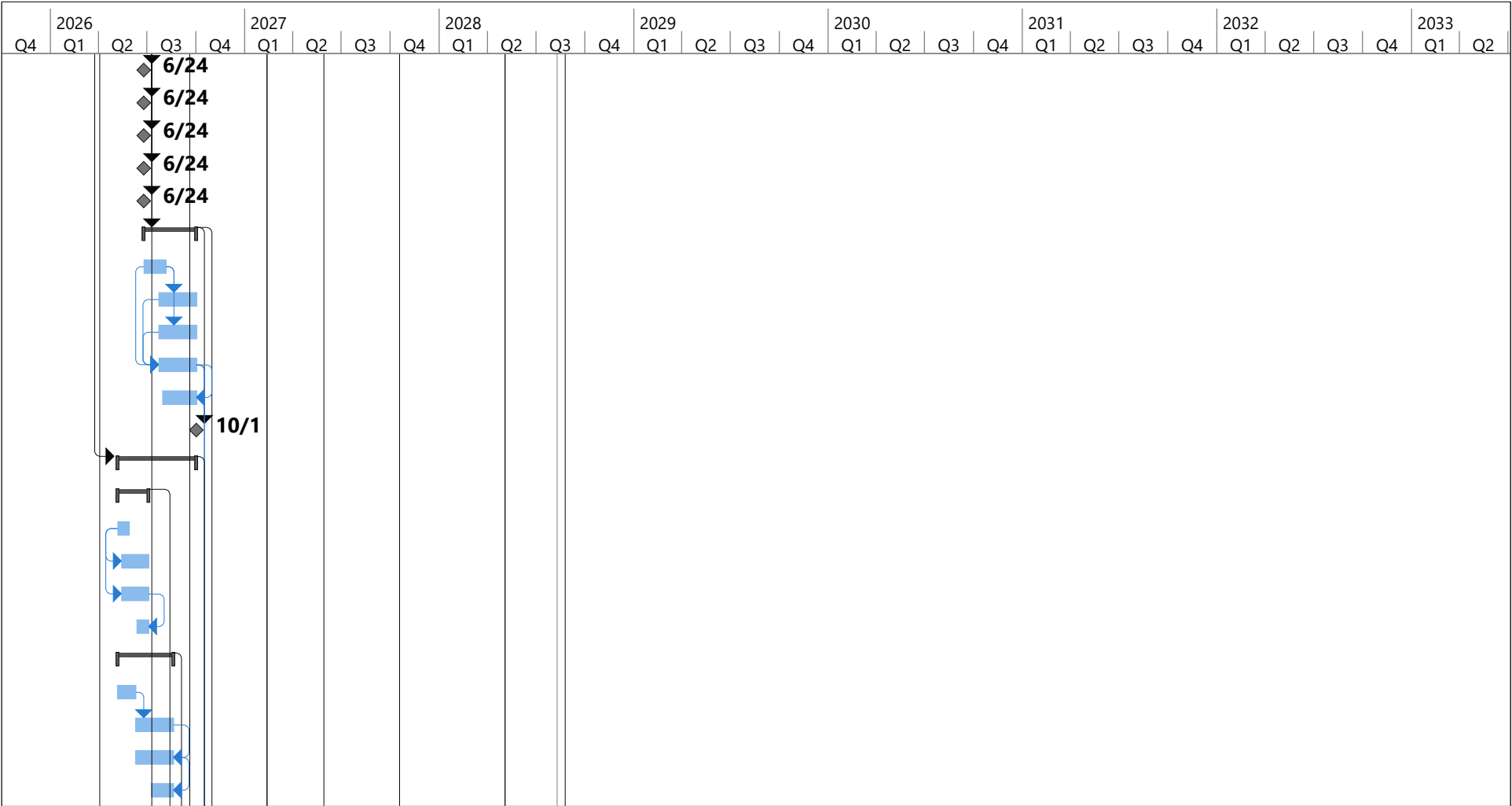
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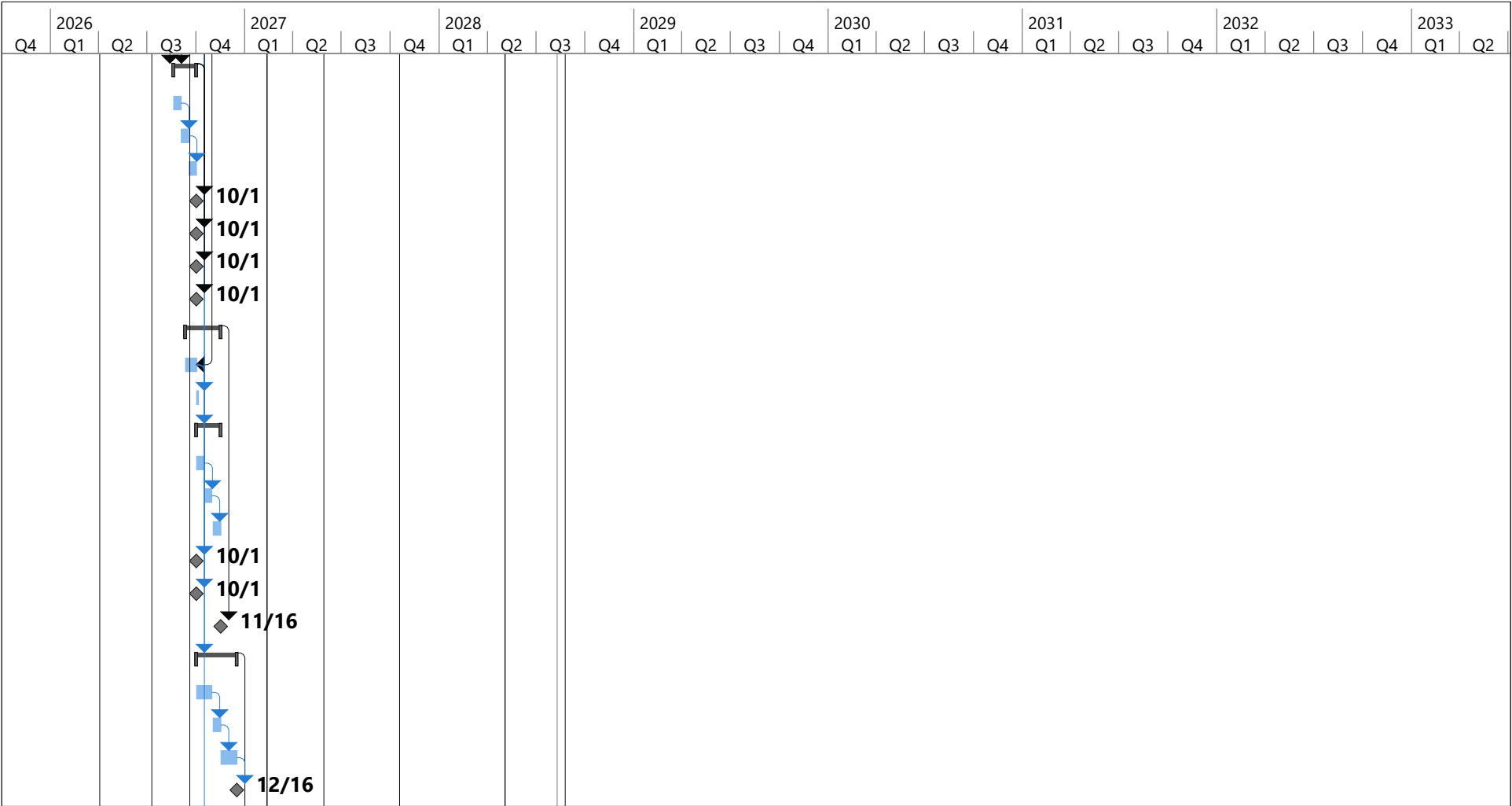
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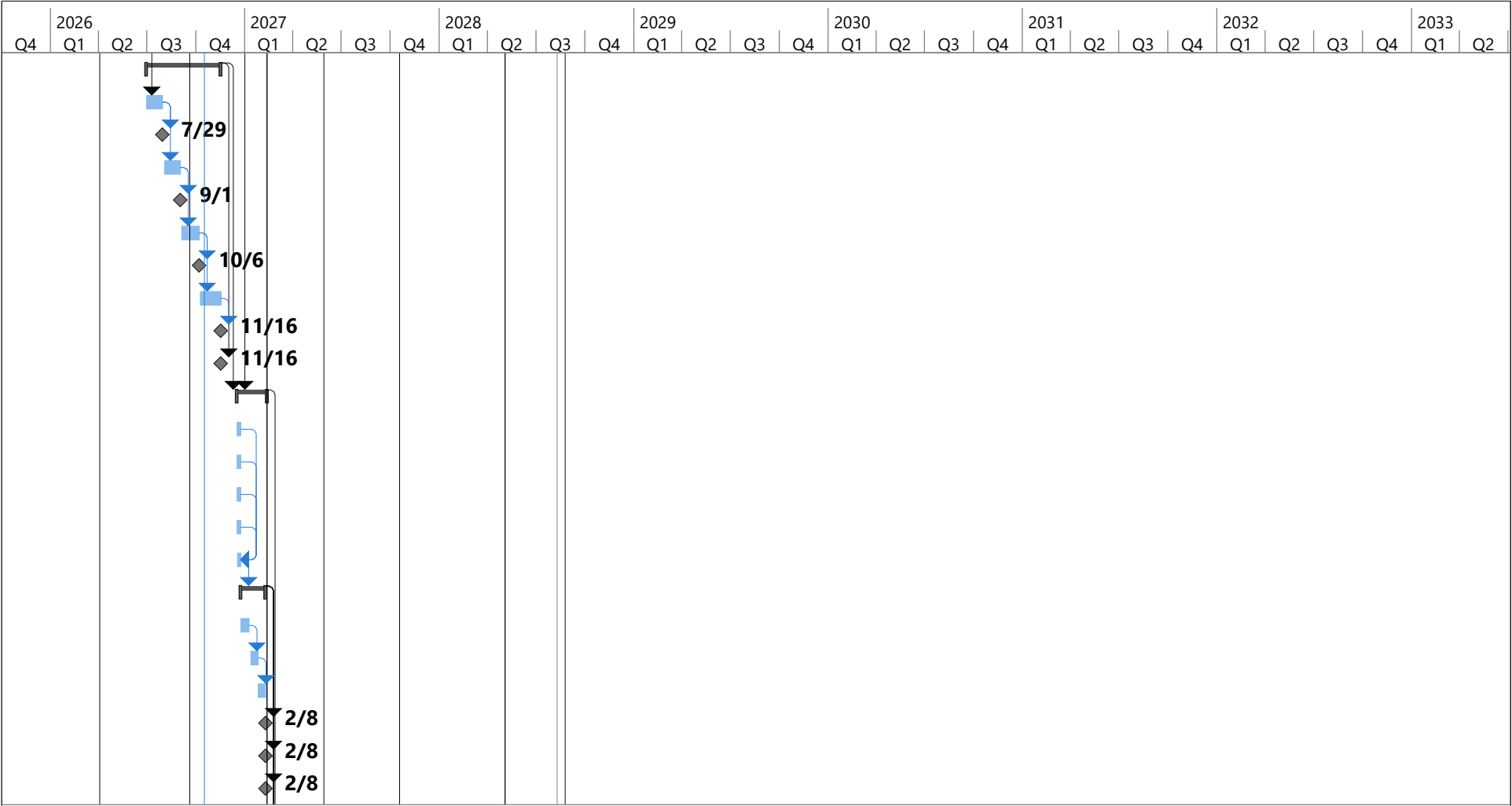
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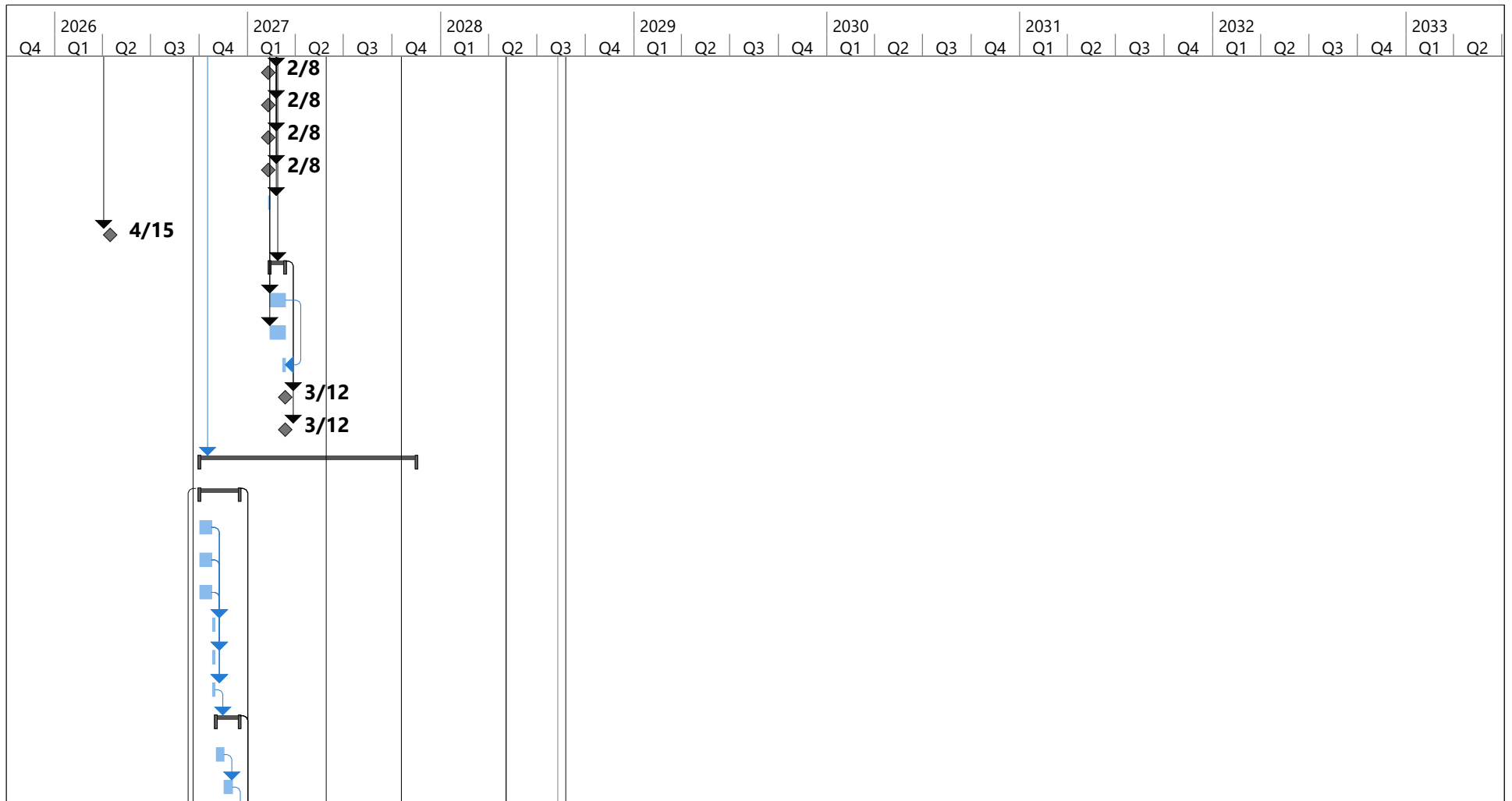
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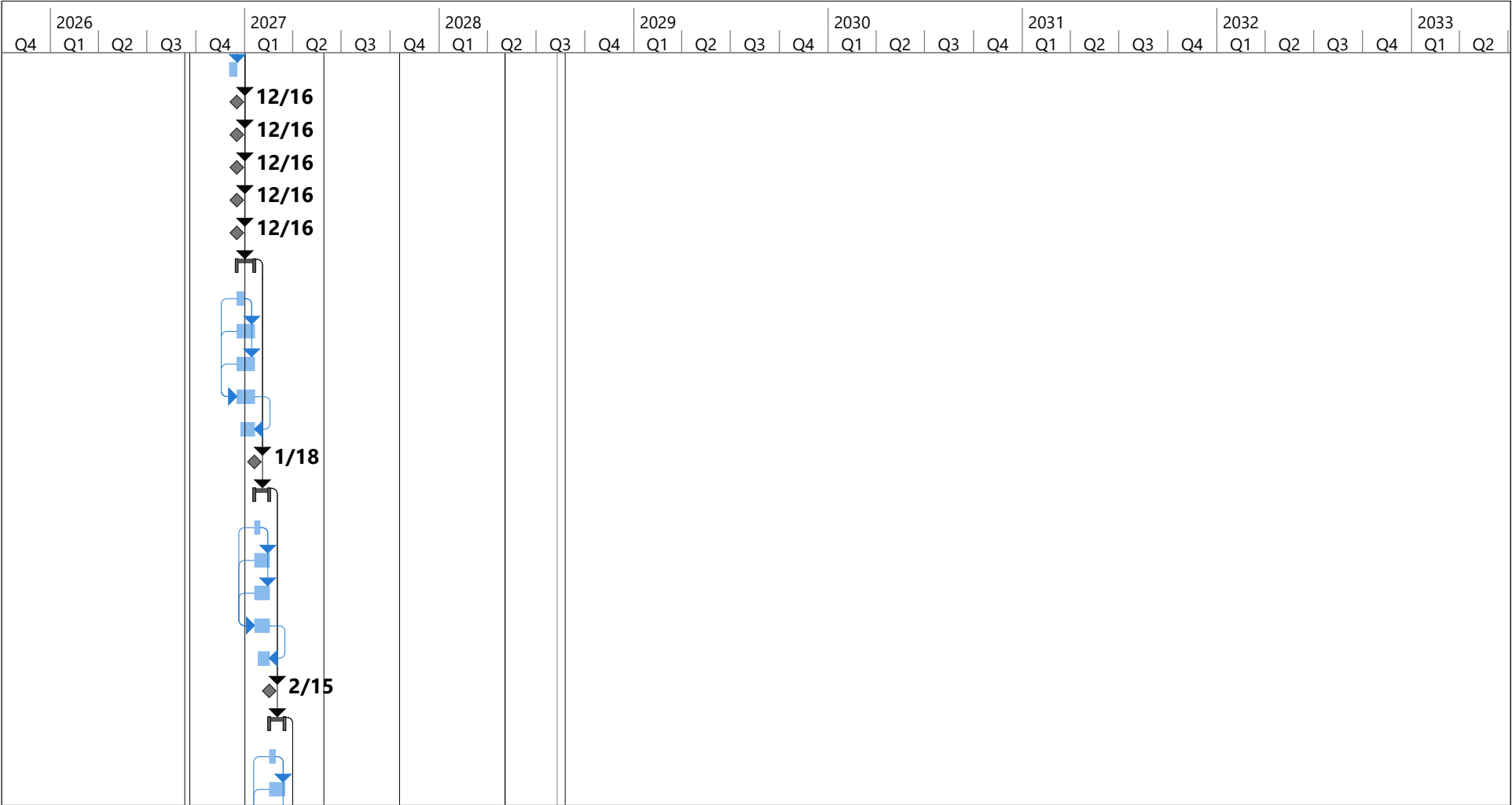
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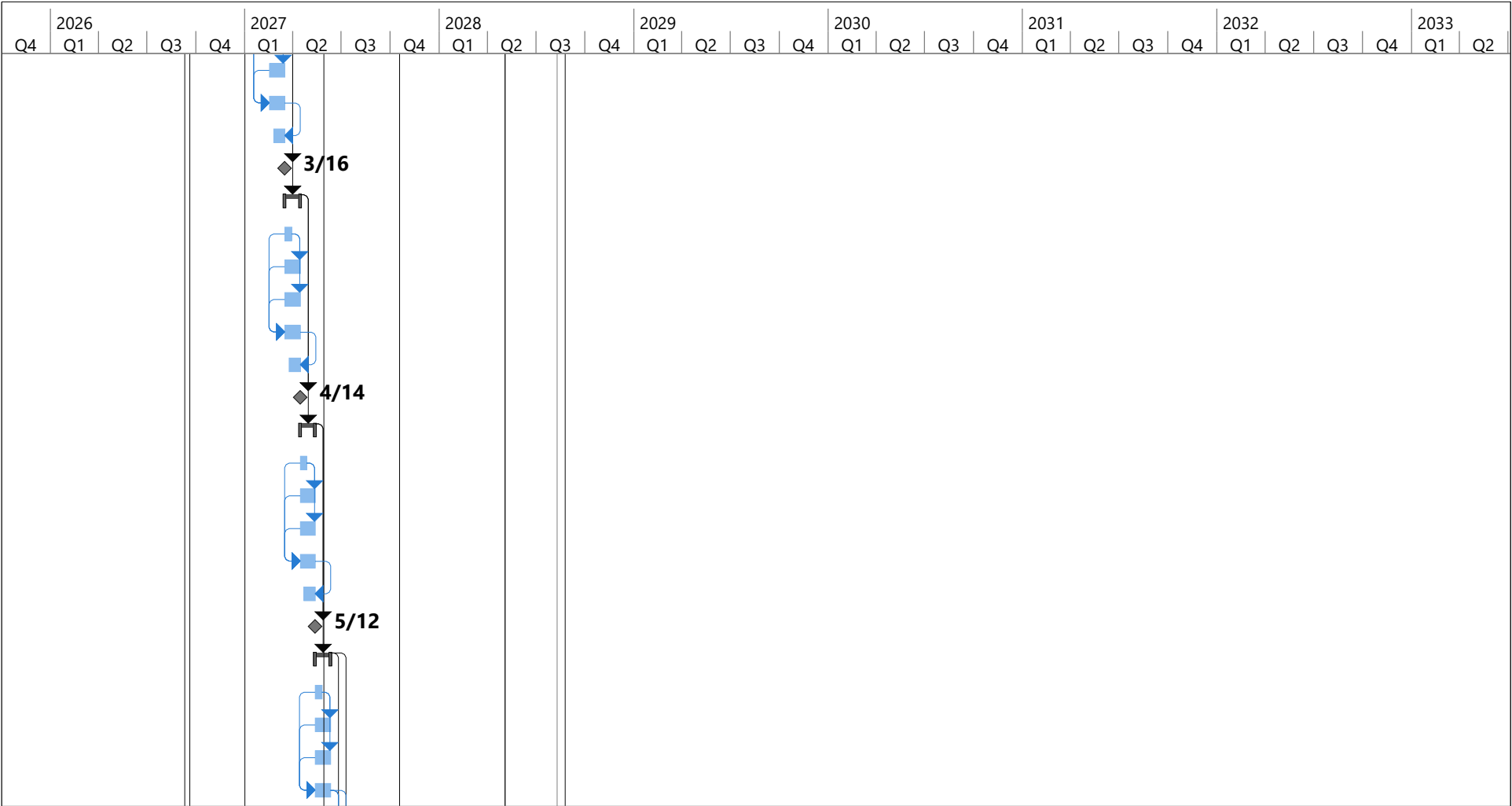
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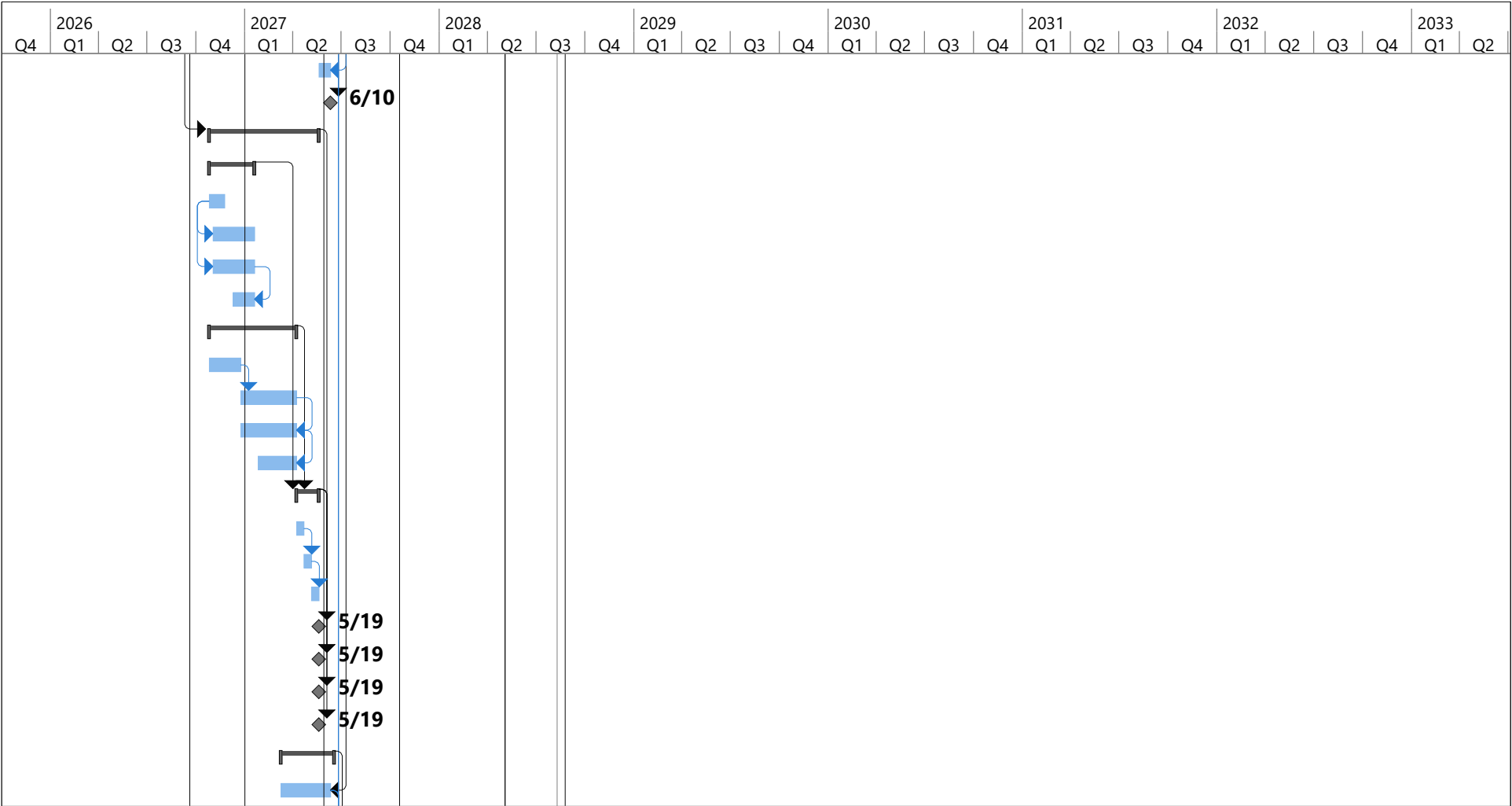
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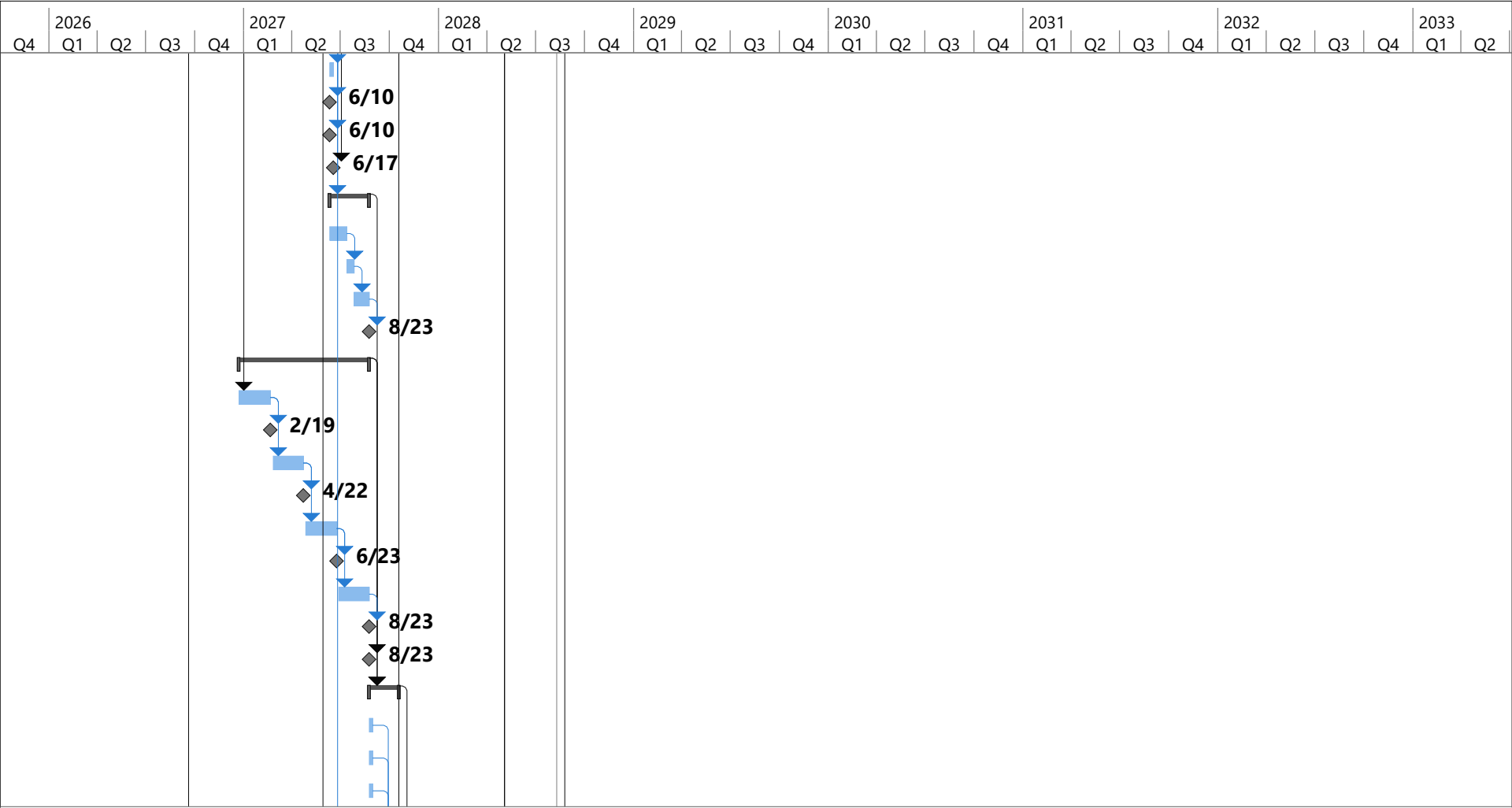
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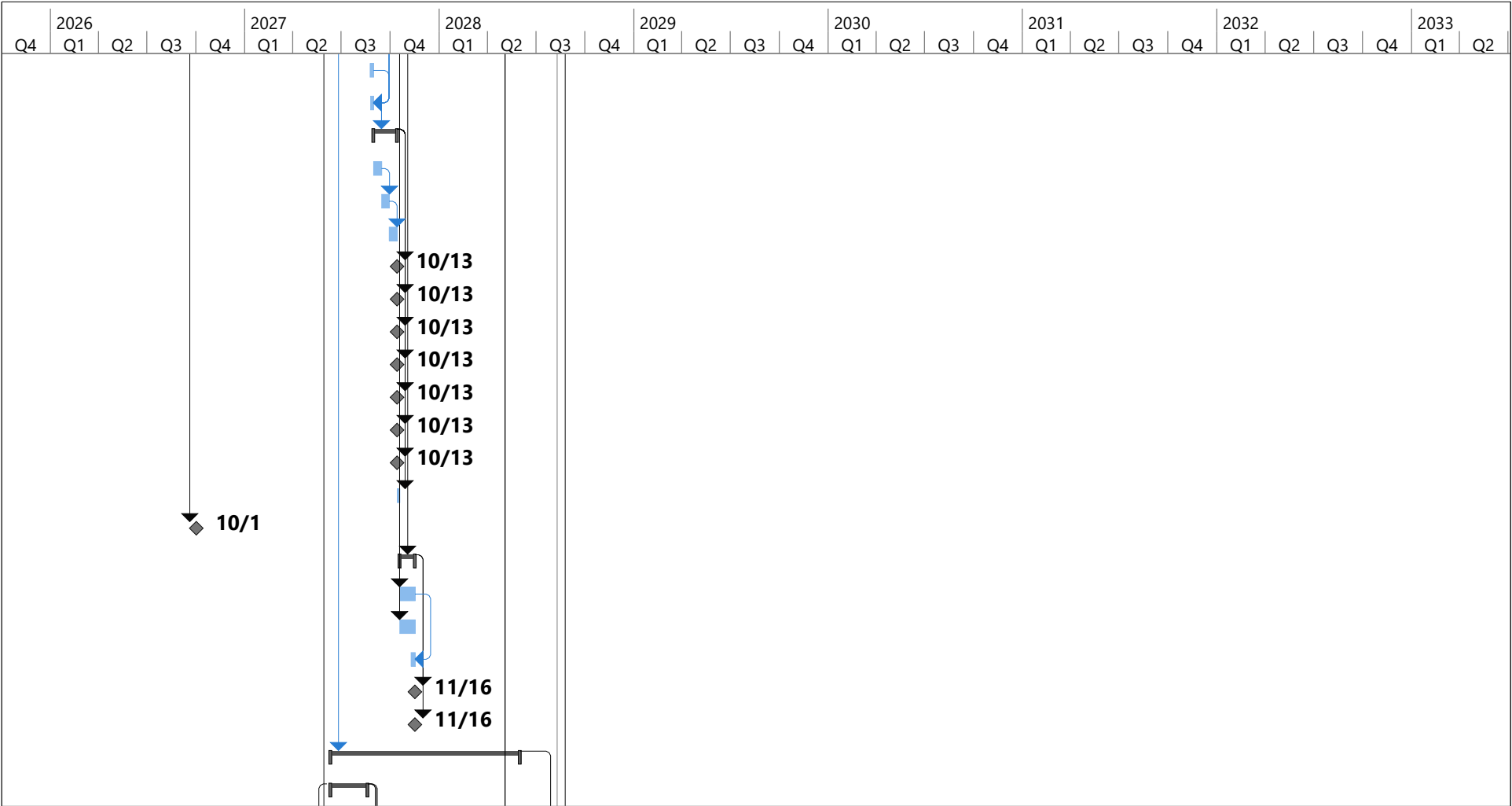
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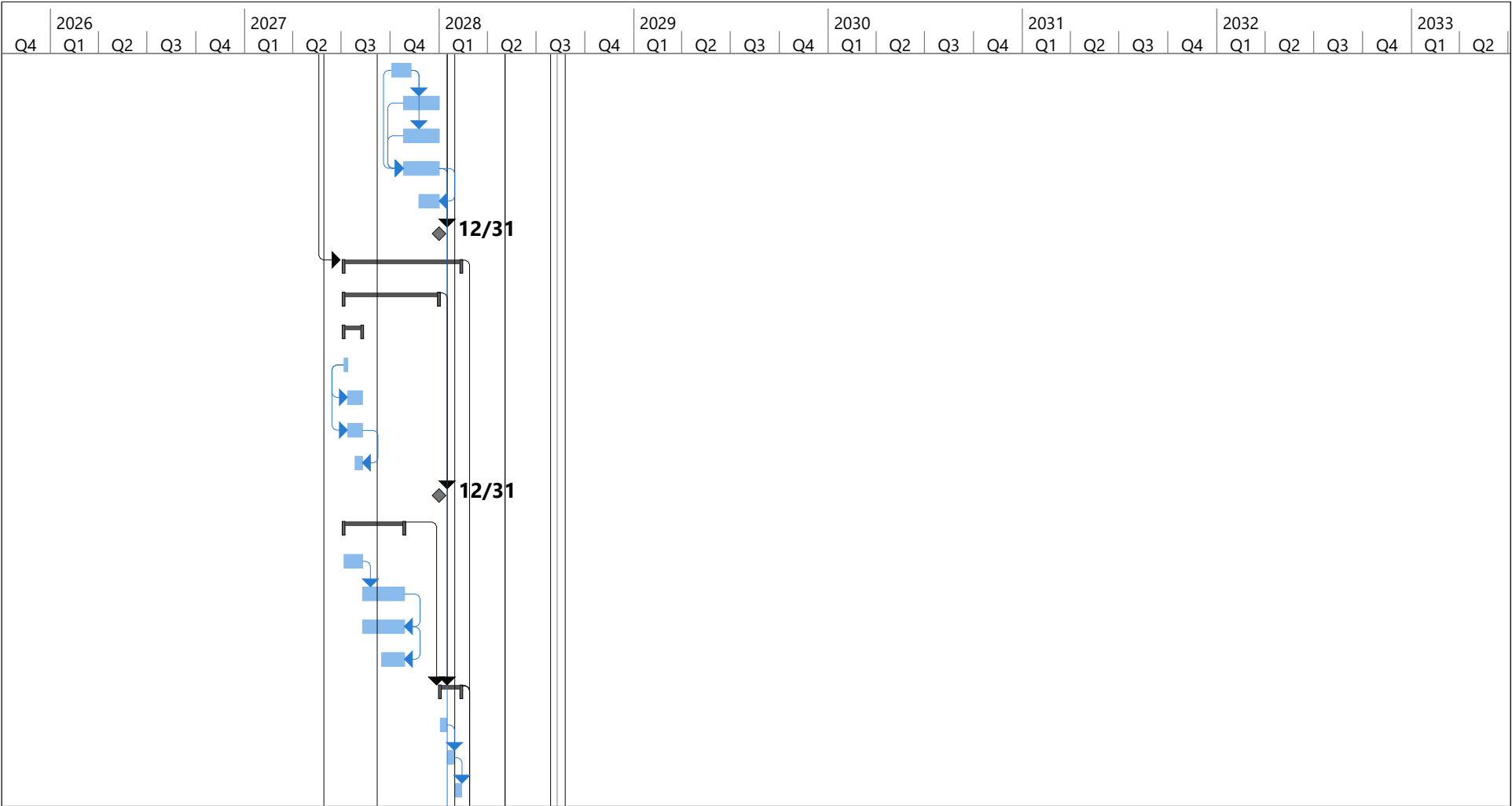
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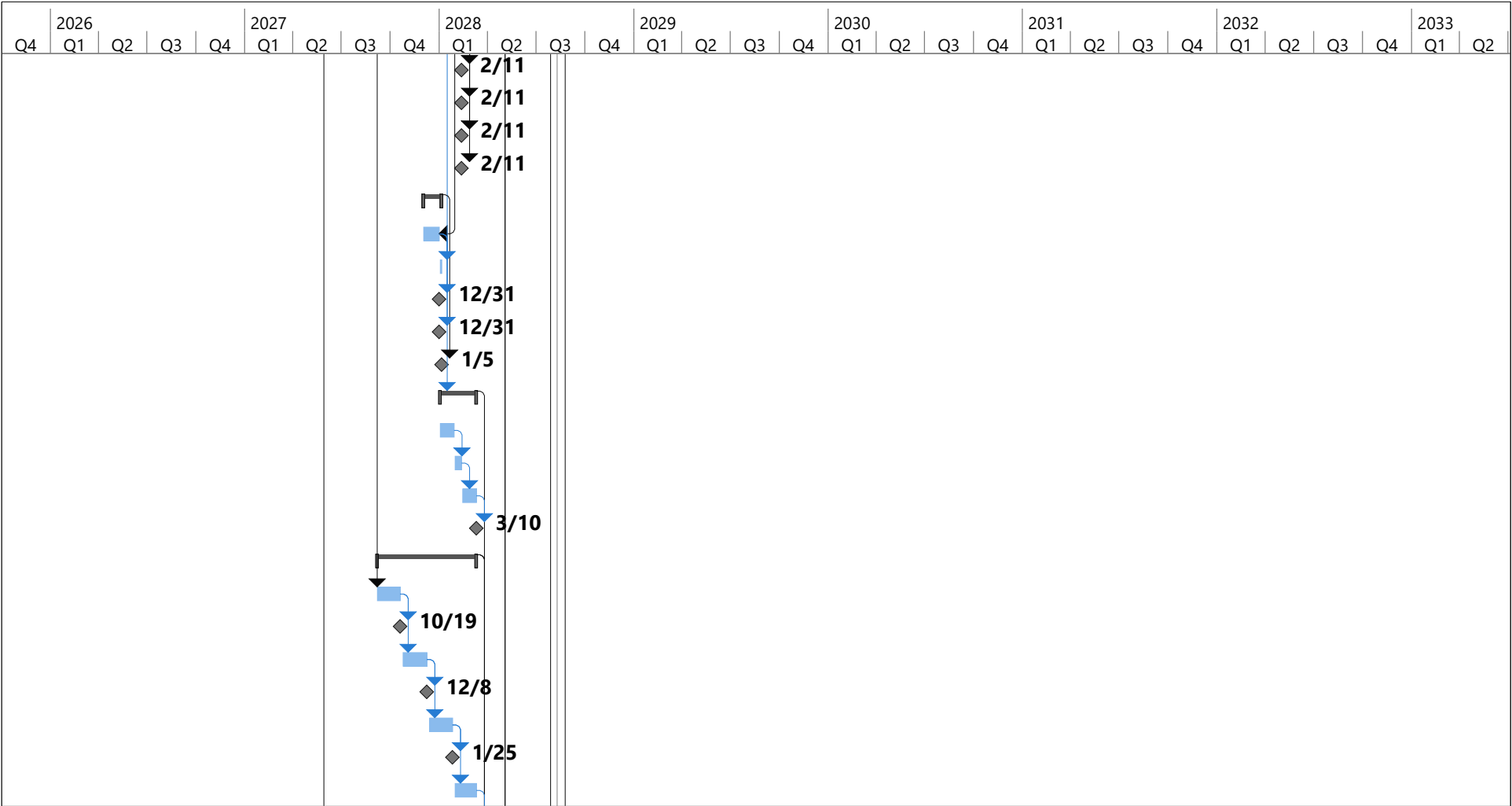
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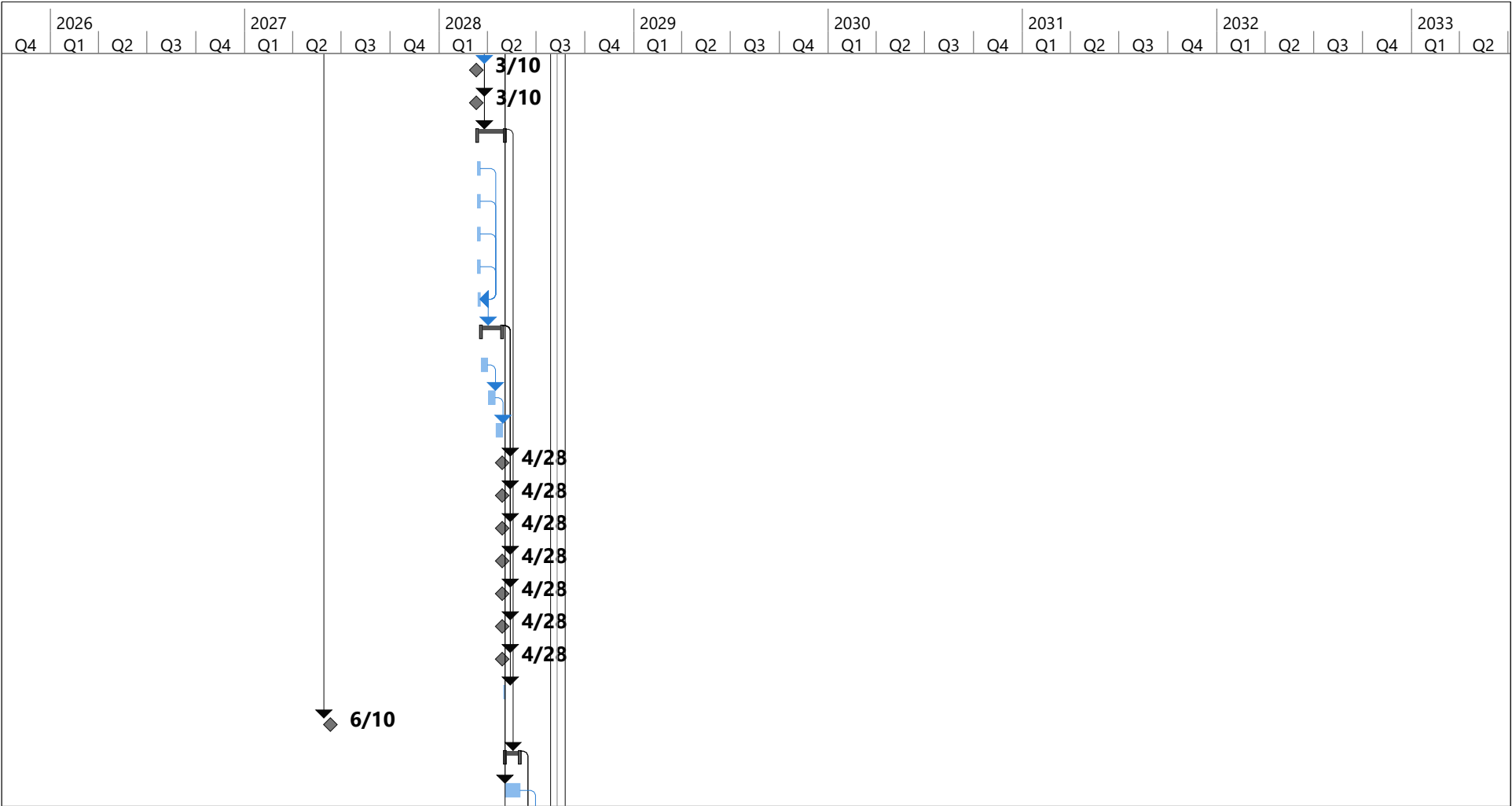
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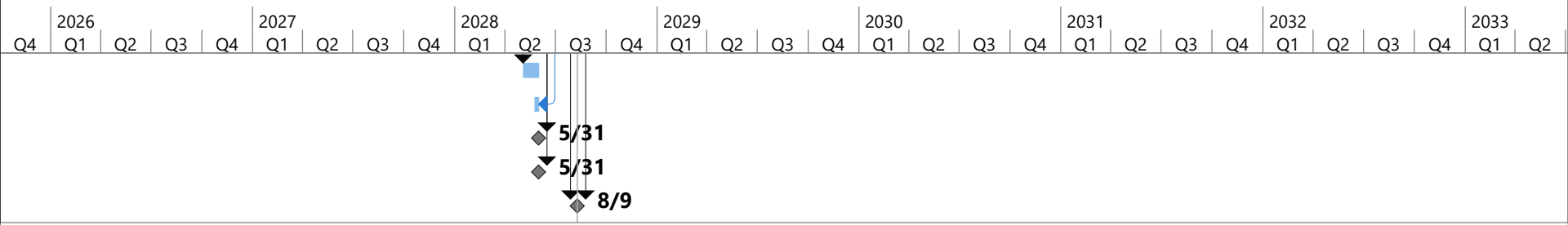
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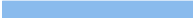
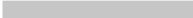


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CITY OF LOS ANGELES

**DEPARTMENT OF BUILDING AND
SAFETY**

LA City Permitting System

FUNCTIONAL REQUIREMENTS

201 North Figueroa Street
Los Angeles, CA 90012



City of Los Angeles
Department of Building and Safety

**LA City Permitting System -
FUNCTIONAL REQUIREMENTS**

Key:

1. **On-premise, Hosted, or Both (O, H, B)** - This column indicates whether the requirement is applicable to on-premise, hosted, or both deployment models.
2. **Production Configuration, Business Rule Automation, Both, or None (C, A, B, N)** - This column indicates that the requirement is met by the proposed solution through (C)onfiguration, (A)Business Rule Automation, (B)oth, or (N)one. If None is selected, the column indicates that the requirement can be met with the other remaining options 3 through 5.
3. **Product Customization (Y, N)** - This column indicates that the requirement is met by the proposed solution through product customization and/or custom developed code.
4. **Future Product Release (Y, N)** - This column indicates that the requirement will be met in a future product release. The response provides a projected release date and version number (if available) under the Explanation or Comments column.
5. **Integration with 3rd Party Product (Y, N)** - This column to indicate that the requirement can only be met through the use and integration with a 3rd party product or solution. It identifies the proposed 3rd party product under the Explanation or Comments column.



**City of Los Angeles
Department of Building and Safety**

**LA City Permitting System -
FUNCTIONAL REQUIREMENTS**

Table of Contents

Functional Areas /System Capability	Total Number of Requirements
A. Customer Service & Online Portal	87
B. Application Submission & Intake	128
C. Application Processing	64
D. Plan Check	151
E. Permitting	144
F. Inspections	245
G. Complaint Management & Code Enforcement	120
H. Licensing	91
I. Hearings	110
J. General	111
Grand Total	1,251

ID	Functional Area / System Capability	Requirement Area	Requirement	Detailed or Associated System Capability	Stakeholder Bureau/Division/ Group	(O) n-Premise, (H) hosted, or (B) both	(C) configuration	(A) Business Rule Automation	Customization (Y/N)	Integration w/ 3rd Party Product	Explanation or Comments
A001	A. Customer Service & Online Portal	Search for Information	The system shall have the ability to provide a user tutorial to familiarize new users with the system (e.g., out of the box guided tool or video that introduces the user to standard site navigation, tools available, etc.).	Guided Help Tool	Applications (Multiple)	H	N	Y	N	N	Our solution includes a user guide and recorded video; however, we could explore 3rd party integrations if more advanced features are required.
A002	A. Customer Service & Online Portal	Search for Information	The system shall provide an online tool that is available to customers without logging in that will provide an interactive experience for the Customer, providing both general information, as well as information tailored to the Customer's needs, that will guide them through the application process. (i.e., guided help tool)	Guided Help Tool	Applications (Multiple)	H	B	N	N	N	We expect to leverage Lightning Flows technology to build this wizard through configuration instead of creating custom code.
A003	A. Customer Service & Online Portal	Search for Information	The system shall allow the data returned in the online portal searches to be exported out of the system (e.g., downloaded in Excel format) if request is allowable (i.e., not all information requests should be downloaded).	N/A	Applications (Multiple)	H	N	Y	N	N	We expect to leverage Lightning Flows technology to build this wizard through configuration instead of creating custom code.
A004	A. Customer Service & Online Portal	Search for Information	The system shall allow the data returned in the online portal searches to be printed from the system if request is allowable (i.e., not all information requests should be downloaded).	N/A	Applications (Multiple)	H	C	N	N	N	Printable views can be accessed through the community portal.
A005	A. Customer Service & Online Portal	Search for Information	The system shall allow users to search data in the system that has been flagged as displayable to the public via the customer portal without being logged in.	N/A	Applications (Multiple)	H	C	Y	N	N	This functionality will be met through configuration and customization of the Customer Portal.
A006	A. Customer Service & Online Portal	Search for Information	The system shall allow users to search fee data in the system (i.e. fee description, fee estimate) without being logged in.	N/A	Applications (Multiple)	H	C	Y	N	N	
A007	A. Customer Service & Online Portal	Search for Information	The system shall allow users to view information related to departmental news and other updates that are posted to the customer portal without being logged in.	N/A	Applications (Multiple)	H	C	N	N	N	
A008	A. Customer Service & Online Portal	Search for Information	The system shall provide "Contact Us" links that the user can select to submit an electronic message to Agency staff, based on configurable inquiry type or party to contact, without being logged in.	N/A	General (Multiple)	H	C	N	N	N	Our assumption is that this is not live/realtime chat. This could be accomplished with a service request type.
A009	A. Customer Service & Online Portal	Search for Information	The system shall provide a standard template for submitting a "Contact Us" request to assist support in the categorization and routing of these messages to relevant Agency staff.	N/A	General (Multiple)	H	C	N	N	N	Our assumption is that this is not live/realtime chat. This could be accomplished with a service request type.
A010	A. Customer Service & Online Portal	Search for Information	The system shall provide an ability to track searches performed by the users on the customer portal to track trends.	N/A	Applications (Multiple)	H	C	Y	Y	N	This would have to be done in conjunction with Google Analytics or custom search functionality
A011	A. Customer Service & Online Portal	Search for Information	The system shall provide an option for users to search for a particular location to see active applications for rezonings, permits, etc. in a designated geographical area on an interactive map that displays active projects (e.g., "What's going on in my neighborhood?").	N/A	Applications (Multiple)	H	C	N	N	N	We would need to add an "active projects" GIS layer to meet this requirement.
A012	A. Customer Service & Online Portal	Search for Information	The system shall provide an option for users to search for and view project-specific information without being logged in (i.e. application status, plan check status, plan check comments).	N/A	Applications (Multiple)	H	C	Y	N	N	We would need to build custom search functionality on the customer portal for non authenticated users
A013	A. Customer Service & Online Portal	Search for Information	The system shall provide external links to Frequently Asked Questions (FAQ) pages that the customer can select without being logged in.	N/A	Applications (Multiple)	H	C	N	N	N	
A014	A. Customer Service & Online Portal	Search for Information	The system shall provide robust query options for non-logged in users to search publicly available information stored in the system (i.e. research on Agency parcels, ordinances, departmental processes and services, application submission requirements, as well as data stored in the System that is public information, such as approved plan packages, issued permits, complaint cases, etc.).	N/A	Applications (Multiple)	H	C	Y	N	N	We would need to build custom search functionality on the customer portal for non authenticated users
A015	A. Customer Service & Online Portal	Search for Information	The system shall provide website analytics, which allow the Agency to track customer behavior on the customer portal.	N/A	Applications (Multiple)	H	C	N	N	N	This would be done using Google Analytics for tracking customer behavior within the portal
A016	A. Customer Service & Online Portal	Search for Information	The system shall return relevant data that matches search criteria entered by the user via the online portal (additional searching and reporting requirements are included in the General Tab).	N/A	Applications (Multiple)	H	N	Y	N	N	We would need to build custom search functionality on the customer portal
A017	A. Customer Service & Online Portal	Manage Geographic & Property Information	The system shall allow users to execute queries related to GIS data (e.g., search Zoning Map) without being logged in.	Interface, GIS	General (Multiple)	H	N	N	N	Y	This is currently a near future product road map item, but currently would require creating a custom map viewer component.

A018	A. Customer Service & Online Portal	Manage Geographic & Property Information	The system shall allow users to view GIS maps without being logged in.	Interface, GIS	General (Multiple)	H	C	N	N	Y	This is currently a near future product road map item, but currently would require creating a custom map viewer component.
A019	A. Customer Service & Online Portal	Research Requirements & Select Service	The system shall allow the user to advance or return to various pages in the guided help tool to explore different decision tree paths (e.g., be able to go back to a previous page and select a different answer, which triggers a different series of questions).	Guided Help Tool	Applications (Multiple)	H	C	N	N	N	Out of the box(OOTB) Functionality
A020	A. Customer Service & Online Portal	Research Requirements & Select Service	The system shall have a guided help tool that allows configuration of a decision tree and other functionality that allows prospective applicants to select their services based on a step-by-step, smartly configured collection of data based on the project, service, or application that the Customer is interested in.	Guided Help Tool	Applications (Multiple)	H	C	N	N	N	OOTB Functionality
A021	A. Customer Service & Online Portal	Research Requirements & Select Service	The system shall have the ability to prompt a user to respond to a series of questions to guide an applicant to select the appropriate service offering provided by the Agency that is similar to the questions that Intake Staff would ask a Customer in person.	Guided Help Tool	Applications (Multiple)	H	C	N	N	N	OOTB Functionality
A022	A. Customer Service & Online Portal	Research Requirements & Select Service	The system shall notify the applicant if the information entered does not return any results for services, or if the specifics of the project exceed the complexity the guided help tool can handle, and provide information on how to contact Intake Staff for further assistance.	Guided Help Tool	Applications (Multiple)	H	C	N	N	N	OOTB Functionality
A023	A. Customer Service & Online Portal	Research Requirements & Select Service	The system shall present a structured and guided series of questions that can provide a dynamic and interactive Frequently Asked Questions (FAQ) tool, where detailed information can be provided to the user such as an overview of processes, and submission requirements and tips, based on the data entered and/or options selected by the user.	Guided Help Tool	Applications (Multiple)	H	C	N	N	N	OOTB Functionality
A024	A. Customer Service & Online Portal	Research Requirements & Select Service	The system shall present a structured and guided series of questions that reflect a predetermined decision tree to assist the user in selecting a service (e.g., "turbo tax" style prompts and form-fill features).	Guided Help Tool	Applications (Multiple)	H	C	N	N	N	OOTB Functionality
A025	A. Customer Service & Online Portal	Research Requirements & Select Service	The system shall provide an option for the user to exit the guided help tool without electing to initiate the application process.	Guided Help Tool	Applications (Multiple)	H	C	N	N	N	OOTB Functionality
A026	A. Customer Service & Online Portal	Research Requirements & Select Service	The system shall allow a user to proceed directly to the application submission process without using the guided help tool (e.g., in no case shall the structured process hinder an advanced user to directly and quickly interact with the Agency).	N/A	Applications (Multiple)	H	C	N	N	N	OOTB Functionality
A027	A. Customer Service & Online Portal	Research Requirements & Select Service	The system shall be able to generate a pop-up window that surveys the Customer at defined points in the lifecycle of their project according to Agency business rules on their experience and provide a section for customer comments.	N/A	Applications (Multiple)	H	C	N	N	N	OOTB Functionality
A028	A. Customer Service & Online Portal	Research Requirements & Select Service	The system shall be able to notify the user that pre-application assistance is available or recommended as an option for the application type that has been recommended.	N/A	Applications (Multiple)	H	C	N	N	N	OOTB Functionality
A029	A. Customer Service & Online Portal	Research Requirements & Select Service	The system shall have the ability to prompt a user to respond to a series of questions to guide an applicant through the application process.	N/A	Applications (Multiple)	H	C	N	N	N	OOTB Functionality
A030	A. Customer Service & Online Portal	Research Requirements & Select Service	The system shall have the capability to allow specific transactions to be performed without a user account.	N/A	Applications (Multiple)	H	C	N	N	N	OOTB Functionality
A031	A. Customer Service & Online Portal	Research Requirements & Select Service	The system shall provide a final set of information that answers the Customer's question and/or directs them to an appropriate application type they should submit (e.g., suggests one or more recommended services, application types, or other online transaction options based on information entered by the applicant).	N/A	Applications (Multiple)	H	C	N	N	N	OOTB Functionality
A032	A. Customer Service & Online Portal	Research Requirements & Select Service	The system shall provide a hyperlink to the user that directs them to a department webpage, FAQ page, or other external site that provides detailed information regarding their query.	N/A	Applications (Multiple)	H	C	N	N	N	OOTB Functionality
A033	A. Customer Service & Online Portal	Research Requirements & Select Service	The system shall provide a robust online portal capable of processing all online application types and their associated workflow and business rules.	N/A	Applications (Multiple)	H	C	N	N	N	OOTB Functionality

A034	A. Customer Service & Online Portal	Research Requirements & Select Service	The system shall provide appropriate online help features (chat, email, phone contact information) at all points in the application lifecycle.	N/A	Applications (Multiple)	H	C	N	N	N	OOTB Functionality
A035	A. Customer Service & Online Portal	Create Customer Account	The system shall allow a customer to create and register a user account online using the City's single sign-on (SSO) account capabilities.	N/A	General (Multiple)	H	C	N	N	N	OOTB Functionality
A036	A. Customer Service & Online Portal	Create Customer Account	The system shall allow a designated System Administrator(s) to initiate a change to a Customer's username or password.	N/A	General (Multiple)	H	C	N	N	N	OOTB Functionality
A037	A. Customer Service & Online Portal	Create Customer Account	The system shall allow a user to identify preferences, including but not limited to the following: Preferred method of communication (e-mail, SMS, phone, paper mail, best time to contact (during business hours, outside of business hours, etc.), etc.), Preferences for receiving automated notifications or alerts, Language of preference, Subscription to alerts and notifications (changes to an application record, new messages, plan check results posted, etc.).	N/A	General (Multiple)	H	C	N	N	N	OOTB Functionality
A038	A. Customer Service & Online Portal	Create Customer Account	The system shall allow an individual to request to be added to a project as a contact with an associated role that allows him or her to be able to access project information and perform authorized transactions in the system.	N/A	Applications (Multiple)	H	C	N	N	N	OOTB Functionality
A039	A. Customer Service & Online Portal	Create Customer Account	The system shall have the ability for a customer to access account related information online via their user account.	N/A	General (Multiple)	H	C	N	N	N	OOTB Functionality
A040	A. Customer Service & Online Portal	Create Customer Account	The system shall have the ability for the user to modify his or her account details, including changes to existing licenses, applications, contact information, etc. based upon business rules (e.g., Agency can define what can be changed and when).	N/A	General (Multiple)	H	C	N	N	N	OOTB Functionality
A041	A. Customer Service & Online Portal	Create Customer Account	The system shall have the ability to enforce the creation of a user account prior to specific transactions being performed online.	N/A	Applications (Multiple)	H	C	N	N	N	OOTB Functionality
A042	A. Customer Service & Online Portal	Create Customer Account	The system shall have the ability to enforce workflow processes according to pre-defined criteria for any modifications made to account information (e.g., individual changes the company he or she works for, which may impact license registration requirements for that company if he or she was the only active license holder).	N/A	General (Multiple)	H	C	N	N	N	OOTB Functionality
A043	A. Customer Service & Online Portal	Create Customer Account	The system shall have the ability to have the user accept usage terms and conditions.	N/A	General (Multiple)	H	C	N	N	N	OOTB Functionality
A044	A. Customer Service & Online Portal	Create Customer Account	The system shall have the ability to maintain user information, including but not limited to; Name (First, Last, Middle, Suffix), Mailing & Billing Addresses, Phone Number(s), Identification Numbers (e.g. license or tax number).	N/A	General (Multiple)	H	C	N	N	N	OOTB Functionality
A045	A. Customer Service & Online Portal	Create Customer Account	The system shall provide an option to allow the user to request a forgotten password, or provide other options online for the user to change their password without support needed from Agency personnel.	N/A	General (Multiple)	H	C	N	N	N	OOTB Functionality
A046	A. Customer Service & Online Portal	Create Customer Account	The system shall provide password management (i.e. issue temporary passwords, change passwords).	N/A	General (Multiple)	H	C	N	N	N	OOTB Functionality
A047	A. Customer Service & Online Portal	Create Customer Account	The system shall provide the ability to prompt the user to set up any security questions/answers to assist with authentication.	N/A	General (Multiple)	H	C	N	N	N	OOTB Functionality
A048	A. Customer Service & Online Portal	Create Customer Account	The system shall provide the reason(s) for denial of the creation of the account, and provide detailed information for the applicant to resolve the issue (e.g., "Duplicate account already exists. Did you forget your password?").	N/A	General (Multiple)	H	C	N	N	N	OOTB Functionality
A049	A. Customer Service & Online Portal	Create Customer Account	The system shall support any password security protocols defined by the Agency (see Technical Requirements).	N/A	General (Multiple)	H	C	N	N	N	OOTB Functionality
A050	A. Customer Service & Online Portal	Request Pre-Application Assistance	The system shall allow users to select a preferred (not guaranteed) date and time online for the pre-application meeting using the calendar to view available timeslots.	Calendars & Appointments	Applications (Multiple)	H	C	N	N	N	OOTB Functionality
A051	A. Customer Service & Online Portal	Request Pre-Application Assistance	The system shall support canceling of pre-application meetings via the calendar.	Calendars & Appointments	Applications (Multiple)	H	C	N	N	N	OOTB Functionality

A052	A. Customer Service & Online Portal	Request Pre-Application Assistance	The system shall support recording "no-shows" for pre-application meetings.	Calendars & Appointments	Applications (Multiple)	H	C	N	N	N	OOTB Functionality
A053	A. Customer Service & Online Portal	Request Pre-Application Assistance	The system shall support rescheduling of pre-application meetings via the calendar.	Calendars & Appointments	Applications (Multiple)	H	C	N	N	N	OOTB Functionality
A054	A. Customer Service & Online Portal	Request Pre-Application Assistance	The system shall support the maintenance of multiple pre-application meeting calendars to track staff availability and existing, approved meetings to assist in scheduling.	Calendars & Appointments	Applications (Multiple)	H	C	N	N	N	OOTB Functionality
A055	A. Customer Service & Online Portal	Request Pre-Application Assistance	The system shall allow for manual linkage of a pre-application record with another application record by Staff.	N/A	Applications (Multiple)	H	C	N	N	N	OOTB Functionality
A056	A. Customer Service & Online Portal	Request Pre-Application Assistance	The system shall allow staff to close a request for pre-application assistance if staff determines that a pre-application meeting is not needed and that an alternative response (e.g., letter) is more appropriate.	N/A	Applications (Multiple)	H	C	N	N	N	OOTB Functionality
A057	A. Customer Service & Online Portal	Request Pre-Application Assistance	The system shall allow staff to manually log a request for pre-application in the system.	N/A	Applications (Multiple)	H	C	N	N	N	OOTB Functionality
A058	A. Customer Service & Online Portal	Request Pre-Application Assistance	The system shall associate any pre-application data with the associated resulting application.	N/A	Applications (Multiple)	H	C	N	N	N	OOTB Functionality
A059	A. Customer Service & Online Portal	Request Pre-Application Assistance	The system shall be able to notify staff of the existence of a previously existing pre-application record for a location to allow staff to be able to link the two records manually, if appropriate.	N/A	Applications (Multiple)	H	C	N	N	N	OOTB Functionality
A060	A. Customer Service & Online Portal	Request Pre-Application Assistance	The system shall be able to send a notification to designated Staff that an application has been submitted if the user submits a formal application package before the pre-application meeting has occurred, allowing Staff to review the application and determine whether to continue to hold the pre-application meeting, and to coordinate with the Applicant.	N/A	Applications (Multiple)	H	C	N	N	N	OOTB Functionality
A061	A. Customer Service & Online Portal	Request Pre-Application Assistance	The system shall only support pre-application assistance workflow for eligible application types.	N/A	Applications (Multiple)	H	C	N	N	N	OOTB Functionality
A062	A. Customer Service & Online Portal	Request Pre-Application Assistance	The system shall provide a checklist/FAQ's to the user to assist in determining if the user is ready to schedule a pre-application meeting or to notify them of prerequisites for the meeting.	N/A	Applications (Multiple)	H	C	N	N	N	OOTB Functionality
A063	A. Customer Service & Online Portal	Request Pre-Application Assistance	The system shall provide a mechanism for the user to submit a request to Agency staff for manual handling if the information entered does not return any results for services, or if the specifics of the project exceed the complexity the guided help tool can handle.	N/A	Applications (Multiple)	H	C	N	N	N	OOTB Functionality
A064	A. Customer Service & Online Portal	Request Pre-Application Assistance	The system shall provide a structured configurable template (including an option to upload documents) for a user to submit a request for pre-application assistance that contains all the information needed for Staff to understand the proposed project and evaluate the request for the meeting.	N/A	Applications (Multiple)	H	C	N	N	N	OOTB Functionality
A065	A. Customer Service & Online Portal	Request Pre-Application Assistance	The system shall provide a structured template for a user to submit a request for Agency assistance (e.g., prompt the user to log in or enter contact information).	N/A	Applications (Multiple)	H	C	N	N	N	OOTB Functionality
A066	A. Customer Service & Online Portal	Request Pre-Application Assistance	The system shall support the online intake of requests for pre-application assistance from registered users of the customer portal.	N/A	Applications (Multiple)	H	C	N	N	N	OOTB Functionality
A067	A. Customer Service & Online Portal	Request Pre-Application Assistance	The system shall track all activity related to pre-application assistance (communications sent, meeting dates and attendees, notes from the meeting, associated documents).	N/A	Applications (Multiple)	H	C	N	N	N	OOTB Functionality
A068	A. Customer Service & Online Portal	Check Status	The system shall allow a user to view the history of all past transactions associated with the account via the online portal.	N/A	General (Multiple)	H	C	N	N	N	OOTB Functionality
A069	A. Customer Service & Online Portal	Check Status	The system shall allow a user to view the status of all transactions associated with the account via the online portal.	N/A	General (Multiple)	H	C	N	N	N	OOTB Functionality
A070	A. Customer Service & Online Portal	Check Status	The system shall be able to view all detailed history and information related to all transactions or projects with the Agency, past and present, and on an ongoing basis.	N/A	General (Multiple)	H	C	N	N	N	OOTB Functionality

A071	A. Customer Service & Online Portal	Check Status	The system shall display relevant application information to the applicant about active applications/projects, including but not limited to the following: Pending application list, Application ageing metrics (e.g., date of submission, days in current review phase, etc.), Remaining steps to completion.	N/A	Applications (Multiple)	H	C	N	N	N	OOTB Functionality
A072	A. Customer Service & Online Portal	Check Status	The system shall have the ability to maintain all related information associated with the individual's account (application status, license status, account history, recent transactions, etc.) online for the customer to access / view.	N/A	General (Multiple)	H	C	N	N	N	OOTB Functionality
A073	A. Customer Service & Online Portal	Check Status	The system shall provide the Applicant with all relevant information, and clearly indicate when any action is needed from the Customer.	N/A	Applications (Multiple)	H	C	N	N	N	OOTB Functionality
A074	A. Customer Service & Online Portal	Record Internal Note	The system shall be able to track trends related to customer inquiries (e.g., common questions that could be used to inform the information posted online, track activity on a particular parcel, track questions asked and responses provided to help ensure consistency in Agency responses, etc.).	N/A	Applications (Multiple)	H	C	N	N	N	OOTB Functionality
A075	A. Customer Service & Online Portal	Record Internal Note	The system shall have the ability to attach files to messages	N/A	Applications (Multiple)	H	C	N	N	N	OOTB Functionality
A076	A. Customer Service & Online Portal	Record Internal Note	The system shall have the ability to capture meta data tagging with application notes, such as the user that recorded the note, and data & time of the note.	N/A	Applications (Multiple)	H	C	N	N	N	OOTB Functionality
A077	A. Customer Service & Online Portal	Record Internal Note	The system shall have the ability to display a list of departments and directory of contacts an internal note or message can be routed to.	N/A	Applications (Multiple)	H	C	N	N	N	OOTB Functionality
A078	A. Customer Service & Online Portal	Record Internal Note	The system shall have the ability to expire messages based on business rules. "Expired Messages" are messages that are no longer relevant to a user or a situation.	N/A	Applications (Multiple)	H	C	N	N	N	OOTB Functionality
A079	A. Customer Service & Online Portal	Record Internal Note	The system shall have the ability to link application pieces or references in application notes.	N/A	Applications (Multiple)	H	C	N	N	N	OOTB Functionality
A080	A. Customer Service & Online Portal	Record Internal Note	The system shall have the ability to make applications notes private (City only) or public to the applicant	N/A	Applications (Multiple)	H	C	N	N	N	OOTB Functionality
A081	A. Customer Service & Online Portal	Record Internal Note	The system shall have the ability to make messages private (City only) or public to the applicant	N/A	Applications (Multiple)	H	C	N	N	N	OOTB Functionality
A082	A. Customer Service & Online Portal	Record Internal Note	The system shall have the ability to pre-populate application note with information including: name and title of sender, department, service application, applicant name, and note type (e.g. question, information request, notification)	N/A	Applications (Multiple)	H	C	N	N	N	OOTB Functionality
A083	A. Customer Service & Online Portal	Record Internal Note	The system shall have the ability to pre-populate message with information including: name and title of sender, department, service application, applicant name, and message type (e.g. question, information request, notification)	N/A	Applications (Multiple)	H	C	N	N	N	OOTB Functionality
A084	A. Customer Service & Online Portal	Record Internal Note	The system shall have the ability to provide a virtual messaging center for send, read, receive.	N/A	Applications (Multiple)	H	C	N	N	N	OOTB Functionality
A085	A. Customer Service & Online Portal	Record Internal Note	The system shall have the ability to record application notes in "post-it" style format for intra/inter departmental communication	N/A	Applications (Multiple)	H	C	N	N	N	OOTB Functionality
A086	A. Customer Service & Online Portal	Record Internal Note	The system shall have the ability to send messages between case workers	N/A	Applications (Multiple)	H	C	N	N	N	OOTB Functionality
A087	A. Customer Service & Online Portal	Record Internal Note	The system shall provide a mechanism to allow Staff to log phone calls and walk-ins and associated information (i.e. property or location, permit number, application number, requestor information).	N/A	Applications (Multiple)	H	C	N	N	N	OOTB Functionality

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ID	Area / System Capability	Requirement Area	Requirement	Detailed or Associated System Capability	Bureau/Division/ Group to Review	Un-Pre-ise (H)	ios (C)	ngfigu ratio n.	(A/B	ust omiz ation	(Y/N) integ	ratio n /w	3rd Futu re	Prod uct	Explanation or Comments
B001	B. Application Submission & Intake	Submit Application	The system shall alert the applicant to complete any required missing data in mandatory fields and/or if required documentation has not been uploaded.	Application Completeness & Compliance Check	Applications (Multiple)	H		B		N		N		N	Out of the box(OOTB) Functionality.
B002	B. Application Submission & Intake	Submit Application	The system shall be able to conduct an automated compliance check prior to submission of the application for compliance with Agency business rules and policies for the application type the user is submitting.	Application Completeness & Compliance Check	Applications (Multiple)	H		B		N		N		N	Out of the box(OOTB) Functionality.
B003	B. Application Submission & Intake	Submit Application	The system shall be able to perform a compliance check for any administrative holds or other flags based on the Applicant, project, and/or parcel/address location that should prevent application submission according to the Agency's business rules.	Application Completeness & Compliance Check	Applications (Multiple)	H		B		N		N		N	Out of the box(OOTB) Functionality.
B004	B. Application Submission & Intake	Submit Application	The system shall be able to perform a compliance check for any outstanding expired bonds that should prevent the submission or processing of new applications and/or plans, and enforce the appropriate action in the system accordingly.	Application Completeness & Compliance Check	Applications (Multiple)	H		B		N		N		N	Out of the box(OOTB) Functionality.
B005	B. Application Submission & Intake	Submit Application	The system shall be able to perform a compliance check for existing code enforcement cases or other violations that are unresolved and display that information to the user.	Application Completeness & Compliance Check	Applications (Multiple)	H		B		N		N		N	Out of the box(OOTB) Functionality.
B006	B. Application Submission & Intake	Submit Application	The system shall be able to perform a compliance check for zoning, current and past entitlements, existing use, or any other location-specific conditions that are associated with the property that conflict with the application.	Application Completeness & Compliance Check	Applications (Multiple)	H		B		N		N		N	Out of the box(OOTB) Functionality.
B007	B. Application Submission & Intake	Submit Application	The system shall be able to perform automatic ordinance checks of the application (e.g., proposed fence height does not meet regulations) and display that information to the user.	Application Completeness & Compliance Check	Applications (Multiple)	H		B		N		N		N	Out of the box(OOTB) Functionality.
B008	B. Application Submission & Intake	Submit Application	The system shall be configured to prompt the applicant to contact the appropriate Agency if a potential compliance issue is detected.	Application Completeness & Compliance Check	Applications (Multiple)	H		B		N		N		N	Out of the box(OOTB) Functionality.
B009	B. Application Submission & Intake	Submit Application	The system shall be configured to provide configurable messaging to the Applicant based on the compliance issue type detected by the System.	Application Completeness & Compliance Check	Applications (Multiple)	H		B		N		N		N	Out of the box(OOTB) Functionality.
B010	B. Application Submission & Intake	Submit Application	The system shall have the ability to allow required items to be satisfied by multiple types of means (e.g., required inspection, external documentation, self-certification, plan checker approval, planner approval, etc.)	Application Completeness & Compliance Check	Applications (Multiple)	H		B		N		N		N	Out of the box(OOTB) Functionality.
B011	B. Application Submission & Intake	Submit Application	The system shall have the ability to automatically create an objection based on missing applicant certification requirements	Application Completeness & Compliance Check	Applications (Multiple)	H		B		N		N		N	Out of the box(OOTB) Functionality.
B012	B. Application Submission & Intake	Submit Application	The system shall have the ability to automatically create an objection based on missing pre-approvals from other departments	Application Completeness & Compliance Check	Applications (Multiple)	H		B		N		N		N	Out of the box(OOTB) Functionality.
B013	B. Application Submission & Intake	Submit Application	The system shall have the ability to automatically create an objection based on missing requirements based on project type or work type	Application Completeness & Compliance Check	Applications (Multiple)	H		B		N		N		N	Out of the box(OOTB) Functionality.
B014	B. Application Submission & Intake	Submit Application	The system shall have the ability to automatically create an objection based on outstanding payments.	Application Completeness & Compliance Check	Applications (Multiple)	H		B		N		N		N	Out of the box(OOTB) Functionality.
B015	B. Application Submission & Intake	Submit Application	The system shall have the ability to configure required and optional fields on the online application forms.	Application Completeness & Compliance Check	Applications (Multiple)	H		B		N		N		N	Out of the box(OOTB) Functionality.
B016	B. Application Submission & Intake	Submit Application	The system shall have the ability to configure the submission requirements for each application type (e.g., supporting documentation that must be submitted).	Application Completeness & Compliance Check	Applications (Multiple)	H		B		N		N		N	Out of the box(OOTB) Functionality.
B017	B. Application Submission & Intake	Submit Application	The system shall have the ability to resolve existing objections.	Application Completeness & Compliance Check	Applications (Multiple)	H		B		N		N		N	Out of the box(OOTB) Functionality.
B018	B. Application Submission & Intake	Submit Application	The system shall have the ability to verify if license/certification is applicable to service, project type, or work type.	Application Completeness & Compliance Check	Applications (Multiple)	H		B		N		N		N	Out of the box(OOTB) Functionality.
B019	B. Application Submission & Intake	Submit Application	The system shall have the ability to verify professional certification/license is applicable to project type, work type.	Application Completeness & Compliance Check	Applications (Multiple)	H		B		N		N		N	Out of the box(OOTB) Functionality.
B020	B. Application Submission & Intake	Submit Application	The system shall have the ability to verify that required information meet the requirements of project type, work type, filing status.	Application Completeness & Compliance Check	Applications (Multiple)	H		B		N		N		N	Out of the box(OOTB) Functionality.
B021	B. Application Submission & Intake	Submit Application	The system shall have the ability to verify/cross-check if certification/license is valid.	Application Completeness & Compliance Check	Applications (Multiple)	H		B		Y		Y		N	Requires integration with State License Board System. Also clarification needed on whether validation is required in real time or to be done in regularly scheduled batches.
B022	B. Application Submission & Intake	Submit Application	The system shall notify the user of any issues that have been identified as a result of the compliance check (e.g., any required next steps or actions that must be taken by the Applicant, prior to submission).	Application Completeness & Compliance Check	Applications (Multiple)	H		B		N		N		N	
B023	B. Application Submission & Intake	Submit Application	The system shall perform a check for completeness prior to submittal of the application (e.g., ensure all mandatory fields, document types, and any other required data has been provided by the user) and notify the user of any issues that must be resolved.	Application Completeness & Compliance Check	Applications (Multiple)	H		B		N		N		N	

B024	B. Application Submission & Intake	Submit Application	The system shall prevent application submission according to any business rules configured by the Agency in the System that are based on the outcome of the compliance check.	Application Completeness & Compliance Check	Applications (Multiple)	H	B	N	N	N	
B025	B. Application Submission & Intake	Submit Application	The system shall prevent submission of the application until all prerequisites for submission are met according to the criteria configured for that application type.	Application Completeness & Compliance Check	Applications (Multiple)	H	B	N	N	N	
B026	B. Application Submission & Intake	Submit Application	The system shall be able to track prerequisites for submittal that may include prior approval from external agencies and require the applicant to address these prerequisites as part of their application.	Clearances	Applications (Multiple)	H	B	N	N	N	
B027	B. Application Submission & Intake	Submit Application	The system shall retrieve existing certificates of occupancy, operating permits and any facility licenses or registrations relevant to their project as part of the application submission requirements.	Clearances	Applications (Multiple)	H	B	N	N	N	
B028	B. Application Submission & Intake	Submit Application	The system shall retrieve existing permits relevant to their project as part of the application submission requirements.	Clearances	Applications (Multiple)	H	B	N	N	N	
B029	B. Application Submission & Intake	Submit Application	The system shall retrieve existing use relevant to their project as part of the application submission requirements.	Clearances	Applications (Multiple)	H	B	N	N	N	
B030	B. Application Submission & Intake	Submit Application	The system shall retrieve publicly available existing site and subdivision data/plans relevant to their project as part of the application submission requirements.	Clearances	Applications (Multiple)	H	B	N	N	N	
B031	B. Application Submission & Intake	Submit Application	The system shall retrieve relevant data to guide the user to understand General Plan information relevant to their project as part of the application submission requirements.	Clearances	Applications (Multiple)	H	B	N	N	N	
B032	B. Application Submission & Intake	Submit Application	The system shall retrieve zoning conditions, fees and development conditions (as well as any relevant information, such as documentation and/or a case number) relevant to their project as part of the application submission requirements.	Clearances	Applications (Multiple)	H	B	N	N	N	
B033	B. Application Submission & Intake	Submit Application	The system shall retrieve zoning information relevant to the user's project as part of the application submission requirements.	Clearances	Applications (Multiple)	H	B	N	N	N	
B034	B. Application Submission & Intake	Submit Application	The system shall allow the user to provide specific information related to their project based on the questions asked by the guided self-help tool.	Guided Help Tool	Applications (Multiple)	H	B	N	N	N	
B035	B. Application Submission & Intake	Submit Application	The system shall be able to automatically generate a workflow task for an Address Review by appropriate staff if the system cannot validate the address during application submission (according to business rules).	Interface, Addresses	Applications (Multiple)	H	B	N	N	N	
B036	B. Application Submission & Intake	Submit Application	The system shall support validating the address against any central addressing repository maintained by the Agency, but submission should still be allowed when the address is not able to be validated or if there is not an address.	Interface, Addresses	Applications (Multiple)	H	B	N	N	N	
B037	B. Application Submission & Intake	Submit Application	The system shall be able to identify Historic Resources or Preservation Zones requirements associated with the location that must be addressed as part of the online application and display that information to the user.	Interface, DCP /GIS	Applications (Multiple)	H	B	N	N	N	
B038	B. Application Submission & Intake	Submit Application	The system shall allow the user to indicate the location of their application or service request by ad hoc creation of spatial data, specifically a point location.	Interface, GIS	Applications (Multiple)	H	B	Y	N	N	Requires portal customization since point and polygon creation is only achievable by staff users.
B039	B. Application Submission & Intake	Submit Application	The system shall allow the user to indicate the location of their application or service request by ad hoc creation of spatial data, specifically a shape such as a polygon.	Interface, GIS	Applications (Multiple)	H	B	Y	N	N	Requires portal customization since point and polygon creation is only achievable by staff users.
B040	B. Application Submission & Intake	Submit Application	The system shall allow the user to indicate the location of their application or service request by using spatial data (i.e. polygon or point location) including parcel shape, address point, building layout or other available GIS information.	Interface, GIS	Applications (Multiple)	H	B	Y	N	N	Requires portal customization since point and polygon creation is only achievable by staff users.
B041	B. Application Submission & Intake	Submit Application	The system shall allow the user to indicate the location of their application or service request by using structured, tabular data including parcel, address, or building number.	Interface, GIS	Applications (Multiple)	H	B	N	N	N	
B042	B. Application Submission & Intake	Submit Application	The system shall retrieve relevant and publicly displayable location-based data that could inform the application submission requirements and/or guided help tool response(s) without requiring the user to log in.	Interface, GIS	Applications (Multiple)	H	B	Y	N	N	Requires development tools to allow non-authenticated users this feature.
B043	B. Application Submission & Intake	Submit Application	The system shall support validation of any parent child relationships based on the land base (parcel, address, building) and/or GIS data (layers on a point) (e.g., the boundary of a zone tracked in the GIS system and as development applications are submitted in the system, the proposed zoning regulations shall be checked against the proposed land usage in the application and flagged accordingly).	Interface, GIS	Applications (Multiple)	H	B	N	N	N	
B044	B. Application Submission & Intake	Submit Application	The system shall support validation of the license information entered by the Customer with an integration to external agency's State licensing systems including but not limited to: License Number, License Type, Expiration Date, Email Address(es) (i.e. personal email address, business email address), Company Name, Personal or Company Bonding.	Interface, State Contractors	Applications (Multiple)	H	B	Y	Y	N	Requires integration with State licensing system to satisfy requirement.
B045	B. Application Submission & Intake	Submit Application	The system shall allow a user to search (look up) licensed professionals in the system (e.g., contractors) to add to the online application to be able to view project information and perform authorized transactions.	N/A	Applications (Multiple)	H	B	N	Y	N	Requires integration with State licensing system to satisfy requirement.

B046	B. Application Submission & Intake	Submit Application	The system shall allow a user to utilize previously entered contact information associated (and stored) with the user account to add to the online application.	N/A	Applications (Multiple)	H	B	N	N	N	
B047	B. Application Submission & Intake	Submit Application	The system shall allow an applicant to provide information that may trigger a unique processing of that application (i.e. request expedited plan check) and associated workflow path.	N/A	Applications (Multiple)	H	B	N	N	N	
B048	B. Application Submission & Intake	Submit Application	The system shall allow any information provided by the applicant in the application package to trigger a review for staff to verify and initiate/modify any unique processing workflows (i.e. expedited plan check, third party reviews, etc.).	N/A	Permitting & Plan Check	H	B	N	N	N	
B049	B. Application Submission & Intake	Submit Application	The system shall allow part of an application package to be submitted online, but may require signed or notarized documentation at a later point in the process that should be tracked as a workflow task that must be satisfied by the applicant.	N/A	Applications (Multiple)	H	B	N	N	N	
B050	B. Application Submission & Intake	Submit Application	The system shall allow some application types to be auto-approved according to business rules and result in the immediate generation of a permit, certificate, or other document type upon submission (and payment, if required) by the Applicant.	N/A	Applications (Multiple)	H	B	N	N	N	
B051	B. Application Submission & Intake	Submit Application	The system shall allow staff to be able to view draft applications that are in progress (e.g., Staff needs to look up a draft application to assist a Customer who has called in for help because they are having trouble completing the application online; Customer could provide the temporary ID for reference).	N/A	Applications (Multiple)	H	B	N	N	N	
B052	B. Application Submission & Intake	Submit Application	The system shall allow the user to review the application before final submission, with the option to drill-down and/or modify each section of the application as needed.	N/A	Applications (Multiple)	H	B	N	N	N	
B053	B. Application Submission & Intake	Submit Application	The system shall allow the user to search for any information in the system that could potentially inform the application process (e.g., search for the property's zoning, or any existing payment /credit balance and entitlements associated with the location) without having to navigate away from the application form.	N/A	Applications (Multiple)	H	B	N	N	N	
B054	B. Application Submission & Intake	Submit Application	The system shall allow the user to select to populate information into the online application form based on preexisting data in the system associated with that user account (i.e., contact information, previously entered project information, previously associated locations, previous contacts, etc.).	N/A	Applications (Multiple)	H	B	N	N	N	
B055	B. Application Submission & Intake	Submit Application	The system shall be able to automatically send a notification to the user that the application is going to expire due to inactivity.	N/A	Applications (Multiple)	H	B	N	N	N	
B056	B. Application Submission & Intake	Submit Application	The system shall be able to automatically trigger a check for any property-specific requirements that may impact the application (may be satisfied or still incomplete) and display that information to the user.	N/A	Applications (Multiple)	H	B	N	N	N	
B057	B. Application Submission & Intake	Submit Application	The system shall be able to auto-populate relevant information in the system that could potentially inform the application process (i.e. zoning, fees, entitlements, etc.) according to configuration in the system for the application form.	N/A	Applications (Multiple)	H	B	N	N	N	
B058	B. Application Submission & Intake	Submit Application	The system shall be able to clearly indicate which fields were completed by a Customer and which fields were completed by Staff or by the System.	N/A	Applications (Multiple)	H	B	Y	Y	N	Requires integration of Shield for auditing.
B059	B. Application Submission & Intake	Submit Application	The system shall be able to identify and display to the user any expired bonds or developer defaults for a location, developer, owner, and/or applicant (or other associated parties according to business rules) that must be addressed as part of the online application according to data in the System.	N/A	Applications (Multiple)	H	B	N	N	N	
B060	B. Application Submission & Intake	Submit Application	The system shall be able to identify any zoning or fee requirements that must be addressed as part of the online application and display that information to the user.	N/A	Applications (Multiple)	H	B	N	N	N	
B061	B. Application Submission & Intake	Submit Application	The system shall be able to identify floodplain requirements for a location that must be addressed as part of the online application.	N/A	Applications (Multiple)	H	B	N	N	N	
B062	B. Application Submission & Intake	Submit Application	The system shall be able to identify zoning limitations associated with the proposed use for a location that must be addressed as part of the online application and display that information to the user.	N/A	Applications (Multiple)	H	B	N	N	N	
B063	B. Application Submission & Intake	Submit Application	The system shall be able to prompt the Applicant at the time of application submission to request a unique plan check option (i.e. 3rd party review, expedited review), which will trigger the associated workflow for processing if the application qualifies according to business rules.	N/A	Applications (Multiple)	H	B	N	N	N	
B064	B. Application Submission & Intake	Submit Application	The system shall be able to prompt the user to indicate whether the application is for a location or address already stored in the user profile if the user is logged in while responding the series of interactive questions or using the guided help tool so that the user does not have to reenter location information.	N/A	Applications (Multiple)	H	B	N	N	N	

B065	B. Application Submission & Intake	Submit Application	The system shall be able to provide an overview of the steps in the application process for the recommended application type, such as submission requirements, departments involved, expected timelines, and associated fees.	N/A	Applications (Multiple)	H	B	N	N	N	
B066	B. Application Submission & Intake	Submit Application	The system shall be able to track an applicant's eligibility for expedited programs (e.g., Staff may place a condition on the Applicant's account due to non-compliance with eligibility standards for the program that prevents the Applicant from applying for the expedited option).	N/A	Permitting & Plan Check	H	B	N	N	N	
B067	B. Application Submission & Intake	Submit Application	The system shall clearly indicate which fields must be completed before the user can advance to the next screen.	N/A	Applications (Multiple)	H	B	N	N	N	
B068	B. Application Submission & Intake	Submit Application	The system shall have the ability for a Customer or Staff to associate multiple contacts with an application (e.g., contractors) and their contact information and role on the project, in order for the contacts to be able to access project information and perform authorized transactions in the system.	N/A	Applications (Multiple)	H	B	N	N	N	
B069	B. Application Submission & Intake	Submit Application	The system shall have the ability for a user to copy/clone a previously submitted application and then modify it (e.g., for projects where multiple units need their own permit, the user should be able to reuse and then modify a previous application so that information that is common to both applications can be easily reused, such as owner data, addresses, etc.).	N/A	Applications (Multiple)	H	B	Y	N	N	Portal users do not have the ability to clone records. Requires development tools for custom code to satisfy this requirement.
B070	B. Application Submission & Intake	Submit Application	The system shall have the ability for Staff to designate a point of contact for an application other than the applicant.	N/A	Applications (Multiple)	H	B	N	N	N	
B071	B. Application Submission & Intake	Submit Application	The system shall have the ability for the user to designate a point of contact(s) for an application other than the applicant and provide associated contact information and their project role.	N/A	Applications (Multiple)	H	B	N	N	N	
B072	B. Application Submission & Intake	Submit Application	The system shall have the ability for user to save incomplete/un-submitted applications (e.g., "draft").	N/A	Applications (Multiple)	H	B	N	N	N	
B073	B. Application Submission & Intake	Submit Application	The system shall have the ability to allow an incomplete application to be retained for a designated time period.	N/A	Applications (Multiple)	H	B	N	N	N	
B074	B. Application Submission & Intake	Submit Application	The system shall have the ability to associate multiple contacts with project or work type.	N/A	Applications (Multiple)	H	B	N	N	N	
B075	B. Application Submission & Intake	Submit Application	The system shall have the ability to automatically save the application at defined intervals to prevent loss of data if the user loses connectivity or otherwise navigates away from the application form.	N/A	Applications (Multiple)	H	B	N	N	N	
B076	B. Application Submission & Intake	Submit Application	The system shall have the ability to capture and associate multiple entities related to a project application (e.g., filing representative, applicant, owner, subcontractors, etc.) other than the applicant who shall be able to log in to the system, view related information, and perform authorized transactions.	N/A	Applications (Multiple)	H	B	N	N	N	
B077	B. Application Submission & Intake	Submit Application	The system shall have the ability to compile and print applications materials.	N/A	Applications (Multiple)	H	B	Y	Y	N	Assumption is that requirement implies packet generation which is manual by default. Requires integration and utilization of Bluebeam tools & features to satisfy requirement within solution
B078	B. Application Submission & Intake	Submit Application	The system shall have the ability to complete and submit initial application in person or online.	N/A	Applications (Multiple)	H	B	N	N	N	
B079	B. Application Submission & Intake	Submit Application	The system shall have the ability to configure all necessary application content (data entry fields, help text, submittal requirements, etc.) in the online forms by application type.	N/A	Applications (Multiple)	H	B	N	N	N	
B080	B. Application Submission & Intake	Submit Application	The system shall have the ability to configure all necessary application content (data entry fields, help text, submittal requirements, etc.) on all screens in the system.	N/A	Applications (Multiple)	H	B	N	N	N	
B081	B. Application Submission & Intake	Submit Application	The system shall have the ability to configure standard plan exam objection types (Dropdown list - Missing Zoning Plan, Inaccurate Cost Estimation, etc.)	N/A	Applications (Multiple)	H	B	N	N	N	
B082	B. Application Submission & Intake	Submit Application	The system shall have the ability to determine required permit or entitlement type based on service selected, project type, or work type.	N/A	Applications (Multiple)	H	B	N	N	N	
B083	B. Application Submission & Intake	Submit Application	The system shall have the capability for intake staff to data enter applications submitted via paper (in person, mail, etc.).	N/A	Applications (Multiple)	H	B	N	N	N	
B084	B. Application Submission & Intake	Submit Application	The system shall have the capability to allow applicants to submit applications online through the customer portal (see the Technical Requirements for a list of application types that will be supported by the system).	N/A	Applications (Multiple)	H	B	N	N	N	
B085	B. Application Submission & Intake	Submit Application	The system shall pre-populate the launched application form with any information entered into the interactive series of questions or guided help tool that also appears on the application form (e.g., project location).	N/A	Applications (Multiple)	H	B	N	N	N	
B086	B. Application Submission & Intake	Submit Application	The system shall prompt the user to log in to the system when initiating the application process.	N/A	Applications (Multiple)	H	B	N	N	N	

B087	B. Application Submission & Intake	Submit Application	The system shall prompt the user to save their application if the user attempts to navigate away from the application form.	N/A	Applications (Multiple)	H	B	N	N	N	Assumption that the save button during the application process is always available.
B088	B. Application Submission & Intake	Submit Application	The system shall provide an internal staff-facing guided application capability for intake staff to use to intake an application in person if the applicant has not already completed an application form and needs assistance in identifying the service to apply for (e.g., decision-tree functionality) and to collect the information needed to submit the application.	N/A	Applications (Multiple)	H	B	Y	Y	N	Requires integration and customization of Salesforce tools to satisfy this requirement within our solution.
B089	B. Application Submission & Intake	Submit Application	The system shall provide an online version of the paper application form for intake staff to easily data-enter information handwritten by an applicant.	N/A	Applications (Multiple)	H	B	N	N	N	
B090	B. Application Submission & Intake	Submit Application	The system shall provide an option for the user to initiate the application process directly from the interactive series of questions or guided help tool and launch the appropriate application form (e.g., user should not have to remember the application type recommended by the system and select the form to apply for again as part of the application process).	N/A	Applications (Multiple)	H	B	N	N	N	
B091	B. Application Submission & Intake	Submit Application	The system shall support the configuration of the numbering scheme for ID generation according to the Agency's preference.	N/A	Applications (Multiple)	H	B	N	N	N	
B092	B. Application Submission & Intake	Submit Application	The system shall support the generation of a temporary, unique ID number for a draft application, which would be replaced with a permanent ID upon submission.	N/A	Applications (Multiple)	H	B	N	N	N	
B093	B. Application Submission & Intake	Submit Application	The system shall support the submission and intake of a variety of application types, including permit applications, license applications, zoning applications, telecommunications application, etc. that may be owned, reviewed, and processed by different Agency departments according to business rules.	N/A	Applications (Multiple)	H	B	N	N	N	
B094	B. Application Submission & Intake	Submit Supporting Documentation	The system shall have the ability to store and retrieve files in an external document management system, LADBS' IDIS.	Interface, IDIS	Applications (Multiple)	H	B	Y	Y	N	Integration Item with LADBS' IDIS.
B095	B. Application Submission & Intake	Submit Supporting Documentation	The system shall have the ability to store and retrieve files in an electronic document management system internal to the system.	Document Management	Applications (Multiple)	H	B	Y	Y	N	Native SFDC document storage exists, but requirement may be better satisfied through integration and use of BlueBeam.
B096	B. Application Submission & Intake	Submit Supporting Documentation	The system shall allow the submission of plans to serve as the "application" or triggering event of a workflow, without submission of a formal, detailed application until after the plans have been reviewed by Staff (i.e. easement plats, rough grading plans, etc.).	Plan Review	Applications (Multiple)	H	B	N	N	N	
B097	B. Application Submission & Intake	Submit Supporting Documentation	The system shall have the ability to accept plan/drawings in multiple formats e.g., PDF, CAD.	Plan Review	Applications (Multiple)	H	B	Y	Y	N	Customization and integration of Salesforce tools in order to accept CAD files.
B098	B. Application Submission & Intake	Submit Supporting Documentation	The system shall have the ability to define specific categories of plans (e.g., plan types) to be submitted / required for particular application types that an applicant must provide during submission.	Plan Review	Applications (Multiple)	H	B	N	N	N	
B099	B. Application Submission & Intake	Submit Supporting Documentation	The system shall link each plan submitted to the specific plan submission requirements in the application (e.g., a Site Plan shall be attached to all application components or permits that require a site plan, etc.).	Plan Review	Applications (Multiple)	H	B	N	N	N	
B100	B. Application Submission & Intake	Submit Supporting Documentation	The system shall provide detailed online instructions and guidelines for plan submissions, including acceptable formats, level of detail, content requirements, sample scope of work, and sample for plan types to be submitted as help text/instructions on the application form.	Plan Review	Applications (Multiple)	H	B	N	N	N	
B101	B. Application Submission & Intake	Submit Supporting Documentation	The system shall require the submittal of a formatted sheet index for all plans submitted as part of the application.	Plan Review	Applications (Multiple)	H	B	N	N	N	
B102	B. Application Submission & Intake	Submit Supporting Documentation	The system shall allow any information or supporting documentation provided by the applicant in the application package to trigger unique processing workflows (i.e. expedited plan check, third party reviews, etc.).	N/A	Permitting & Plan Check	H	B	N	N	N	
B103	B. Application Submission & Intake	Submit Supporting Documentation	The system shall allow documentation (including plans) to be uploaded as part of an application.	N/A	Applications (Multiple)	H	B	N	N	N	
B104	B. Application Submission & Intake	Submit Supporting Documentation	The system shall allow individuals other than the applicant (e.g. contractors) to upload documents or plans to the application according to the authorized transactions their role is allowed to perform.	N/A	Applications (Multiple)	H	B	Y	Y	N	Functionality through integration with BlueBeam.
B105	B. Application Submission & Intake	Submit Supporting Documentation	The system shall have the ability for user to obtain any required application e-signatures from third parties both registered and not-registered in the system.	N/A	Applications (Multiple)	H	B	Y	Y	N	Functionality through integration with BlueBeam.
B106	B. Application Submission & Intake	Submit Supporting Documentation	The system shall have the ability to link uploaded document to specific step in workflow process.	N/A	Applications (Multiple)	H	B	N	N	N	
B107	B. Application Submission & Intake	Submit Supporting Documentation	The system shall have the ability to overlay uploaded documents with watermarks (e.g., "accepted" or "approved") as well as overlay dynamically generated images.	N/A	Applications (Multiple)	H	B	Y	Y	N	Functionality through integration with BlueBeam.
B108	B. Application Submission & Intake	Submit Supporting Documentation	The system shall have the ability to require external documentation to be of certain file types or other attributes (e.g., dimensions) by individual document types	N/A	Applications (Multiple)	H	B	Y	N	N	Can configure universal file type and size acceptance criteria, but not unique to individual submission types without utilization custom development through Salesforce tools.

B109	B. Application Submission & Intake	Submit Supporting Documentation	The system shall have the ability to track multiple versions of the same uploaded document.	N/A	Applications (Multiple)	H	B	N	N	N	
B110	B. Application Submission & Intake	Submit Supporting Documentation	The system shall have the ability to upload external documentation and associate with objections.	N/A	Applications (Multiple)	H	B	N	N	N	
B111	B. Application Submission & Intake	Submit Supporting Documentation	The system shall require supporting documentation to be uploaded for selected application types (e.g., documents, plans).	N/A	Applications (Multiple)	H	B	N	N	N	
B112	B. Application Submission & Intake	Modify Application	The system shall alert relevant staff assigned to an application that a modification has been performed or has been cancelled.	N/A	Applications (Multiple)	H	B	N	N	N	Communication triggers and reporting dashboards.
B113	B. Application Submission & Intake	Modify Application	The system shall allow a user to edit various data fields and previous selections made on an application form that has previously been submitted.	N/A	Applications (Multiple)	H	B	N	N	N	
B114	B. Application Submission & Intake	Modify Application	The system shall allow a user to request for an existing application to be cancelled (e.g., withdrawn) that is then reviewed and approved by staff who then can cancel the application in the system.	N/A	Applications (Multiple)	H	B	N	N	N	
B115	B. Application Submission & Intake	Modify Application	The system shall allow a user to upload new or revised documentation or plans associated with an application.	N/A	Applications (Multiple)	H	B	N	N	N	
B116	B. Application Submission & Intake	Modify Application	The system shall allow an Applicant to submit a time extension request via the Customer Portal for an existing record.	N/A	Applications (Multiple)	H	B	N	N	N	
B117	B. Application Submission & Intake	Modify Application	The system shall allow or prevent the modification of an existing application according to business rules.	N/A	Applications (Multiple)	H	B	N	N	N	
B118	B. Application Submission & Intake	Modify Application	The system shall allow or prevent the modification of an existing application by staff (e.g., customer requests modification in person and staff processes).	N/A	Applications (Multiple)	H	B	N	N	N	
B119	B. Application Submission & Intake	Modify Application	The system shall allow or prevent the modification of an existing application through the customer portal.	N/A	Applications (Multiple)	H	B	N	N	N	
B120	B. Application Submission & Intake	Modify Application	The system shall allow staff to capture time extension request information in the System related to an existing record.	N/A	Applications (Multiple)	H	B	N	N	N	
B121	B. Application Submission & Intake	Modify Application	The system shall automatically cancel outstanding review tasks or other workflow tasks associated with an application that has been cancelled.	N/A	Applications (Multiple)	H	B	N	N	N	
B122	B. Application Submission & Intake	Modify Application	The system shall capture information related to a time extension request, including but not limited to the following: Affected Property, Reason(s), Related contract/agreement (i.e. bond, special exception, special permit), Percentage Complete and Improvements Remaining (if applicable, such as for Bond or Fee tracking), and Outcome of review of time extension by Agency (e.g., approval/denial) and any comments or documentation.	N/A	Applications (Multiple)	H	B	N	N	N	
B123	B. Application Submission & Intake	Modify Application	The system shall have the ability to trigger a review staff for relevant staff to determine if any additional inspections are required based on changes to application.	N/A	Applications (Multiple)	H	B	N	N	N	
B124	B. Application Submission & Intake	Modify Application	The system shall prompt a user according to business rules to enter any information about the modification, such as the reason(s) for the modification or cancellation.	N/A	Applications (Multiple)	H	B	N	N	N	
B125	B. Application Submission & Intake	Modify Application	The system shall support the routing of time request reviews to any required staff.	N/A	Applications (Multiple)	H	B	N	N	N	
B126	B. Application Submission & Intake	Modify Application	The system shall track the history of time extensions for a property.	N/A	Applications (Multiple)	H	B	N	N	N	
B127	B. Application Submission & Intake	Modify Application	The system shall update the due dates for any related workflow tasks with the new time extension timelines.	N/A	Applications (Multiple)	H	B	N	N	N	
B128	B. Application Submission & Intake	Modify Application	The system shall update the record and property status with the time extension information, if approved.	N/A	Applications (Multiple)	H	B	N	N	N	

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Functional Area / System		Requirement Area	Requirement	Detailed or Associated System	Bureau/Division/ Group to Review	On	Config	Custom	Integrate	Future	Explanation or Comments
C001	C. Application Processing	Perform Administrative Review	The system shall have the ability to configure standard administrative objection types (dropdown list - Missing Information, Missing Plans, etc.)	Application Completeness & Compliance Check	Applications (Multiple)	H	C	N	N	N	
C002	C. Application Processing	Perform Administrative Review	The system shall have the ability to add conditions and notify affected departments (and supervisors where applicable) of additions, deletions, and modifications	Clearances	Applications (Multiple)	H	C	N	N	N	
C003	C. Application Processing	Perform Administrative Review	The system shall have the ability to allow the prioritization of conditions/clearances	Clearances	Applications (Multiple)	H	C	N	N	N	
C004	C. Application Processing	Perform Administrative Review	The system shall allow intake staff from different business areas to defer pre-approval conditions to post approval for some applications (and/or plans without applications) according to pre-defined business rules, allowing for downstream workflow tasks to be initiated (e.g. plan approval for grading without issuing permits until post conditions have been satisfied, or moving major plans for final signature, but not issuing the land disturbance permit until bond is posted).	N/A	Applications (Multiple)	H	C	N	N	N	
C005	C. Application Processing	Perform Administrative Review	The system shall allow intake staff to partially or conditionally pass an application package according to pre-defined business rules, allowing for downstream workflow tasks to be initiated (e.g., plan review) while also monitoring the outstanding pieces of the application. (i.e. Approval Conditions for site plan submissions.).	N/A	Applications (Multiple)	H	C	N	N	N	
C006	C. Application Processing	Perform Administrative Review	The system shall allow staff the ability to manually modify or add submission requirements to an application as necessary.	N/A	Applications (Multiple)	H	C	N	N	N	
C007	C. Application Processing	Perform Administrative Review	The system shall allow staff to identify the required permits, inspections, clearances, bonds and conditions based on the completed application that will drive the workflow for that application.	N/A	Applications (Multiple)	H	C	N	N	N	
C008	C. Application Processing	Perform Administrative Review	The system shall automatically link any submitted application to any associated permits (e.g. Building Permits) that have already been obtained by the applicant.	N/A	Applications (Multiple)	H	C	N	N	N	
C009	C. Application Processing	Perform Administrative Review	The system shall allow staff to manually link any submitted application to any associated permits (e.g. Building Permits) that have already been obtained by the applicant.	N/A	Applications (Multiple)	H	C	N	N	N	
C010	C. Application Processing	Perform Administrative Review	The system shall allow staff to record any informal interaction with the customer as part of the completeness review (e.g., Intake Staff may reach out informally to the Applicant to clarify information in the application package, without formally requesting additional information).	N/A	Applications (Multiple)	H	C	N	N	N	
C011	C. Application Processing	Perform Administrative Review	The system shall allow the reviewer to assign tasks to the customer in the system.	N/A	Applications (Multiple)	H	C	N	N	N	
C012	C. Application Processing	Perform Administrative Review	The system shall be able to easily copy/recreate all record information (including workflow, such as reviews, inspections, comments and plan tracking data) when an application or permit needs to be cancelled and replaced with a new application or permit per business rules to reduce need for Staff to populate all information again in the System.	N/A	Applications (Multiple)	H	C	N	N	N	
C013	C. Application Processing	Perform Administrative Review	The system shall be able to notify an applicant that there is an active application(s)/permit(s) associated with the location, and ask them if they want to link the in-progress application.	N/A	Applications (Multiple)	H	C	N	N	N	
C014	C. Application Processing	Perform Administrative Review	The system shall be able to notify staff that an applicant has associated a new record /application /permit with a location that already has an in-progress record such as application, plan check, inspection, code enforcement case.	N/A	Applications (Multiple)	H	C	N	N	N	
C015	C. Application Processing	Perform Administrative Review	The system shall be able to track a project through all phases including zoning, plan submission, plan acceptance, and development using a unique identifier (e.g., Project ID) that can be used to query and tie the development together and have a linkage through the process and potentially multiple applications for multiple permits.	N/A	Applications (Multiple)	H	C	N	N	N	

C016	C. Application Processing	Perform Administrative Review	The system shall have the ability to allow required items to be satisfied at various stages of the workflow (e.g., as late as possible - prior to approval, prior to permit, etc.) according to business rules.	N/A	Applications (Multiple)	H	C	N	N	N	
C017	C. Application Processing	Perform Administrative Review	The system shall have the ability to allow staff to verify that supplied information meets the requirements of application (e.g., project type, work type, filing status) through configurable checklists for application types that staff can complete.	N/A	Applications (Multiple)	H	C	N	N	N	
C018	C. Application Processing	Perform Administrative Review	The system shall have the ability to allow the prioritization of applications	N/A	Applications (Multiple)	H	C	N	N	N	
C019	C. Application Processing	Perform Administrative Review	The system shall have the ability to associate rejection and requests for additional information/clarification with project ID and uploaded documentation.	N/A	Applications (Multiple)	H	C	N	N	N	
C020	C. Application Processing	Perform Administrative Review	The system shall have the ability to capture and track application metrics against pre-defined metrics.	N/A	Applications (Multiple)	H	C	N	N	N	
C021	C. Application Processing	Perform Administrative Review	The system shall have the ability to configure the required staff approvals and approval conditions for different application types based on departmental business rules.	N/A	Applications (Multiple)	H	C	N	N	N	
C022	C. Application Processing	Perform Administrative Review	The system shall have the ability to publish application processing metrics to the Agency's website.	N/A	Applications (Multiple)	H	C	N	N	N	
C023	C. Application Processing	Perform Administrative Review	The system shall have the ability to sort and filter applications.	N/A	Applications (Multiple)	H	C	N	N	N	
C024	C. Application Processing	Perform Administrative Review	The system shall have the ability to sort and filter pending applications	N/A	Applications (Multiple)	H	C	N	N	N	
C025	C. Application Processing	Perform Administrative Review	The system shall have the ability to support multiple methods of notation (e.g., free text fields, drop-downs) for staff to record compliance with the submittal requirements for that application type.	N/A	Applications (Multiple)	H	C	N	N	N	
C026	C. Application Processing	Perform Administrative Review	The system shall have the ability to track when deliverables and durations where work responsibility is on applicant vs. Department via project statuses	N/A	Applications (Multiple)	H	C	N	N	N	
C027	C. Application Processing	Perform Administrative Review	The system shall initiate any downstream workflow tasks related to the status of the completeness review (e.g., application is automatically advanced to the technical review step once completeness review is completed).	N/A	Applications (Multiple)	H	C	N	N	N	
C028	C. Application Processing	Perform Administrative Review	The system shall provide a template to document comments or requests for additional information from the applicant, that include but are not limited to: Comments section, Standard Agency rejection reason code(s) that can be selected by the reviewer, Steps applicant must take to resolve application package, Marked-up application, Contact information for reviewer (Name, Department, Email, Phone Number).	N/A	Applications (Multiple)	H	C	N	N	N	
C029	C. Application Processing	Perform Administrative Review	The system shall publish any results of the completeness review to the customer portal, subject to the public user access restrictions defined for the data.	N/A	Applications (Multiple)	H	C	N	N	N	
C030	C. Application Processing	Perform Administrative Review	The system shall send or display any notifications to an applicant regarding issues with the application (e.g., hold on the account due to outstanding payments).	N/A	Applications (Multiple)	H	C	N	N	N	
C031	C. Application Processing	Perform Administrative Review	The system shall support approval activity for an application (task or document is approved for completeness, rejected for ineligibility, need more information, etc.).	N/A	Applications (Multiple)	H	C	N	N	N	
C032	C. Application Processing	Perform Administrative Review	The system shall support manual and condition-based routing of applications for review by designated staff according to business rules for that application type.	N/A	Applications (Multiple)	H	C	N	N	N	
C033	C. Application Processing	Perform Administrative Review	The system shall support the ability to auto-approve application packages based on business logic and parameters, bypassing a completeness review, and advancing straight to the detailed/technical review stage.	N/A	Applications (Multiple)	H	C	N	N	N	

C034	C. Application Processing	Perform Administrative Review	The system shall support the ability to partially, or conditionally, pass an application according to pre-defined business rules, allowing downstream workflow tasks to be initiated while also monitoring the outstanding pieces of the application.	N/A	Applications (Multiple)	H	C	N	N	N	
C035	C. Application Processing	Perform Administrative Review	The system shall support the manual or automatic prioritization or escalation of applications according to business rules (e.g., accelerate the application's standard review timeframe).	N/A	Applications (Multiple)	H	C	N	N	N	
C036	C. Application Processing	Assign Application for Substantive Review	The system shall be able to prevent advancement of an application if multiple reviewers have provided conflicting approvals/denials and generate appropriate notifications to staff to resolve the issue.	N/A	Applications (Multiple)	H	C	N	N	N	
C037	C. Application Processing	Assign Application for Substantive Review	The system shall be able to prevent advancement of an application until all required reviewers have submitted their review results.	N/A	Applications (Multiple)	H	C	N	N	N	
C038	C. Application Processing	Assign Application for Substantive Review	The system shall provide a list of standard reason codes(s) for rejection of an application that staff can choose from.	N/A	Applications (Multiple)	H	C	N	N	N	
C039	C. Application Processing	Assign Application for Substantive Review	The system shall provide configurable templates by application type to capture staff's technical, detailed evaluation of an application package that can eventually result in the approval or denial of the request.	N/A	Applications (Multiple)	H	C	N	N	N	
C040	C. Application Processing	Schedule a Meeting	The system shall allow a meeting to be scheduled/initiated by staff (e.g. pre-construction meetings).	Calendars & Appointments	Applications (Multiple)	H	C	N	N	N	
C041	C. Application Processing	Schedule a Meeting	The system shall allow staff to capture information about the meeting (date/time held, meeting notes, attendees, etc.).	Calendars & Appointments	Applications (Multiple)	H	C	N	N	N	
C042	C. Application Processing	Schedule a Meeting	The system shall be able to allow customers to request a meeting via the customer portal.	Calendars & Appointments	Applications (Multiple)	H	C	N	N	N	
C043	C. Application Processing	Schedule a Meeting	The system shall be able to allow customers to request preferred dates/times (not guaranteed) for a meeting via the customer portal.	Calendars & Appointments	Applications (Multiple)	H	C	N	N	N	
C044	C. Application Processing	Schedule a Meeting	The system shall be able to associate any documents that were presented at the meeting with the meeting record.	Calendars & Appointments	Applications (Multiple)	H	C	N	N	N	
C045	C. Application Processing	Schedule a Meeting	The system shall be able to maintain multiple meeting calendars that govern the available timeslots for meetings according to business rules.	Calendars & Appointments	Applications (Multiple)	H	C	Y	Y	N	Functionality through integration with Scheduler plugin.
C046	C. Application Processing	Schedule a Meeting	The system shall be able to prompt Staff to capture a reason(s) for the change in a meeting and new dates/times, if applicable.	Calendars & Appointments	Applications (Multiple)	H	C	N	N	N	
C047	C. Application Processing	Schedule a Meeting	The system shall have the ability to cancel an event on a meeting calendar.	Calendars & Appointments	Applications (Multiple)	H	C	Y	Y	N	Functionality through integration with Scheduler plugin.
C048	C. Application Processing	Schedule a Meeting	The system shall have the ability to charge a fee for a meeting according to business rules for that meeting type (e.g., post-submission plan review meeting).	Calendars & Appointments	Applications (Multiple)	H	C	N	N	N	
C049	C. Application Processing	Schedule a Meeting	The system shall have the ability to designate the attendees for the meeting, along with their contact information to assist in generating communications, distributing meeting invitations, and other related information.	Calendars & Appointments	Applications (Multiple)	H	C	N	N	N	
C050	C. Application Processing	Schedule a Meeting	The system shall have the ability to request departmental conference calls/meetings with applicant or other departmental SMEs.	Calendars & Appointments	Applications (Multiple)	H	C	N	N	N	
C051	C. Application Processing	Schedule a Meeting	The system shall have the ability to re-schedule an event on a meeting calendar.	Calendars & Appointments	Applications (Multiple)	H	C	N	N	N	
C052	C. Application Processing	Schedule a Meeting	The system shall have the ability to schedule a meeting automatically according to business rules (e.g., next available date).	Calendars & Appointments	Applications (Multiple)	H	C	N	N	N	
C053	C. Application Processing	Schedule a Meeting	The system shall have the ability to select attendees for a meeting from contacts already entered into the system (e.g., contacts already associated with a project, application, or other record type related to the meeting).	Calendars & Appointments	Applications (Multiple)	H	C	N	N	N	
C054	C. Application Processing	Schedule a Meeting	The system shall have the capability to automatically notify attendees with updates related to the workflow of the meeting (e.g., scheduled dates, schedule changes to the meeting).	Calendars & Appointments	Applications (Multiple)	H	C	N	N	N	
C055	C. Application Processing	Schedule a Meeting	The system shall have the capability to configure Holidays and Non-Working Days for a meeting calendar.	Calendars & Appointments	Applications (Multiple)	H	C	Y	Y	N	Functionality through integration with Scheduler plugin.
C056	C. Application Processing	Schedule a Meeting	The system shall have the capability to configure meeting calendar settings.	Calendars & Appointments	Applications (Multiple)	H	C	Y	Y	N	Functionality through integration with Scheduler plugin.

C057	C. Application Processing	Schedule a Meeting	The system shall have the capability to configure the Number of Events (e.g., meetings) per Working Day for a meeting calendar.	Calendars & Appointments	Applications (Multiple)	H	C	Y	Y	N	Functionality through integration with Scheduler plugin.
C058	C. Application Processing	Schedule a Meeting	The system shall have the capability to configure Timeslots and Durations for a meeting calendar.	Calendars & Appointments	Applications (Multiple)	H	C	N	N	N	
C059	C. Application Processing	Schedule a Meeting	The system shall have the capability to configure Working Days for a meeting calendar.	Calendars & Appointments	Applications (Multiple)	H	C	N	N	N	
C060	C. Application Processing	Schedule a Meeting	The system shall have the capability to route a request for a meeting submitted via the online portal to the designated staff member configured in the system according to business rules for review, confirmation/denial, and scheduling.	Calendars & Appointments	Applications (Multiple)	H	C	N	N	N	
C061	C. Application Processing	Schedule a Meeting	The system shall support a meeting to be automatically required and/or scheduled by the System according to business rules (e.g. pre-construction meetings).	Calendars & Appointments	Applications (Multiple)	H	C	N	N	N	
C062	C. Application Processing	Schedule a Meeting	The system shall support the scheduling of different types of meetings that occur infrequently or on ad-hoc basis.	Calendars & Appointments	Applications (Multiple)	H	C	N	N	N	
C063	C. Application Processing	Schedule a Meeting	The system shall support the scheduling of different types of meetings that occur periodically on a regular schedule.	Calendars & Appointments	Applications (Multiple)	H	C	N	N	N	
C064	C. Application Processing	Schedule a Meeting	The system shall support the tracking of outreach activities and community events on meeting calendars.	Calendars & Appointments	Applications (Multiple)	H	C	Y	Y	N	Functionality through integration with Scheduler plugin

Total Requirements 64

D. Plan Check

ID	Functional Area / System Capability	Requirement Area	Requirement	Detailed or Associated System Capability	Bureau/Division/ Group to Review	U/n- Premis	U/n- e- U/n- duratio	n (A)Busi Custom	ization	inegrat	ion /w	3rd	Future	Produc	Explanation or Comments
D001		Submit Plans	The system shall have the ability to determine the plan checks required for a plan or permit type.	N/A	Permitting & Plan Check	H	C	N	N	N					Basic flow functionality
D002	D. Plan Check	Submit Plans	The system shall have the ability to determine the plan checks required for an application/project type.	N/A	Permitting & Plan Check	H	C	N	N	N					
D003	D. Plan Check	Submit Plans	The system shall have the capability to generate and display an overall list of plans, drawings, and related documents associated with an application/project.	N/A	Permitting & Plan Check	H	C	N	N	N					
D004	D. Plan Check	Submit Plans	The system shall provide document and version history of all plans for that record (subdivision, site, rezoning, waivers, studies, easement plats, etc.), as well as previously requested corrections and other historic information.	N/A	Permitting & Plan Check	H	C	N	N	N					
D005	D. Plan Check	Submit Plans	The system shall support both paper and electronic plan submissions, reviews, management, and tracking capabilities.	N/A	Permitting & Plan Check	H	C	N	N	N					
D006	D. Plan Check	Submit Plans	The system shall support multiple plan check types, with varying business rules, workflow, and requirements configurable in the system.	N/A	Permitting & Plan Check	H	C	N	N	N					
D007	D. Plan Check	Manage Paper Plans	The system shall accommodate workflows to track the review of paper plans (date/time/comments) with both simultaneous and serial reviews.	N/A	Permitting & Plan Check	H	C	N	N	N					
D008	D. Plan Check	Manage Paper Plans	The system shall all an authorized user to check out or remove a paper plan set from an bin location.	N/A	Permitting & Plan Check	H	C	Y	N	N					Assumption is that this will be checked out by a field.
D009	D. Plan Check	Manage Paper Plans	The system shall allow an authorized user to record receipt of paper plan sets including but not limited to; date, time, plan set title and version.	N/A	Permitting & Plan Check	H	C	N	N	N					
D010	D. Plan Check	Manage Paper Plans	The system shall allow an authorized user to set/specify the bin location of a paper plan set.	N/A	Permitting & Plan Check	H	C	N	N	N					
D011	D. Plan Check	Manage Paper Plans	The system shall allow an authorized user to update the location of a paper plan set, such as on the desk of the next assigned reviewer.	N/A	Permitting & Plan Check	H	C	N	N	N					
D012	D. Plan Check	Manage Paper Plans	The system shall assign a unique identification number for a new plan set received from an applicant.	N/A	Permitting & Plan Check	H	C	N	N	N					
D013	D. Plan Check	Manage Paper Plans	The system shall display the bin location of an inventoried paper plan set.	N/A	Permitting & Plan Check	H	C	N	N	N					
D014	D. Plan Check	Manage Paper Plans	The system shall support the tracking of paper plans (i.e. location, owner, copies).	N/A	Permitting & Plan Check	H	C	N	N	N					
D015	D. Plan Check	Manage Plan Check Staff	The system shall allow a predefined service level overrun to trigger an automatic notification to the Supervisor or other designee in the system.	Backlog Management & Overtime Identification	Permitting & Plan Check	H	C	N	N	N					
D016	D. Plan Check	Manage Plan Check Staff	The system shall allow for tracking the history of in-person plan check meetings (date, time, attendees, notes).	Calendars & Appointments	Permitting & Plan Check	H	C	N	N	N					
D017	D. Plan Check	Manage Plan Check Staff	The system shall allow individual Plan Checkers to view each other's queues.	N/A	Permitting & Plan Check	H	C	N	N	N					
D018	D. Plan Check	Manage Plan Check Staff	The system shall allow staff to flag plan checks to watch or track through the entire review process.	N/A	Permitting & Plan Check	H	C	N	N	N					
D019	D. Plan Check	Manage Plan Check Staff	The system shall be able to leverage information in the plan checker's profile to inform automated plan check assignment according to business rules configured in the system.	N/A	Permitting & Plan Check	H	C	N	N	N					
D020	D. Plan Check	Manage Plan Check Staff	The system shall display unassigned plan checks to facilitate plan check assignment.	N/A	Permitting & Plan Check	H	C	N	N	N					
D021	D. Plan Check	Manage Plan Check Staff	The system shall have the ability for a Supervisor to view all plan checks (pending and in-progress) in graphical "dashboard" format in real time (e.g., not a report) to view metrics in a meaningful manner.	N/A	Permitting & Plan Check	H	C	N	N	N					
D022	D. Plan Check	Manage Plan Check Staff	The system shall have the ability for the plan checker to capture the daily hours spent on a plan check (including multiple days).	N/A	Permitting & Plan Check	H	C	N	N	N					
D023	D. Plan Check	Manage Plan Check Staff	The system shall have the ability to track plan check metrics against pre-defined performance metrics and visually indicate whether processing times are being met (e.g., a plan checks that has exceeded the predefined threshold for duration will turn red on the screen).	N/A	Permitting & Plan Check	H	C	N	N	N					
D024	D. Plan Check	Manage Plan Check Staff	The system shall have the capability to alert relevant staff if a set of plans have been reviewed/resubmitted a certain number of times (e.g., three times).	N/A	Permitting & Plan Check	H	C	N	N	N					

D. Plan Check

D025	D. Plan Check	Manage Plan Check Staff	The system shall have the capability to maintain a profile for plan checkers, including third party plan checkers and Peer Reviewers.	N/A	Permitting & Plan Check	H	C	N	N	N	
D026	D. Plan Check	Manage Plan Check Staff	The system shall have the capability to prioritize or escalate plans for review.	N/A	Permitting & Plan Check	H	C	N	N	N	
D027	D. Plan Check	Manage Plan Check Staff	The system shall maintain Plan Checker's availability (e.g., scheduled vacation time).	N/A	Permitting & Plan Check	H	C	N	N	N	Vacation time can be added as an event against a users' calendar.
D028	D. Plan Check	Manage Plan Check Staff	The system shall maintain plan checker's workload (e.g., plan checker A is currently assigned 10 active plan checks).	N/A	Permitting & Plan Check	H	C	N	N	N	
D029	D. Plan Check	Manage Plan Check Staff	The system shall provide information on the complexity of a reviewer's workload, including plan weight (e.g., plan class).	N/A	Permitting & Plan Check	H	C	N	N	N	
D030	D. Plan Check	Manage Plan Check Staff	The system shall provide real-time dashboards (view in the System, not a report) that a Supervisor can access that illustrates the active plan check tasks and their statuses in a traffic light pattern (e.g., red, yellow, green).	N/A	Permitting & Plan Check	H	C	N	N	N	
D031	D. Plan Check	Manage Plan Check Staff	The system shall provide the functionality to define specific performance parameters for each plan check type provided by the Agency.	N/A	Permitting & Plan Check	H	C	N	N	N	
D032	D. Plan Check	Manage Plan Check Staff	The system shall track the department the plan checker is assigned to.	N/A	Permitting & Plan Check	H	C	N	N	N	
D033	D. Plan Check	Manage Plan Check Staff	The system shall track the plan check types the plan checker is eligible to review.	N/A	Permitting & Plan Check	H	C	N	N	N	
D034	D. Plan Check	Manage Plan Check Staff	The system shall track the skill sets and certifications for each plan checker, including third party plan checkers and Peer Reviewers.	N/A	Permitting & Plan Check	H	C	N	N	N	
D035	D. Plan Check	Manage Plan Check Staff	The system shall track the status of each plan check task for all reviewers assigned to that project, including external reviewing agencies.	N/A	Permitting & Plan Check	H	C	N	N	N	
D036	D. Plan Check	Manage Plan Check Staff	The system shall track the supervisor the plan checker is assigned to.	N/A	Permitting & Plan Check	H	C	N	N	N	
D037	D. Plan Check	Assign Plans for Review	The system shall allow the Plan Check Assigner to search/view a list of the prior / recently completed reviews to understand the Plan Checker's recent workload (e.g., just finished a major project).	N/A	Permitting & Plan Check	H	C	N	N	N	
D038	D. Plan Check	Assign Plans for Review	The system shall be able to assign a Plan Checker automatically if the Plan Checker was previously assigned to the project or application record previously (e.g., phased project where the same reviewer should review the updated plans for each phase, or for resubmittals).	N/A	Permitting & Plan Check	H	C	N	N	N	
D039	D. Plan Check	Assign Plans for Review	The system shall have the ability to approve plan checker assignments	N/A	Permitting & Plan Check	H	C	N	N	N	
D040	D. Plan Check	Assign Plans for Review	The system shall have the ability to assign work to a team of plan checkers while tracking work and progress of individuals within team	N/A	Permitting & Plan Check	H	C	N	N	N	
D041	D. Plan Check	Assign Plans for Review	The system shall have the ability to automatically assign plan checkers by workload distribution.	N/A	Permitting & Plan Check	H	C	N	N	N	
D042	D. Plan Check	Assign Plans for Review	The system shall have the ability to automatically or manually assign plan check components to external parties based on the plan type or project type.	N/A	Permitting & Plan Check	H	C	N	N	N	
D043	D. Plan Check	Assign Plans for Review	The system shall have the ability to manually reassign individual plan checks to another reviewer.	N/A	Permitting & Plan Check	H	C	N	N	N	
D044	D. Plan Check	Assign Plans for Review	The system shall have the ability to notify plan checker if plan exam assignment is an audit/QA review.	N/A	Permitting & Plan Check	H	C	N	N	N	
D045	D. Plan Check	Assign Plans for Review	The system shall have the ability to trigger a plan check as part of a workflow process.	N/A	Permitting & Plan Check	H	C	N	N	N	
D046	D. Plan Check	Assign Plans for Review	The system shall have the capability to reassign multiple plan checks from one plan checker to another (e.g., a "bulk" reassignment may be necessary if a plan checker is unexpectedly going to be out of the office for an extended period of time).	N/A	Permitting & Plan Check	H	C	N	N	N	
D047	D. Plan Check	Assign Plans for Review	The system shall support the assignment of a component of a plan check package to a reviewer (e.g., a particular sheet) rather than the entire set of plans.	N/A	Permitting & Plan Check	H	C	N	N	N	
D048	D. Plan Check	Schedule Plan Check	The system shall have the ability to associate a single meeting with multiple project IDs and apply meeting results to some or all of those project IDs	Calendars & Appointments	Permitting & Plan Check	H	C	Y	Y	N	Functionality through integration of Google Cloud tools such as Duo & Meets.
D049	D. Plan Check	Schedule Plan Check	The system shall have the ability to automatically determine plan check meeting duration based on multiple application criteria	Calendars & Appointments	Permitting & Plan Check	H	C	N	N	N	

D. Plan Check

D050	D. Plan Check	Schedule Plan Check	The system shall have the ability to collaborate or conduct plan check online	Calendars & Appointments	Permitting & Plan Check	H	C	N	N	N	
D051	D. Plan Check	Schedule Plan Check	The system shall have the ability to have any user in virtual collaboration share their desktop and allow users to markup their desktop	Calendars & Appointments	Permitting & Plan Check	H	C	Y	Y	N	Functionality through integration of Google Cloud tools such as Duo & Meets.
D052	D. Plan Check	Schedule Plan Check	The system shall have the ability to have integrated conference call bridge for virtual collaboration meeting that does not rely on computer microphone and speakers	Calendars & Appointments	Permitting & Plan Check	H	C	Y	Y	N	Functionality through integration of Google Cloud tools such as Duo & Meets.
D053	D. Plan Check	Schedule Plan Check	The system shall have the ability to have web conferencing/web cam feature with virtual collaboration multiple parties simultaneously (at least 10 at once)	Calendars & Appointments	Permitting & Plan Check	H	C	Y	Y	N	Functionality through integration of Google Cloud tools such as Duo & Meets.
D054	D. Plan Check	Schedule Plan Check	The system shall have the ability to limit scheduled plan checks by project ID	Calendars & Appointments	Permitting & Plan Check	H	C	N	N	N	
D055	D. Plan Check	Schedule Plan Check	The system shall have the ability to manually cancel plan checks.	Calendars & Appointments	Permitting & Plan Check	H	C	N	N	N	
D056	D. Plan Check	Schedule Plan Check	The system shall have the ability to manually reassign plan checks.	Calendars & Appointments	Permitting & Plan Check	H	C	N	N	N	
D057	D. Plan Check	Schedule Plan Check	The system shall have the ability to reschedule plan checks.	Calendars & Appointments	Permitting & Plan Check	H	C	N	N	N	
D058	D. Plan Check	Schedule Plan Check	The system shall have the ability to schedule follow up plan checks.	Calendars & Appointments	Permitting & Plan Check	H	C	N	N	N	
D059	D. Plan Check	Schedule Plan Check	The system shall have the ability to schedule meetings by plan checker teams not just individuals	Calendars & Appointments	Permitting & Plan Check	H	C	N	N	N	
D060	D. Plan Check	Schedule Plan Check	The system shall have the ability to schedule plan check online or by phone.	Calendars & Appointments	Permitting & Plan Check	H	C	Y	Y	N	Functionality through integration of Scheduler plugin.
D061	D. Plan Check	Schedule Plan Check	The system shall have the ability to schedule plan checkers by availability or date.	Calendars & Appointments	Permitting & Plan Check	H	C	Y	Y	N	Functionality through integration of Scheduler plugin.
D062	D. Plan Check	Schedule Plan Check	The system shall have the ability to snap-shot/save mid-virtual collaboration meeting markups/screens, etc.	Calendars & Appointments	Permitting & Plan Check	H	C	Y	Y	N	Functionality through integration of Google Cloud tools such as Duo & Meets.
D063	D. Plan Check	Schedule Plan Check	The system shall have the ability to track by meeting type (e.g., consultation, applicant presentation, etc.)	Calendars & Appointments	Permitting & Plan Check	H	C	N	N	N	
D064	D. Plan Check	Schedule Plan Check	The system shall have the ability to track meeting method (e.g., in-person, virtual)	Calendars & Appointments	Permitting & Plan Check	H	C	N	N	N	
D065	D. Plan Check	Schedule Plan Check	The system shall have the ability to manage a calendar organizing plan check-related meetings.	N/A	Permitting & Plan Check	H	C	N	N	N	
D066	D. Plan Check	Schedule Plan Check	The system shall support scheduling of the plan check meeting through the online customer portal (e.g., customer can initiate a request for a meeting and specify preferred dates/times on a calendar that provides availability of staff for the meeting).	N/A	Permitting & Plan Check	H	C	N	N	N	
D067	D. Plan Check	Perform Plan Check	The system shall support the tracking and review of any impacts to bonds as a result of the resubmittal according to business rules.	Bonds	Permitting & Plan Check	H	C	N	N	N	
D068	D. Plan Check	Perform Plan Check	The system shall allow Agency staff to manually input data into the system to track the assignment and status of a review assigned to an external reviewing agency that does not use the system themselves.	Clearances	Permitting & Plan Check	H	C	N	N	N	
D069	D. Plan Check	Perform Plan Check	The system shall be able to add additional requirements/conditions prior to plan approval (e.g. plat approval and recordation).	Clearances	Permitting & Plan Check	H	C	N	N	N	
D070	D. Plan Check	Perform Plan Check	The system shall be able to enforce that conditional approval to a customer should result in automatic generation of a future inspection task to track compliance according to business rules configurable by review type.	Clearances	Permitting & Plan Check	H	C	N	N	N	
D071	D. Plan Check	Perform Plan Check	The system shall have the ability to indicate whether an entitlement, variance or condition is associated with the location and prompt the plan checker to provide any related information as part of their review.	Clearances	Permitting & Plan Check	H	C	N	N	N	
D072	D. Plan Check	Perform Plan Check	The system shall have the ability to trigger required external agency plan check workflows.	Clearances	Permitting & Plan Check	H	C	N	N	N	
D073	D. Plan Check	Perform Plan Check	The system shall support the distribution of plans to a reviewer/reviewing agency as a "courtesy review" distribution, where plans are sent to a reviewing agency, but an approval/denial is not required and should not block the advancement of the plans and application package.	Clearances	Permitting & Plan Check	H	C	N	N	N	
D074	D. Plan Check	Perform Plan Check	The system shall allow certain conditions including posting of the bonds to be deferred to after plan approval but prior to issuance of land disturbance and building permits.	Clearances & Bond	Permitting & Plan Check	H	C	N	N	N	

D. Plan Check

D075	D. Plan Check	Perform Plan Check	The system shall have the ability to create and assign a pre-inspection based on workflows and business rules as the result of a administrative review, substantive review or plan check (e.g. grading pre-inspection, sign pre-inspection, demo pre-inspection, Electrical Test Lab field test).	Create Pre-Inspections	Permitting & Plan Check	H	C	N	N	N	
D076	D. Plan Check	Perform Plan Check	The system shall support any location-based conditions or notifications through integration with the Agency's GIS (i.e. existing recorded easements, historic districts, floodplains).	Interface, GIS	Permitting & Plan Check	H	C	Y	N	N	Functionality through integration of GIS Sync.
D077	D. Plan Check	Perform Plan Check	The system shall have the ability to track the archival information of plans (ePlans or paper submission) and current physical storage or digitization status.	Interfaces, Document Management /IDIS	Permitting & Plan Check	H	C	N	N	N	
D078	D. Plan Check	Perform Plan Check	The system shall have the ability to associate meta-data such as Code sections and Code book types/years to standard plan check checklist tasks (e.g., plan is rejected because of failure to comply with relevant code).	Manage Codes	Permitting & Plan Check	H	C	N	N	N	
D079	D. Plan Check	Perform Plan Check	The system shall have the ability to load code sets into system (e.g., building, zoning, etc.).	Manage Codes	Permitting & Plan Check	H	C	N	N	N	
D080	D. Plan Check	Perform Plan Check	The system shall allow a final review and moving of the plan for final signature after bonds have been posted, and all pre-approval conditions have been satisfied.	N/A	Permitting & Plan Check	H	C	N	N	N	
D081	D. Plan Check	Perform Plan Check	The system shall allow a set of plans to be approved in the system.	N/A	Permitting & Plan Check	H	C	N	N	N	
D082	D. Plan Check	Perform Plan Check	The system shall allow a set of plans to be automatically expedited (e.g., applicant chooses to pay for an expedited review during the application process).	N/A	Permitting & Plan Check	H	C	N	N	N	
D083	D. Plan Check	Perform Plan Check	The system shall allow an applicant to choose to end the plan check process early and immediately proceed with plan revisions, prior to other disciplines reviewing their comments (e.g., if an Applicant receives comments back on a set of plans from a particular revision (e.g., Building review) that will affect the entire plan set).	N/A	Permitting & Plan Check	H	C	N	N	N	
D084	D. Plan Check	Perform Plan Check	The system shall allow the ad-hoc or categorical sorting and filtering of plan check list, including but not limited to: Address, Permit Number, Trade, Status of permit/plan, time.	N/A	Permitting & Plan Check	H	C	N	N	N	
D085	D. Plan Check	Perform Plan Check	The system shall allow the plan checker to view all plans associated with the project that may include previous versions of the plans he or she is currently reviewing.	N/A	Permitting & Plan Check	H	C	N	N	N	
D086	D. Plan Check	Perform Plan Check	The system shall allow the review of a set of plans to be manually expedited.	N/A	Permitting & Plan Check	H	C	N	N	N	
D087	D. Plan Check	Perform Plan Check	The system shall be able charge fees for plan checks according to business rules configured in the system, including resubmittals.	N/A	Permitting & Plan Check	H	C	N	N	N	
D088	D. Plan Check	Perform Plan Check	The system shall be able to associate the plan check (and related records) to a location/property record in the system.	N/A	Permitting & Plan Check	H	C	N	N	N	
D089	D. Plan Check	Perform Plan Check	The system shall be able to calculate and add fees based on total review time or related time-based calculations.	N/A	Permitting & Plan Check	H	C	N	N	N	
D090	D. Plan Check	Perform Plan Check	The system shall be able to prevent a reviewer from entering a status of "approve" if the reviewer has generated comments on the review.	N/A	Permitting	H	C	N	N	N	
D091	D. Plan Check	Perform Plan Check	The system shall be able to track the various development options for a mixed use project that can result from a single plan approval.	N/A	Permitting & Plan Check	H	C	N	N	N	
D092	D. Plan Check	Perform Plan Check	The system shall enable the customer to respond to each comment.	N/A	Permitting & Plan Check	H	C	N	N	N	
D093	D. Plan Check	Perform Plan Check	The system shall flag or otherwise visually indicate any plan check tasks that are expedited or prioritized.	N/A	Permitting & Plan Check	H	C	N	N	N	
D094	D. Plan Check	Perform Plan Check	The system shall have the ability for 1st review to contain multiple sub-levels of review, both ad-hoc and based on application criteria - plan checkers assigned to each sub-level may be different.	N/A	Permitting & Plan Check	H	C	N	N	N	
D095	D. Plan Check	Perform Plan Check	The system shall have the ability for applicant to review plan check information, updates and status online.	N/A	Permitting & Plan Check	H	C	N	N	N	
D096	D. Plan Check	Perform Plan Check	The system shall have the ability for applicant to self-certify any sub-set of objections online, as allowed by the Agency.	N/A	Permitting & Plan Check	H	C	N	N	N	
D097	D. Plan Check	Perform Plan Check	The system shall have the ability for plan checker to escalate specific components of review (e.g., checklist items) to a supervisor or other designated personnel.	N/A	Permitting & Plan Check	H	C	N	N	N	
D098	D. Plan Check	Perform Plan Check	The system shall have the ability to associate objection with multiple contacts (Design, License Professional, Owner, etc.).	N/A	Permitting & Plan Check	H	C	N	N	N	

D. Plan Check

D099	D. Plan Check	Perform Plan Check	The system shall have the ability to associate plan check objection with project ID.	N/A	Permitting & Plan Check	H	C	Y	Y	N	Functionality through integration with BlueBeam. Will objections be a custom object or can this be a field?
D100	D. Plan Check	Perform Plan Check	The system shall have the ability to associated standard objections with one or more standard plan check checklist tasks and limit user to select only such objections associated with a checklist item.	N/A	Permitting & Plan Check	H	C	N	N	N	
D101	D. Plan Check	Perform Plan Check	The system shall have the ability to automatically trigger a follow up plan check when a modified plan is submitted by the applicant or when a previous review has failed.	N/A	Permitting & Plan Check	H	C	N	N	N	
D102	D. Plan Check	Perform Plan Check	The system shall have the ability to capture summary notes by project ID or by project attachment.	N/A	Permitting & Plan Check	H	C	N	N	N	
D103	D. Plan Check	Perform Plan Check	The system shall have the ability to capture summary notes by project ID or by project attachment.	N/A	Permitting & Plan Check	H	C	N	N	N	
D104	D. Plan Check	Perform Plan Check	The system shall have the ability to charge for post-submission plan check only and note the difference between pre-submission and post-submission.	N/A	Permitting & Plan Check	H	C	N	N	N	
D105	D. Plan Check	Perform Plan Check	The system shall have the ability to configure standard plan check comment/objection types (e.g., provide a Dropdown list - Missing Zoning Plan, Inaccurate Cost Estimation, etc.).	N/A	Permitting & Plan Check	H	C	N	N	N	
D106	D. Plan Check	Perform Plan Check	The system shall have the ability to consolidate all comments and markups from reviewers into a plan check report, yet clearly indicate which comment and/or markup came from what plan checker.	N/A	Permitting & Plan Check	H	C	Y	N	N	BlueBeam interface pulls all comments that can be included into a report.
D107	D. Plan Check	Perform Plan Check	The system shall have the ability to create ad-hoc plan check checklist tasks for an application (e.g., supervisor for an checker, checker on their own).	N/A	Permitting & Plan Check	H	C	N	N	N	
D108	D. Plan Check	Perform Plan Check	The system shall have the ability to enter updates or notes on existing objections.	N/A	Permitting & Plan Check	H	C	N	N	N	
D109	D. Plan Check	Perform Plan Check	The system shall have the ability to generate standardized plan check checklists based on various application criteria and characteristics.	N/A	Permitting & Plan Check	H	C	N	N	N	
D110	D. Plan Check	Perform Plan Check	The system shall have the ability to generate standardized plan check checklists based on various application criteria and plan type.	N/A	Permitting & Plan Check	H	C	N	N	N	
D111	D. Plan Check	Perform Plan Check	The system shall have the ability to indicate any property-level related information that may impact the plan check or that needs to be addressed during the plan check (i.e. previously granted code exceptions, modifications/waivers, special exceptions, variances, etc.).	N/A	Permitting & Plan Check	H	C	N	N	N	
D112	D. Plan Check	Perform Plan Check	The system shall have the ability to issue partial approvals (e.g., by sheet or other mechanism) and for partial approvals to allow some workflow to continue (e.g., issuance of foundation permit).	N/A	Permitting & Plan Check	H	C	N	N	N	
D113	D. Plan Check	Perform Plan Check	The system shall have the ability to manually create a plan check task.	N/A	Permitting & Plan Check	H	C	N	N	N	
D114	D. Plan Check	Perform Plan Check	The system shall have the ability to publish plan objections to a portal where multiple authorized stakeholders can access and post comments and questions about such objections similar to a online forum/blog.	N/A	Permitting & Plan Check	H	C	Y	N	N	Functionality through integration of Chatter plugin
D115	D. Plan Check	Perform Plan Check	The system shall have the ability to store categorized standardized plan check checklist tasks based on various criteria.	N/A	Permitting & Plan Check	H	C	N	N	N	
D116	D. Plan Check	Perform Plan Check	The system shall have the capability for a plan checker to create ad-hoc plan check checklist tasks.	N/A	Permitting & Plan Check	H	C	N	N	N	
D117	D. Plan Check	Perform Plan Check	The system shall have the capability of capturing pre and post approval conditions, and allowing Staff to add pre and/or post approval conditions.	N/A	Permitting & Plan Check	H	C	N	N	N	
D118	D. Plan Check	Perform Plan Check	The system shall have the capability to allow workflows to accommodate serial, dependent reviews.	N/A	Permitting & Plan Check	H	C	N	N	N	
D119	D. Plan Check	Perform Plan Check	The system shall have the capability to automatically post the approved plans and review report to be available for download by the applicant via the online portal, as well as distribute through automated email notifications sent to designated recipients.	N/A	Permitting & Plan Check	H	C	N	N	N	
D120	D. Plan Check	Perform Plan Check	The system shall have the capability to bring up searchable electronic reference materials for the Plan Checker to review (i.e. code handbooks, and guidelines based on project or work type).	N/A	Permitting & Plan Check	H	C	Y	Y	N	Functionality through Code Book Library plugin

D. Plan Check

D121	D. Plan Check	Perform Plan Check	The system shall have the capability to save approved plans in a way that prevents any further changes to the plans including enforcing this at the hardware level and not the file format level.	N/A	Permitting & Plan Check	H	C	N	N	N	
D122	D. Plan Check	Perform Plan Check	The system shall comply with LAAC (Los Angeles Administrative Code) section 12.4.a.2 regarding electronic records kept in the system and the conditions for maintaining electronic original records. See https://codelibrary.amlegal.com/codes/los_angeles/latest/laac/0-0-0-42392	N/A	Permitting & Plan Check	H	C	N	N	N	
D123	D. Plan Check	Perform Plan Check	The system shall have the option to automatically launch a document viewer to review Portable Document Format (PDF) documents (e.g. Adobe Acrobat Pro)	N/A	Permitting & Plan Check	H	C	N	N	N	
D124	D. Plan Check	Perform Plan Check	The system shall prevent a project from advancing past the plan check stage until all associated plan check tasks have been successfully completed.	N/A	Permitting & Plan Check	H	C	N	N	N	
D125	D. Plan Check	Perform Plan Check	The system shall provide a list of all plans/permit numbers with reasonable details on the status of each permit, including details of completion of review, inspection, Permit issued - or pending and why pending.	N/A	Permitting & Plan Check	H	C	N	N	N	
D126	D. Plan Check	Perform Plan Check	The system shall provide the ability to disapprove plans and provide reason(s) and/or code references for the disapproval to be provided to the applicant.	N/A	Permitting & Plan Check	H	C	N	N	N	
D127	D. Plan Check	Perform Plan Check	The system shall provide the plan checker the ability to open and close access for the applicant to upload sheet(s) (For example, the Applicant should not be able to make any modifications to the plans unless the reviewer approves it first).	N/A	Permitting & Plan Check	H	C	N	N	N	
D128	D. Plan Check	Perform Plan Check	The system shall support a "waitlist" for same day plan checks where a reservation can be transferred to waiting customer if another customer cancels.	N/A	Permitting & Plan Check	H	C	Y	N	N	Clarification needed on requirement. May be possible to configure rather than develop custom code or integrate with Third Party application
D129	D. Plan Check	Perform Plan Check	The system shall support any downstream workflow related to approval of plans, such as completeness review by a permit technician, issuance of a permit, inspections, release of bond, etc.	N/A	Permitting & Plan Check	H	C	N	N	N	
D130	D. Plan Check	Perform Plan Check	The system shall support configurable workflow and related business rules by plan type that ensure all prerequisites are satisfied before a set of plans is approved in the system.	N/A	Permitting & Plan Check	H	C	N	N	N	
D131	D. Plan Check	Perform Plan Check	The system shall support configurable workflow for those plan types that can be appealed by an applicant (or other designee) if the plan check is failed.	N/A	Permitting & Plan Check	H	C	N	N	N	
D132	D. Plan Check	Perform Plan Check	The system shall support configurable workflow related to an As-built drawing that is submitted upon completion of a project or particular job to reflect any changes and exact specifications of construction.	N/A	Permitting & Plan Check	H	C	N	N	N	
D133	D. Plan Check	Perform Plan Check	The system shall support posting of the plan check results and email of results to designated recipients by plan checker to the customer portal in real time according to business rules.	N/A	Permitting & Plan Check	H	C	N	N	N	
D134	D. Plan Check	Perform Plan Check	The system shall support posting of the plan check results and email of results to designated recipients until all plan checkers have provided their comments according to business rules.	N/A	Permitting & Plan Check	H	C	N	N	N	
D135	D. Plan Check	Perform Plan Check	The system shall support same day, walk-in plan checks.	N/A	Permitting & Plan Check	H	C	N	N	N	
D136	D. Plan Check	Perform Plan Check	The system shall support the review of master, standard or site plans (e.g., the same, or a minor variation, of a commercial or residential building plan is reused on multiple sites).	N/A	Permitting & Plan Check	H	C	N	N	N	
D137	D. Plan Check	Perform Plan Check	The system shall support/allow plan check staff to input certain details/information that is related to the project/permit. (e.g., type of construction, sprinkler system, use group, etc.).	N/A	Permitting & Plan Check	H	C	N	N	N	
D138	D. Plan Check	Perform Plan Check	The system shall have the capability to allow workflows to accommodate simultaneous reviews.	N/A	Permitting & Plan Check	H	C	N	N	N	Assumption is that we are supporting simultaneous reviews of different types, not simultaneous work on the same review.
D139	D. Plan Check	Manage Resubmittals & Plan Revisions	The system shall have the capability to allow any public user to view archived copies of redlined or in-process revisions of electronic plans.	Document Management	Permitting & Plan Check	H	C	Y	N	N	Functionality can be accomplished through implementation of a guest/public account.
D140	D. Plan Check	Manage Resubmittals & Plan Revisions	The system shall enforce CA HSC Sec 19851 to prevent unauthorized duplication of documents.	Document Management	Permitting & Plan Check	H	C	N	N	N	

D. Plan Check

D141	D. Plan Check	Manage Resubmittals & Plan Revisions	The system shall allow the applicant to upload documents (plans, letters, other supporting documentation) as part of their resubmission.	N/A	Permitting & Plan Check	H	C	N	N	N	
D142	D. Plan Check	Manage Resubmittals & Plan Revisions	The system shall be able to accommodate plan revisions, and at the same time differentiate it from the original submission.	N/A	Permitting & Plan Check	H	C	N	N	N	
D143	D. Plan Check	Manage Resubmittals & Plan Revisions	The system shall be able to assign a review task related to the resubmission to one or more designated plan checkers according to business rules.	N/A	Permitting & Plan Check	H	C	N	N	N	
D144	D. Plan Check	Manage Resubmittals & Plan Revisions	The system shall be able to require all plan checkers to review a set of resubmitted plans before final sign-off and approval.	N/A	Permitting & Plan Check	H	C	N	N	N	
D145	D. Plan Check	Manage Resubmittals & Plan Revisions	The system shall enable before and after corrections to be easily identified (e.g., call-outs, color) by the Applicant to highlight the review comments and the corresponding corrections made.	N/A	Permitting & Plan Check	H	C	N	N	N	
D146	D. Plan Check	Manage Resubmittals & Plan Revisions	The system shall have the ability to allow/accept resubmission to approved plans and support workflow for processing.	N/A	Permitting & Plan Check	H	C	N	N	N	
D147	D. Plan Check	Manage Resubmittals & Plan Revisions	The system shall have the ability to allow/accept revisions to disapproved plans and support workflow for processing.	N/A	Permitting & Plan Check	H	C	N	N	N	
D148	D. Plan Check	Manage Resubmittals & Plan Revisions	The system shall provide a template for the applicant to respond to each comment/issue identified by the plan checker(s) to ensure each item is addressed individually to be able to easily assess how the applicant has met the resubmission requirements.	N/A	Permitting & Plan Check	H	C	Y	Y	N	Assumption is that functionality will be available through integration with BlueBeam and utilizing it's tools.
D149	D. Plan Check	Manage Resubmittals & Plan Revisions	The system shall support a plan check cycle with only a subset of the originally assigned reviewers (e.g., Customer resubmits only with Fire Dept. to resolve Fire code issues before submitting the final set of plans out to a larger group).	N/A	Permitting & Plan Check	H	C	N	N	N	
D150	D. Plan Check	Manage Resubmittals & Plan Revisions	The system shall support configurable workflow related to a permit amendment resulting from a revision to an approved plan.	N/A	Permitting & Plan Check	H	C	N	N	N	
D151	D. Plan Check	Manage Resubmittals & Plan Revisions	The system shall support the configurable workflow for revisions to an approved plan that supports the unique processing and business rules for each plan type.	N/A	Permitting & Plan Check	H	C	N	N	N	

Total Requirements 151

ID	Functional Area / System Capability	Requirement Area	Requirement	Detailed or Associated System Capability	Bureau/Division/ Group to Review	(O) n-Premise, (H) hosted, or (B) both	(C) n-Configuration, (A) Business Rule Automation, (B) both, or (N) none	Customization (Y/N)	Integration /w 3rd Party Product (Y/N)	Future Product Release (Y/N)	Explanation or Comments
E001	E. Permitting	Perform Materials Review /Test	The system shall allow assignment of material or product testing requirements to internal staff.	Material or Product Approval	Permitting (Materials & Product Testing)	H	C	N	N	N	
E002	E. Permitting	Perform Materials Review /Test	The system shall allow staff to track and identify research conducted to approval materials or products.	Material or Product Approval	Permitting (Materials & Product Testing)	H	C	N	N	N	
E003	E. Permitting	Issue Material or Product Approval	The system shall issued material or product research reports and testing approvals.	Material or Product Approval	Permitting (Materials & Product Testing)	H	C	N	N	N	
E004	E. Permitting	Assign Test Lab Materials Review	The system shall support configurable workflow related to material or product approvals needed as part of permit reviews.	Material or Product Approval	Permitting (Materials & Product Testing)	H	C	N	N	N	
E005	E. Permitting	Assign Test Lab Materials Review	The system shall support configurable workflows to review applications for material or product approval (i.e. Test Lab).	Material or Product Approval	Permitting (Materials & Product Testing)	H	C	N	N	N	
E006	E. Permitting	Perform Materials Review /Test	The system shall track material or product testing required by licensed recognized 3rd party agencies.	Material or Product Approval	Permitting (Materials & Product Testing)	H	C	N	N	N	Assumption is manual entry of results by staff.
E007	E. Permitting	Issue Material or Product Approval	The system shall track to results of internal material or product research or testing.	Material or Product Approval	Permitting (Materials & Product Testing)	H	C	N	N	N	
E008	E. Permitting	Issue Material or Product Approval	The system shall track to results of material or product research or testing conducted by licensed recognized 3rd party agencies.	Material or Product Approval	Permitting (Materials & Product Testing)	H	C	N	N	N	Assumption is manual entry of results by staff.
E009	E. Permitting	Complete Building Development Project	The system shall allow the customer to request the final inspection (via online portal or other method) for certain inspection types and according to business rules configured in the system.	N/A	Permitting	H	C	N	N	N	
E010	E. Permitting	Complete Building Development Project	The system shall be able to allow a reviewer to flag projects that need a critical structure meeting prior to issuing the permit.	N/A	Permitting	H	C	N	N	N	
E011	E. Permitting	Complete Building Development Project	The system shall be able to allow reviewer to flag projects that require an occupant load posting and provide a location to input the approved occupant load that generates the certificate.	N/A	Permitting	H	C	N	N	N	
E012	E. Permitting	Complete Building Development Project	The system shall be able to include a completeness review to ensure all reviews, fees, etc. have been satisfied prior to issuance of the permit.	N/A	Permitting	H	C	N	N	N	
E013	E. Permitting	Complete Building Development Project	The system shall be able to support workflow related to the issuance of a certificate of occupancy on a phased project (Phased occupancy may be approved for a project, according to eligibility and business rules, where a full building occupancy is impractical for a project (e.g., high-rise building)).	N/A	Permitting	H	C	N	N	N	
E014	E. Permitting	Complete Building Development Project	The system shall prevent the issuance of a permit according to business rules (e.g., outstanding payments, compliance issues, required inspections, developer bond defaults, and any other issues according to business rules).	N/A	Permitting	H	C	N	N	N	
E015	E. Permitting	Complete Building Development Project	The system shall support the issuance of a Non-Residential Permit that must be obtained prior to occupancy or use of a commercial structure, and shall generate the downstream workflow.	N/A	Permitting	H	C	N	N	N	
E016	E. Permitting	Complete Building Development Project	The system shall support the issuance of a Residential Permit for a residential project.	N/A	Permitting	H	C	N	N	N	
E017	E. Permitting	Complete Building Development Project	The system shall support the manual closure and/or deactivation of a project by staff (e.g., inactivity) according to business rules.	N/A	Permitting	H	C	N	N	N	
E018	E. Permitting	Complete Building Development Project	The system shall support the processing and issuance of a Maximum Occupant Load certificate (Certain Use groups/permits will require posting of Maximum Occupant loads after project completions and final inspections).	N/A	Permitting	H	C	N	N	N	
E019	E. Permitting	Complete Building Development Project	The system shall, as part of project closeout, require staff to ensure that required project information used for as-built reports are captured in the system including, but not limited to: square footage for various use types, number of units.	N/A	Permitting	H	C	N	N	N	

E020	E. Permitting	Create Bond Estimate	The system shall allow for bond recalculations and modifications to increase or refund (resubmissions, revisions, change or reductions).	N/A	Permitting	H	C	N	N	N	
E021	E. Permitting	Create Bond Estimate	The system shall allow for the updating or recalculation of a bond at any time.	N/A	Permitting	H	C	N	N	N	
E022	E. Permitting	Create Bond Estimate	The system shall allow staff to capture the final bond amount amounts, and other project-specific requirements for the bond in the system.	N/A	Permitting	H	C	N	N	N	
E023	E. Permitting	Create Bond Estimate	The system shall have the ability to indicate if a bond is required.	N/A	Permitting & Plan Check	H	C	N	N	N	
E024	E. Permitting	Create Bond Estimate	The system shall have the ability to indicate whether a bond is associated with the project and prompt the plan checker to provide any related information as part of their review.	N/A	Permitting & Plan Check	H	C	N	N	N	
E025	E. Permitting	Create Bond Estimate	The system shall have the ability to input required bond amount and attach as a condition.	N/A	Permitting & Plan Check	H	C	N	N	N	
E026	E. Permitting	Create Bond Estimate	The system shall support any automated calculations for bond estimations.	N/A	Permitting	H	C	N	N	N	
E027	E. Permitting	Create Bond Estimate	The system shall support the bond estimation review and approval process.	N/A	Permitting	H	C	N	N	N	
E028	E. Permitting	Create Bond Estimate	The system shall support the bond estimation submission process, which may be entered manually by staff or through the customer online portal.	N/A	Permitting	H	C	N	N	N	
E029	E. Permitting	Create Bond Estimate	The system shall support the calculations of bonds according to the Agency's fee schedule.	N/A	Permitting	H	C	N	N	N	
E030	E. Permitting	Manage Bonds	The system shall interface with the Agency's cashing system to track any related bond cash deposit information (see Interface Requirements in Technical Requirements).	Interface, Cashiering	Permitting	H	C	N	N	N	
E031	E. Permitting	Manage Bonds	The system shall allow an inspector to capture any relevant information regarding the bond account in the system.	N/A	Permitting	H	C	N	N	N	
E032	E. Permitting	Manage Bonds	The system shall allow bond information to be updated in the system over time.	N/A	Permitting	H	C	N	N	N	
E033	E. Permitting	Manage Bonds	The system shall allow the customer to send any applicable documents related to their bond account through the customer portal.	N/A	Permitting	H	C	N	N	N	
E034	E. Permitting	Manage Bonds	The system shall allow the user to capture the results of the bond review meeting, including but not limited to the elements below: Attendees, Date/Time, Status.	N/A	Permitting	H	C	N	N	N	
E035	E. Permitting	Manage Bonds	The system shall allow the user to manually enter conditions related to a bond extension (i.e. variances, specific requirements defined by default conference) .	N/A	Permitting	H	C	N	N	N	
E036	E. Permitting	Manage Bonds	The system shall allow users to capture information related to inspections, including but not limited to approvals, acceptances, and violations, that are related to the bond.	N/A	Permitting	H	C	N	N	N	
E037	E. Permitting	Manage Bonds	The system shall be able to automatically create inspections related to a bond that need to be satisfied (e.g., periodic six month checkups performed by site inspectors starting from the day of the Pre-Construction Meeting).	N/A	Permitting	H	C	N	N	N	
E038	E. Permitting	Manage Bonds	The system shall be able to calculate and enforce the developer to post a minimum cash bond deposit according to business rules.	N/A	Permitting	H	C	N	N	N	
E039	E. Permitting	Manage Bonds	The system shall be able to capture a "punch list" of items that must be completed in order to allow bond release to proceed if any bond release inspections are not approved.	N/A	Permitting	H	C	N	N	N	
E040	E. Permitting	Manage Bonds	The system shall be able to capture the reduction and allow refund/release of the reduced amount if the bond is posted in cash, or adjust amount if posted in any other form of payment.	N/A	Permitting	H	C	N	N	N	
E041	E. Permitting	Manage Bonds	The system shall be able to close a development project when the bond is released.	N/A	Permitting	H	C	N	N	N	
E042	E. Permitting	Manage Bonds	The system shall be able to display a list of bonds in the system that may be filtered by various criteria.	N/A	Permitting	H	C	N	N	N	
E043	E. Permitting	Manage Bonds	The system shall be able to generate a deposit number that is consistent with the Agency's current numbering system (deposit number is normally generated by the Agency).	N/A	Permitting	H	C	N	N	N	
E044	E. Permitting	Manage Bonds	The system shall be able to issue partial approval of work or partial release of a bond.	N/A	Permitting	H	C	N	N	N	
E045	E. Permitting	Manage Bonds	The system shall be able to stop/not allow Staff to approve new bonds if the developer has other projects in default.	N/A	Permitting	H	C	N	N	N	
E046	E. Permitting	Manage Bonds	The system shall be able to support any workflow processes related to actual release of the bond, including but not limited to Finance or Cashiering Staff being able to view the status of the bond directly in the System to support releasing the bond.	N/A	Permitting	H	C	N	N	N	

E047	E. Permitting	Manage Bonds	The system shall be able to track all projects related to a person in the system (e.g., developer).	N/A	Permitting	H	C	N	N	N	
E048	E. Permitting	Manage Bonds	The system shall be able to track all timelines related to bond release.	N/A	Permitting	H	C	N	N	N	
E049	E. Permitting	Manage Bonds	The system shall capture all bondable improvements related to a bond, project, and/or plan.	N/A	Permitting	H	C	N	N	N	
E050	E. Permitting	Manage Bonds	The system shall capture all erosion and sediment control measures related to a project in order to facilitate the determination of the bond.	N/A	Permitting	H	C	N	N	N	
E051	E. Permitting	Manage Bonds	The system shall capture and track any conditions related to a bond extension.	N/A	Permitting	H	C	N	N	N	
E052	E. Permitting	Manage Bonds	The system shall capture and track bond status.	N/A	Permitting	H	C	N	N	N	
E053	E. Permitting	Manage Bonds	The system shall capture and track bond-related information, including but not limited to the elements below: Number, Amount, Deposit Info, Surety/Bank, Surety Rating, Expiration date.	N/A	Permitting	H	C	N	N	N	
E054	E. Permitting	Manage Bonds	The system shall keep the history of the original developer and/or surety while tracking/processing the new replacement agreement and bond.	N/A	Permitting	H	C	N	N	N	
E055	E. Permitting	Manage Bonds	The system shall manage the tracking of bonds in the system throughout their life cycle of estimation, acceptance, inspections, extension and/or adjustment, replacement, and/or release (or default).	N/A	Permitting	H	C	N	N	N	
E056	E. Permitting	Manage Bonds	The system shall prevent bond release until all prerequisites have been completed according to business rules (external agency approvals, development conditions satisfied).	N/A	Permitting	H	C	N	N	N	
E057	E. Permitting	Manage Bonds	The system shall require the applicant to submit any supporting documentation required to inform the bond and estimation processes.	N/A	Permitting	H	C	N	N	N	
E058	E. Permitting	Manage Bonds	The system shall send automatic or manual notification to the Applicant and surety company or bank status of the rating.	N/A	Permitting	H	C	N	N	N	
E059	E. Permitting	Manage Bonds	The system shall stop/not allow Staff to accept sureties and banks that do not meet the established minimum ratings.	N/A	Permitting	H	C	N	N	N	
E060	E. Permitting	Manage Bonds	The system shall support accepting multiple sureties/co-sureties and banks for the same project/bond.	N/A	Permitting	H	C	N	N	N	
E061	E. Permitting	Manage Bonds	The system shall support annual recalculation of bonds if the bond has not been posted within the fee schedule annual cycle.	N/A	Permitting	H	C	N	N	N	
E062	E. Permitting	Manage Bonds	The system shall support generation and tracking of all correspondence related to bonds.	N/A	Permitting	H	C	N	N	N	
E063	E. Permitting	Manage Bonds	The system shall support recalculations of bonds at any bonding actions based on progress and status of project and the default conference outcome.	N/A	Permitting	H	C	N	N	N	
E064	E. Permitting	Manage Bonds	The system shall support the intake of a bond (corporate surety, letter of credit, set-aside letter, cash) with configurable workflow processes for each type of bond.	N/A	Permitting	H	C	N	N	N	
E065	E. Permitting	Manage Bonds	The system shall support the workflow related to bond extension (submittal, review, inspection, approval/denial).	N/A	Permitting	H	C	N	N	N	
E066	E. Permitting	Manage Bonds	The system shall support the workflow related to bond reduction (submittal, review, inspection, approval/denial).	N/A	Permitting	H	C	N	N	N	
E067	E. Permitting	Manage Bonds	The system shall support the workflow related to bond release (submittal, review, inspection, approval/denial).	N/A	Permitting	H	C	N	N	N	
E068	E. Permitting	Manage Bonds	The system shall support workflow for bond release.	N/A	Permitting	H	C	N	N	N	
E069	E. Permitting	Manage Bonds	The system shall track any Notices of Non-Renewal received from banks cancelling letters of credit, which shall be able to trigger a HARD DEADLINE for replacement surety or letter from bank rescinding notice.	N/A	Permitting	H	C	N	N	N	
E070	E. Permitting	Manage Bonds	The system shall update any expiration dates and associated tasks related to a bond extension, yet still preserve the history of the bond and bond activity.	N/A	Permitting	H	C	N	N	N	
E071	E. Permitting	Issue Development-related Permit	The system shall provide a structured template for all reviewers to capture their comments regarding the application review, including plan review functionality (see Plan Check requirements).	Clearances	Zoning & Subdivision	H	C	N	N	N	
E072	E. Permitting	Issue Development-related Permit	The system shall publish the permit file to the Customer Portal in a way that prevents modification including enforcement at the hardware level and not file format level.	Document Templates	Permitting	H	C	Y	N	N	Will be posted as a PDF.
E073	E. Permitting	Issue Development-related Permit	The system shall allow agencies to update the approval conditions on a location that apply to them.	N/A	Permitting	H	C	N	N	N	

E074	E. Permitting	Issue Development-related Permit	The system shall allow for documenting correspondence, rulings, variances, meetings associated with permits and allow printing of the history.	N/A	Permitting	H	C	N	N	N	
E075	E. Permitting	Issue Development-related Permit	The system shall allow for the removal of the parent/child relationship.	N/A	Permitting	H	C	N	N	N	
E076	E. Permitting	Issue Development-related Permit	The system shall allow for the supervisory override of conditions related to the parent/child relationship or add conditions.	N/A	Permitting	H	C	N	N	N	
E077	E. Permitting	Issue Development-related Permit	The system shall allow the extension of permits according to business rules.	N/A	Permitting	H	C	N	N	N	
E078	E. Permitting	Issue Development-related Permit	The system shall allow the issuance of a temporary building permit if required conditions are met (example: a temporary structure that requires a building permit).	N/A	Permitting	H	C	N	N	N	
E079	E. Permitting	Issue Development-related Permit	The system shall automatically enroll the permit in a renewal period according to business rules.	N/A	Permitting	H	C	N	N	N	
E080	E. Permitting	Issue Development-related Permit	The system shall be able to automatically recommend/identify what permit types are likely needed for a project based on the application information provided by the applicant during the application submission (or modification) process.	N/A	Permitting	H	C	N	N	N	
E081	E. Permitting	Issue Development-related Permit	The system shall be able to automatically validate an application with the tracking of plats and other permit activities through the parent child relationship.	N/A	Permitting	H	C	N	N	N	
E082	E. Permitting	Issue Development-related Permit	The system shall be able to link a new land development application to any previously existing land development application for that location.	N/A	Permitting	H	C	N	N	N	
E083	E. Permitting	Issue Development-related Permit	The system shall be able to support the processing and tracking of the transfer of a permit.	N/A	Permitting	H	C	N	N	N	
E084	E. Permitting	Issue Development-related Permit	The system shall be able to track multiple permits that are associated with one project through all phases including zoning, plan submission, plan acceptance, and development using a unique identifier (e.g., Project ID).	N/A	Permitting	H	C	N	N	N	
E085	E. Permitting	Issue Development-related Permit	The system shall be able to track the renewal requirements for a permit type.	N/A	Permitting	H	C	N	N	N	
E086	E. Permitting	Issue Development-related Permit	The system shall be able to update the address information on any associated, open permits when the address of a related permit is changed.	N/A	Permitting	H	C	N	N	N	
E087	E. Permitting	Issue Development-related Permit	The system shall ensure any downstream activity (e.g., building permit) occurring on a property (e.g., plat) must comply with any previously granted land development conditions (e.g., zoning, variances, development agreements) associated with the planning or zoning of the property, including fee and bond requirements.	N/A	Permitting	H	C	N	N	N	
E088	E. Permitting	Issue Development-related Permit	The system shall have the ability to associate permit or multiple permits with project ID or multiple application records (e.g., parent/child).	N/A	Permitting	H	C	N	N	N	
E089	E. Permitting	Issue Development-related Permit	The system shall have the ability to auto-associate a digital permit or license report with the generated license or permit record for storage in the system's document management system.	N/A	Permitting	H	C	N	N	N	
E090	E. Permitting	Issue Development-related Permit	The system shall have the ability to auto-issue a permit if all conditions are met according to business rules by permit type and/or business area (e.g., Once the application is submitted online, with any associated payment provided, the permit may be able to be automatically generated and issued from the Customer Portal).	N/A	Permitting	H	C	N	N	N	
E091	E. Permitting	Issue Development-related Permit	The system shall have the ability to automatically set permit expiration date according to business rules.	N/A	Permitting	H	C	N	N	N	
E092	E. Permitting	Issue Development-related Permit	The system shall have the ability to change the address on an issued permit.	N/A	Permitting	H	C	N	N	N	Assumption is that the actual permit document can be reissued as a new document with accurate information.
E093	E. Permitting	Issue Development-related Permit	The system shall have the ability to perform batch transactions that affect multiple permits or projects (e.g., approve multiple permits for one location in one transaction).	N/A	Permitting	H	C	N	N	N	
E094	E. Permitting	Issue Development-related Permit	The system shall have the ability to preserve the history of address on a permit (old address, new address).	N/A	Permitting	H	C	N	N	N	
E095	E. Permitting	Issue Development-related Permit	The system shall have the ability to prevent/allow issuance of permit according to configurable business rules/conditions.	N/A	Permitting	H	C	N	N	N	
E096	E. Permitting	Issue Development-related Permit	The system shall have the ability to record and track expiration dates and conditions in the system for a permit type.	N/A	Permitting	H	C	N	N	N	
E097	E. Permitting	Issue Development-related Permit	The system shall have the ability to record and track expiration dates and conditions in the system for an individual permit.	N/A	Permitting	H	C	N	N	N	
E098	E. Permitting	Issue Development-related Permit	The system shall have the ability to reopen a closed or canceled permit.	N/A	Permitting	H	C	N	N	N	

E099	E. Permitting	Issue Development-related Permit	The system shall have the capability to track approval conditions that affect a location that have been input on a location by an entitlement or zoning case (e.g. enforce parent/child relationships by project and/or location).	N/A	Permitting	H	C	N	N	N	
E100	E. Permitting	Issue Development-related Permit	The system shall have the capability to void, close, or cancel a permit.	N/A	Permitting	H	C	N	N	N	
E101	E. Permitting	Issue Development-related Permit	The system shall notify applicant/contractor/developer...etc. when a permit is about to expire and send information explaining how to extend the permit.	N/A	Permitting	H	C	N	N	N	
E102	E. Permitting	Issue Development-related Permit	The system shall preserve the original address on any closed permits when a related permit's address is changed.	N/A	Permitting	H	C	N	N	N	
E103	E. Permitting	Issue Development-related Permit	The system shall preserve the transaction information related to the voiding, closure, or cancellation of a permit (user, date, time, reason, etc.) for viewing in the system.	N/A	Permitting	H	C	N	N	N	
E104	E. Permitting	Issue Development-related Permit	The system shall prevent a transaction on a permit if sub-permits are in a status according to business rules that should prevent workflow the Permit from moving forward.	N/A	Permitting	H	C	N	N	N	
E105	E. Permitting	Issue Development-related Permit	The system shall prevent issuance if the status of the application is not eligible for permit issuance.	N/A	Permitting	H	C	N	N	N	
E106	E. Permitting	Issue Development-related Permit	The system shall prevent issuance if there are conflicting Approvals/Denials from reviewers.	N/A	Permitting	H	C	N	N	N	
E107	E. Permitting	Issue Development-related Permit	The system shall prevent issuance of permit if outstanding required payments or other conditions (e.g., hold) are present.	N/A	Permitting	H	C	N	N	N	
E108	E. Permitting	Issue Development-related Permit	The system shall provide a mechanism to track structures that span multiple lots and need to be tied to multiple addresses rather than one property/address.	N/A	Permitting	H	C	Y	N	N	Functionality through utilizing Address Junction.
E109	E. Permitting	Issue Development-related Permit	The system shall provide the ability to view the history of applications/permits that was voided, closed or cancelled.	N/A	Permitting	H	C	N	N	N	
E110	E. Permitting	Issue Development-related Permit	The system shall support a streamlined process for issuing both a demolition permit and a new building permit for the same location, but new address, simultaneously.	N/A	Permitting	H	C	N	N	N	
E111	E. Permitting	Issue Development-related Permit	The system shall support customizable permit applications for each permit type (see Technical Requirements for the permit type list).	N/A	Permitting	H	C	N	N	N	
E112	E. Permitting	Issue Development-related Permit	The system shall support multiple permit types, with varying business rules, workflow, and requirements configurable in the system.	N/A	Permitting	H	C	N	N	N	
E113	E. Permitting	Issue Development-related Permit	The system shall support the activation, inactivation, addition and deletion of permit types in the System.	N/A	Permitting	H	C	N	N	N	
E114	E. Permitting	Issue Development-related Permit	The system shall support the configuration and management of multiple permit types in the system across all agencies (e.g. building, site, utility permits, elevator permits, haul routes).	N/A	Permitting	H	C	N	N	N	
E115	E. Permitting	Issue Development-related Permit	The system shall support the denial of a permit, which will trigger associated workflow (e.g., correspondence, resubmittal, etc.).	N/A	Permitting	H	C	N	N	N	
E116	E. Permitting	Review Code Modifications	The system shall allow code modification requests to be entered into the system by staff.	N/A	Permitting	H	C	N	N	N	
E117	E. Permitting	Review Code Modifications	The system shall allow code modifications to be submitted through the customer portal by a registered user.	N/A	Permitting	H	C	N	N	N	
E118	E. Permitting	Review Code Modifications	The system shall allow code modifications to be submitted through the customer portal by a user who is not logged in and/or does not have a user account.	N/A	Permitting	H	C	N	N	N	
E119	E. Permitting	Review Code Modifications	The system shall be able to link a code modification record to a related permit application record (which may be submitted after the code modification) (e.g., be capable of marrying a proactively submitted code modification to the eventual permit application of the same project).	N/A	Permitting	H	C	N	N	N	
E120	E. Permitting	Review Code Modifications	The system shall be able to retain code modification details for a building for reference on future projects/permits of the same building.	N/A	Permitting	H	C	N	N	N	
E121	E. Permitting	Review Code Modifications	The system shall capture information related to the review of the code modification request and outcome.	N/A	Permitting	H	C	N	N	N	
E122	E. Permitting	Review Code Modifications	The system shall support appeals related to code modifications (e.g., an applicant can appeal the code modification outcome) (see related Hearing Requirements).	N/A	Permitting	H	C	N	N	N	
E123	E. Permitting	Review Code Modifications	The system shall support configurable workflow for code modification request reviews and processing (assignment, review, etc.).	N/A	Permitting	H	C	N	N	N	
E124	E. Permitting	Review Code Modifications	The system shall support configurable workflow that supports the intake and processing of interpretations.	N/A	Permitting	H	C	Y	N	N	Clarification of requirement needed. May be possible to configure solution rather than develop custom code for functionality.

E125	E. Permitting	Review Code Modifications	The system shall support searching for code modification information in the system, including "blanket" code modifications.	N/A	Permitting	H	C	N	N	N	
E126	E. Permitting	Review Code Modifications	The system shall support some code modifications that are specific to a project that do not become Agency wide or statewide code interpretations.	N/A	Permitting	H	C	N	N	N	
E127	E. Permitting	Review Code Modifications	The system shall support some code modifications that do become Agency wide code interpretations.	N/A	Permitting	H	C	N	N	N	
E128	E. Permitting	Review Code Modifications	The system shall support the intake and tracking of code modification requests.	N/A	Permitting	H	C	N	N	N	
E129	E. Permitting	Review Code Modifications	The system shall support the submission of code modification requests that are unrelated to a project or application.	N/A	Permitting	H	C	N	N	N	
E130	E. Permitting	Review Code Modifications	The system shall track and associate an approved code modification with the project/address/building for future reference.	N/A	Permitting	H	C	N	N	N	
E131	E. Permitting	Zoning	The system shall track permitted use of proposed project site as permitted in a particular district and/or limited by conditions through GIS layers or other information available in the system.	Clearances	Zoning & Subdivision	H	C	N	N	N	
E132	E. Permitting	Zoning	The system shall be able to track the zoning for a location through GIS.	Interface, GIS	Zoning & Subdivision	H	C	Y	Y	N	Functionality through GIS Sync integration.
E133	E. Permitting	Zoning	The system shall provide a template for zoning staff to record the results of their research, including uploading any related documentation, or preserving any reports / queries run (examples below):	Zoning Letters	Zoning & Subdivision (Zoning Letters)	H	C	N	N	N	
E134	E. Permitting	Zoning	The system shall support the issuance of zoning-related letters that have associated configurable workflow and business rules for processing (i.e. assignment of tasks, correspondence, due dates, etc.).	Zoning Letters	Zoning & Subdivision (Zoning Letters)	H	C	N	N	N	
E135	E. Permitting	Maintain Building Mitigation Programs Information	The system shall support batch issuance of Orders to Comply based on properties meeting certain criteria.	Mandatory Retrofit	Permitting (Seismic Retrofit)	H	C	N	N	N	
E136	E. Permitting	Maintain Building Mitigation Programs Information	The system shall support configurable workflows that allow permit application reviews for potential required retrofits due to meeting mandatory retrofit criteria (e.g. number of stories of certain building material, built prior to a configurable time, contents of ground floor).	Mandatory Retrofit	Permitting (Seismic Retrofit)	H	C	N	N	N	
E137	E. Permitting	Maintain Building Mitigation Programs Information	The system shall track properties satisfying Orders to Comply according to Mandatory Retrofit Programs based on configurable periods of time (e.g. X years to submit completed checklist, Y years to submit proof of previous retrofit of plans to retrofit /demo, Z years to complete constructions).	Mandatory Retrofit	Permitting (Seismic Retrofit)	H	C	Y	N	N	Software is configured to Orders as alerts against properties but through clarification of requirement may be possible to customize rather than develop custom code for functionality.
E138	E. Permitting	Maintain Building Mitigation Programs Information	The system shall track properties satisfying Orders to Comply according to Mandatory Retrofit Programs based on prior dates that Orders were sent out.	Mandatory Retrofit	Permitting (Seismic Retrofit)	H	C	N	N	N	
E139	E. Permitting	Maintain Building Mitigation Programs Information	The system shall track properties satisfying Orders to Comply according to Mandatory Retrofit Programs based on priority of buildings (e.g. buildings with 16 or more dwelling units, buildings with 3 or more stories, buildings not falling into other priority categories).	Mandatory Retrofit	Permitting (Seismic Retrofit)	H	C	N	N	N	
E140	E. Permitting	Maintain Building Mitigation Programs Information	The system shall track properties that are included in Mandatory Retrofit Programs (i.e. Soft-Story and Non-ductile Concrete).	Mandatory Retrofit	Permitting (Seismic Retrofit)	H	C	N	N	N	
E141	E. Permitting	Maintain Building Mitigation Programs Information	The system shall allow customers to register and submit benchmarking reports to satisfy their energy and water efficiency benchmarking requirements.	Existing Building Energy & Water Efficiency (EBEWE)	Permitting (EBEWE)	H	C	N	N	N	
E142	E. Permitting	Maintain Building Mitigation Programs Information	The system shall allow requirements to be added to permits and existing properties to track that reports are provided to building owners of energy and water use.	Existing Building Energy & Water Efficiency (EBEWE)	Permitting (EBEWE)	H	C	N	N	N	
E143	E. Permitting	Maintain Building Mitigation Programs Information	The system shall support customer requests and granting of extensions of time specific for Existing Building Energy & Water Efficiency program requirements.	Existing Building Energy & Water Efficiency (EBEWE)	Permitting (EBEWE)	H	C	N	N	N	
E144	E. Permitting	Maintain Building Mitigation Programs Information	The system shall track what properties and buildings have exceptions from Existing Building Energy & Water Efficiency program requirements.	Existing Building Energy & Water Efficiency (EBEWE)	Permitting (EBEWE)	H	C	N	N	N	

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ID	Functional Area / System Capability	Requirement Area	Requirement	Detailed or Associated System Capability	Bureau/Division/ Group to Review	(U) - Premise, (P) - Posted, (B) - Both, (C) - Contractor, (N) - None, (Y) - Yes, (N) - No	Integration w/ 3rd Party	Future Product	Explanation or Comments
F001	F. Inspections	Manage Required and Standard Inspections	The system shall be able to enforce business rules regarding who can schedule an inspection for a project by inspection type (e.g., may not be the applicant, but a designee).	N/A	Inspections	H	N	N	
F002	F. Inspections	Manage Required and Standard Inspections	The system shall have the ability to associate inspections with sub-components of application record (e.g., work type).	N/A	Inspections	H	C	N	
F003	F. Inspections	Manage Required and Standard Inspections	The system shall have the ability to associate various fee(s) with an inspection type.	N/A	Inspections	H	C	N	
F004	F. Inspections	Manage Required and Standard Inspections	The system shall have the ability to calculate additional fees (e.g. for a no show or extra trip)	N/A	Inspections	H	C	N	
F005	F. Inspections	Manage Required and Standard Inspections	The system shall have the ability to categorize inspection types by area including but not limited to Department, Bureau, Division, section, unit, group, shift, etc.	N/A	Inspections	H	C	N	
F006	F. Inspections	Manage Required and Standard Inspections	The system shall have the ability to categorize inspection types by permit type(s).	N/A	Inspections	H	C	N	
F007	F. Inspections	Manage Required and Standard Inspections	The system shall have the ability to determine required inspections (including special inspections) required for a project based on various business rules (e.g., application type, job type, work type, filing status)	N/A	Inspections	H	C	N	
F008	F. Inspections	Manage Required and Standard Inspections	The system shall have the capability to configure and manage multiple inspection types.	N/A	Inspections	H	C	N	
F009	F. Inspections	Manage Required and Standard Inspections	The system shall provide the capability to present inspection details where the Applicant can view the history and status of inspections via the customer portal.	N/A	Inspections	H	C	N	
F010	F. Inspections	Manage Required and Standard Inspections	The system shall support inspections that do not result in a fee, based on pre-defined business rules.	N/A	Inspections	H	C	N	
F011	F. Inspections	Manage Required and Standard Inspections	The system shall support the execution of multiple inspection types, with varying business rules, workflow, state and local codes, and requirements configurable in the system.	N/A	Inspections	H	C	N	
F012	F. Inspections	Manage Required and Standard Inspections	The system shall support configurable lists of default inspections that may auto-populate or be manually created, to be available to be requested for scheduling based on permit issuance and/or previous inspections passing or failing.	N/A	Inspections	H	C	N	
F013	F. Inspections	Manage Required and Standard Inspections	The system shall track special inspection requirements for a project and the outcome of any related inspections, based on pre-defined business rules and/or based on manual updates by an authorized user.	N/A	Inspections	H	C	N	
F014	F. Inspections	Manage Required and Standard Inspections	The system shall support workflow for inspections that occur during the application process that are pre-inspections (i.e. inspection prior to permit issuance) and post-inspections (e.g. after any Recognized Agency, Deputy Inspector, Geotech Engineer, Geologist work).	Create Pre-Inspections	Inspections	H	C	N	
F015	F. Inspections	Manage Required and Standard Inspections	The system shall have the ability to differentiate deputy inspector inspections vs. departmental performed inspections.	Deputy Inspectors	Inspections	H	C	N	
F016	F. Inspections	Manage Standard Inspection Durations	The system shall be able to associate an inspection type with an estimated duration to assist in scheduling.	N/A	Inspections	H	C	N	
F017	F. Inspections	Manage Standard Inspection Durations	The system shall have the ability to weight an inspection type, indicating difficulty or complexity to assist with estimating the duration of the inspection for scheduling/assignment.	N/A	Inspections	H	C	N	
F018	F. Inspections	Request Inspection	The system shall allow an applicant to request a preferred (not guaranteed) date/time for inspection.	N/A	Inspections	H	C	N	
F019	F. Inspections	Request Inspection	The system shall allow an applicant to request a preferred (not guaranteed) inspector.	N/A	Inspections	H	C	N	
F020	F. Inspections	Request Inspection	The system shall allow applicants to request an inspection online according to pre-defined business rules, including allowing inspections request online by both logged in and non-logged in users.	N/A	Inspections	H	C	Y	Necessary customization required for non-authenticated user inspection request rather than custom code development.
F021	F. Inspections	Request Inspection	The system shall allow the applicant to upload supporting documentation related to the inspection request.	N/A	Inspections	H	C	N	
F022	F. Inspections	Request Inspection	The system shall allow the inspection request to be canceled or rescheduled by the customer through the online portal according to pre-defined business rules.	N/A	Inspections	H	C	N	
F023	F. Inspections	Request Inspection	The system shall be able to configure business rules for inspection schedule and authorization by inspection type (e.g., General Contractor is allowed to request inspection type x).	N/A	Inspections	H	C	N	
F024	F. Inspections	Request Inspection	The system shall display available dates/times according to business rules (e.g., inspector availability).	N/A	Inspections	H	C	N	
F025	F. Inspections	Request Inspection	The system shall enforce any business rules related to who is authorized to request an inspection (This may be done by limiting inspection request privileges to a particular user role in the System, or manually, with Inspection Staff determining eligibility through discussions with the requestor).	N/A	Inspections	H	C	N	
F026	F. Inspections	Request Inspection	The system shall have the ability to associate multiple inspections with a universal application record.	N/A	Inspections	H	C	N	
F027	F. Inspections	Request Inspection	The system shall have the ability to define and enforce which inspection types can be requested online by a customer.	N/A	Inspections	H	C	N	
F028	F. Inspections	Request Inspection	The system shall have the ability to define which inspections can be requested or scheduled manually, online, and/or via IVR.	N/A	Inspections	H	C	Y	Integration with IVR necessary for this functionality.

F029	F. Inspections	Request Inspection	The system shall have the ability to define which inspections can be requested or scheduled.	N/A	Inspections	H	C	N	N	N	
F030	F. Inspections	Request Inspection	The system shall have the ability to notify an Applicant if one or more inspection types are required for his or her project and prompt the Applicant to submit an inspection request.	N/A	Inspections	H	C	N	N	N	
F031	F. Inspections	Request Inspection	The system shall have the ability to provide estimate for inspection fees when requesting the inspection online, as well as alert the applicant to additional fees that may be charged as a result of an extra trip or no show.	N/A	Inspections	H	N	N	N	N	
F032	F. Inspections	Request Inspection	The system shall have the ability to request a "first available" inspection.	N/A	Inspections	H	C	N	N	N	
F033	F. Inspections	Request Inspection	The system shall have the ability to require an Applicant to provide "bill to" information as part of the inspection request to indicate the designated party on the account and/or mailing address, the invoice should be sent to.	N/A	Inspections	H	N	N	N	N	
F034	F. Inspections	Request Inspection	The system shall have the ability to route an inspection request submitted through the online portal to designated personnel for approval and assignment.	N/A	Inspections	H	C	N	N	N	
F035	F. Inspections	Request Inspection	The system shall have the capability to display only the inspection types that the project is eligible to request according to pre-defined business rules.	N/A	Inspections	H	C	N	N	N	
F036	F. Inspections	Request Inspection	The system shall only display the inspection request option and the inspection types the project is eligible for according to business rules.	N/A	Inspections	H	B	N	N	N	
F037	F. Inspections	Request Inspection	The system shall prevent an applicant from being able to schedule an inspection according to business rules (e.g., hold on the account).	N/A	Inspections	H	A	N	N	N	
F038	F. Inspections	Request Inspection	The system shall provide a template, configurable by inspection type, to enter the inspection request information.	N/A	Inspections	H	C	N	N	N	
F039	F. Inspections	Maintain Inspector Trades & Disciplines	The system shall allow coordination between Divisions to facilitate joint inspections (e.g., allow for inspectors from different departments to be assigned to the same inspection).	N/A	Inspections	H	C	N	N	N	
F040	F. Inspections	Maintain Inspector Trades & Disciplines	The system shall be able to maintain the skillset for an inspector to assist in scheduling/assignment of inspections.	N/A	Inspections	H	C	N	N	N	
F041	F. Inspections	Maintain Inspector Trades & Disciplines	The system shall have the ability to designate the skill set(s) required for the assigned inspector for that inspection type.	N/A	Inspections	H	C	N	N	N	
F042	F. Inspections	Maintain Inspector Trades & Disciplines	The system shall have the ability to display only the inspection types relevant to the user's department when creating and scheduling a new inspection.	N/A	Inspections	H	C	N	N	N	
F043	F. Inspections	Create and Schedule Inspection	The system shall be able to automatically create/schedule periodic inspections according to business rules, including those required for a permit type that requires annual inspections after initial issuance to ensure ongoing compliance).	Annual Inspections	Inspections	H	C	N	N	N	
F044	F. Inspections	Create and Schedule Inspection	The system shall have capabilities to assign and track Special Event inspections related to a Special Event permit.	Special Events	Inspections	H	C	N	N	N	
F045	F. Inspections	Create and Schedule Inspection	The system shall allow an inspection to be manually created in the system by staff.	N/A	Inspections	H	C	N	N	N	
F046	F. Inspections	Create and Schedule Inspection	The system shall allow for supervisor override of workflow related to creating an inspection (e.g., allow an exception for an inspection to be scheduled even though there are outstanding fees on an account, allow a manual override list of required inspections).	N/A	Inspections	H	C	N	N	N	
F047	F. Inspections	Create and Schedule Inspection	The system shall allow for the cancellation of an inspection.	N/A	Inspections	H	C	N	N	N	Assume this can be done via request and handled by backoffice, otherwise we can make portal user editable fields.
F048	F. Inspections	Create and Schedule Inspection	The system shall allow for the rescheduling of an inspection.	N/A	Inspections	H	C	N	N	N	
F049	F. Inspections	Create and Schedule Inspection	The system shall allow inspectors to be assigned to specific customers (e.g. developers/owners) and conduct inspections as needed for those customers on different/ multiple projects.	N/A	Inspections	H	C	N	N	N	
F050	F. Inspections	Create and Schedule Inspection	The system shall allow the creation of a new inspection from a mobile device.	N/A	Inspections	H	C	N	N	N	
F051	F. Inspections	Create and Schedule Inspection	The system shall be able to automatically create/schedule periodic inspections according to business rules, including those required due to a failed inspection result that may automatically trigger a re-inspection record according to business rules.	N/A	Inspections	H	C	N	N	N	
F052	F. Inspections	Create and Schedule Inspection	The system shall be able to automatically create/schedule periodic inspections according to business rules, including those required due to be performed prior to a final inspection.	N/A	Inspections	H	C	N	N	N	
F053	F. Inspections	Create and Schedule Inspection	The system shall be able to automatically schedule an inspection according to business rules (e.g., next available day for an electrical inspection).	N/A	Inspections	H	C	N	N	N	
F054	F. Inspections	Create and Schedule Inspection	The system shall be able to automatically schedule the inspection for today's date and current time when creating an ad-hoc inspection in the field.	N/A	Inspections	H	C	N	N	N	
F055	F. Inspections	Create and Schedule Inspection	The system shall be able to automatically track the due date for an inspection to be conducted based on business rules (e.g., based on permit start date).	N/A	Inspections	H	C	N	N	N	
F056	F. Inspections	Create and Schedule Inspection	The system shall be able to capture detailed instructions about the location of the inspection, such as a gate code.	N/A	Inspections	H	C	N	N	N	
F057	F. Inspections	Create and Schedule Inspection	The system shall be able to enforce scheduling rules (e.g. number of inspections per day, availability of inspectors, holidays).	N/A	Inspections	H	C	Y	N	N	Custom calendar availability.

F058	F. Inspections	Create and Schedule Inspection	The system shall be able to schedule an inspection for a day without having to specify the time of an inspection.	N/A	Inspections	H	C	N	N	N	
F059	F. Inspections	Create and Schedule Inspection	The system shall be able to track scheduled inspections that do not have an associated inspection outcome (e.g., inspections that were scheduled but never resulted).	N/A	Inspections	H	C	N	N	N	
F060	F. Inspections	Create and Schedule Inspection	The system shall have the ability for staff to log an inspection request received via telephone.	N/A	Inspections	H	C	N	N	N	Assume manual logging.
F061	F. Inspections	Create and Schedule Inspection	The system shall have the ability to automatically schedule inspection for a specific day but allow specific time to be established later in the process.	N/A	Inspections	H	C	N	N	N	
F062	F. Inspections	Create and Schedule Inspection	The system shall have the ability to automatically schedule inspections based on permit date.	N/A	Inspections	H	C	N	N	N	
F063	F. Inspections	Create and Schedule Inspection	The system shall have the ability to create an ad-hoc inspection from the field (i.e., walk through) not on the original inspection list with or without connectivity, that may have their own workflow and processing business rules (e.g., goal is to capture the date the inspector was there and the details on what was discussed.).	N/A	Inspections	H	C	Y	N	N	Offline record creation should be possible using SFDC application.
F064	F. Inspections	Create and Schedule Inspection	The system shall have the ability to create an ad-hoc inspection from the field not on the original inspection list.	N/A	Inspections	H	C	N	N	N	
F065	F. Inspections	Create and Schedule Inspection	The system shall have the ability to determine the first available inspection based on the business rules configured in the system and the current inspection workload.	N/A	Inspections	H	C	N	N	N	
F066	F. Inspections	Create and Schedule Inspection	The system shall have the ability to enforce business rules governing manual or automatic creation of inspections.	N/A	Inspections	H	C	N	N	N	
F067	F. Inspections	Create and Schedule Inspection	The system shall have the ability to limit number of scheduled inspections by type.	N/A	Inspections	H	C	N	N	N	
F068	F. Inspections	Create and Schedule Inspection	The system shall have the ability to stage required inspections at different times throughout a predefined workflow process.	N/A	Inspections	H	C	N	N	N	
F069	F. Inspections	Create and Schedule Inspection	The system shall support configurable workflow for after-hour inspections that need to be performed after normal working hours, and require an after-hour permit (and associated fee) and special approval by an inspection supervisor to authorize the request and assignment.	N/A	Inspections	H	C	N	N	N	
F070	F. Inspections	Create and Schedule Inspection	The system shall support multi-phased inspections (e.g., two-part inspections).	N/A	Inspections	H	C	N	N	N	
F071	F. Inspections	Create and Schedule Inspection	The system shall support the business rules necessary to assist in the scheduling of inspection types.	N/A	Inspections	H	C	N	N	N	
F072	F. Inspections	Create and Schedule Inspection	The system shall support the pre-population of an inspection record with any information already provided as part of the inspection request, or as part of the project record.	N/A	Inspections	H	C	N	N	N	
F073	F. Inspections	Create and Schedule Inspection	The system shall support waitlists for inspections (e.g., the Applicant may request to be put on a waiting list for an inspection date/time, and as cancellations occur, the waiting list can be used to track the order in which inspection requests were received).	N/A	Inspections	H	C	Y	N	N	Automating the waitlist.
F074	F. Inspections	Create and Schedule Inspection	The system shall trigger a notification to a customer according to business rules of upcoming inspections that require their attention.	N/A	Inspections	H	C	N	N	N	
F075	F. Inspections	Assign Inspection	The system shall support configurable workflow for the Agency's certified inspections or licensed contractors program, which offers property owners and construction contractors of certain construction projects the option for certain construction inspections to be performed and certified by private sector "third-party" engineers and inspectors.	Certified Licensed Contractors	Inspections	H	C	N	N	N	
F076	F. Inspections	Assign Inspection	The system shall allow the manual assignment of an inspection to an inspector.	N/A	Inspections	H	C	N	N	N	
F077	F. Inspections	Assign Inspection	The system shall be able to assign an inspector to a geographic location / assigned territories to assist in scheduling/assignment of inspections.	N/A	Inspections	H	C	Y	N	N	Inspection territories.
F078	F. Inspections	Assign Inspection	The system shall be able to automatically validate whether an inspector has a specific type of certification prior to inspection assignment.	N/A	Inspections	H	C	N	N	N	
F079	F. Inspections	Assign Inspection	The system shall be able to track certifications of the inspector to assist in assignment decisions.	N/A	Inspections	H	C	N	N	N	
F080	F. Inspections	Assign Inspection	The system shall have the ability to assign multiple inspectors to one inspection, but not require individual inspection results to be submitted by each assigned inspector (e.g., one inspection - one result).	N/A	Inspections	H	C	N	N	N	
F081	F. Inspections	Assign Inspection	The system shall have the ability to assign multiple inspectors to one inspection/team inspections.	N/A	Inspections	H	C	N	N	N	
F082	F. Inspections	Assign Inspection	The system shall have the ability to automatically assign an inspection to an inspector according to business rules.	N/A	Inspections	H	C	N	N	N	
F083	F. Inspections	Assign Inspection	The system shall have the ability to combine multiple inspections into a single inspection (e.g., multi-discipline inspections).	N/A	Inspections	H	C	Y	N	N	Combining inspections - parent inspection with sub inspection records?
F084	F. Inspections	Assign Inspection	The system shall have the ability to maintain a threshold of inspections that can be assigned to an inspector for a given time period (e.g., hours, day, week).	N/A	Inspections	H	C	N	N	N	
F085	F. Inspections	Assign Inspection	The system shall have the ability to reassign inspections.	N/A	Inspections	H	C	N	N	N	

F086	F. Inspections	Assign Inspection	The system shall have the ability to track any previous inspector association to project or application record to assist in scheduling/assignment of inspections (e.g., a re-inspection should be automatically assigned to the same inspector).	N/A	Inspections	H	C	N	N	N	
F087	F. Inspections	Assign Inspection	The system shall have the capability to alert the user if an assignment conflicts with pre-defined business rules, such as inspection type per inspector, or workload maximums.	N/A	Inspections	H	C	N	N	N	
F088	F. Inspections	Assign Inspection	The system shall prompt the Supervisor if the inspection type (or a condition placed on a particular location, such as "unsafe conditions") requires multiple inspectors.	N/A	Inspections	H	C	N	N	N	
F089	F. Inspections	Assign Inspection	The system shall support configurable workflow for inspections that require coordination with outside organizations to facilitate contractor or third party inspections.	N/A	Inspections	H	C	N	N	N	
F090	F. Inspections	Manage Inspector Workload	The system shall track a pool of inspectors available to respond to different geographies and/or inspector certifications if a bottleneck of inspections is identified and additional resources are needed to clear the backlog.	Adaptive Response	Inspections	H	C	Y	Y	N	Inspection territories.
F091	F. Inspections	Manage Inspector Workload	The system shall track inspections in different geographies and/or inspector certifications and identify if a bottleneck or backlog of inspections to assist in identify if additional resources are needed to clear the backlog.	Adaptive Response	Inspections	H	C	Y	Y	N	Inspection territories.
F092	F. Inspections	Manage Inspector Workload	The system shall have the ability to maintain employee calendars indicating inspector availability.	Calendars & Appointments	Inspections	H	C	Y	Y	N	Google Calendar Integration.
F093	F. Inspections	Manage Inspector Workload	The system shall provide the capability of integrating with City Employee calendaring system, Google Calendar.	Interface, Google Calendar	Licensing	H	C	Y	Y	N	Google Calendar integration.
F094	F. Inspections	Manage Inspector Workload	The system shall have the ability to display inspections in graphical "dashboard" format that shows the number of unassigned inspections, pending inspections, etc. (not a report).	Reports & Dashboards	Inspections	H	C	N	N	N	
F095	F. Inspections	Manage Inspector Workload	The system shall provide real-time dashboards (view in the System, not a report) that a Supervisor can access that illustrates the active inspection tasks and their statuses (e.g., red, yellow, green).	Reports & Dashboards	Inspections	H	C	N	N	N	
F096	F. Inspections	Manage Inspector Workload	The system shall provide visual cues for potential issues with inspections (e.g., inspector workload reaching maximum threshold, aging of inspections).	Reports & Dashboards	Inspections	H	C	N	N	N	
F097	F. Inspections	Manage Inspector Workload	The system shall allow for flexibility to allow any Supervisor to reassign inspections in the event one of the area Supervisors are unavailable or out of the office.	N/A	Inspections	H	C	N	N	N	
F098	F. Inspections	Manage Inspector Workload	The system shall allow supervisors to view inspector details (e.g., skill sets, territories).	N/A	Inspections	H	C	N	N	N	
F099	F. Inspections	Manage Inspector Workload	The system shall be able to maintain Inspector availability (e.g., workload) to assist in scheduling/assignment of inspections.	N/A	Inspections	H	C	N	N	N	
F100	F. Inspections	Manage Inspector Workload	The system shall have the ability to capture and track inspection metrics against pre-defined metrics (i.e. number of inspections passed on average, number of unassigned inspections).	N/A	Inspections	H	C	N	N	N	
F101	F. Inspections	Manage Inspector Workload	The system shall have the ability to notify a supervisor if inspection performance metrics are approaching or have surpassed standard metrics.	N/A	Inspections	H	C	N	N	N	
F102	F. Inspections	Manage Inspector Workload	The system shall have the ability to view inspector workload by various parameters (e.g., day, inspection type).	N/A	Inspections	H	C	N	N	N	
F103	F. Inspections	Manage Inspector Workload	The system shall provide the functionality to define specific performance parameters for each inspection type performed by the Agency.	N/A	Inspections	H	C	N	N	N	
F104	F. Inspections	Manage Inspector Workload	The system shall track the types and frequency of inspection types performed by individual inspectors.	N/A	Inspections	H	C	N	N	N	
F105	F. Inspections	Create Order of Inspections /Routes	The system shall have the ability to integrate with the Agency's GIS system to support route optimization (see Technical Requirements).	Interface, GIS	Inspections	H	C	N	N	N	
F106	F. Inspections	Create Order of Inspections /Routes	The system shall be able to update the optimized route based on real-time changes (i.e. customer cancels).	Route Optimization	Inspections	H	C	N	N	N	
F107	F. Inspections	Create Order of Inspections /Routes	The system shall be able to use a requested/scheduled inspection time to calculate an optimized route.	Route Optimization	Inspections	H	C	Y	N	N	Inspection sequence order. We would need to manually set in order to optimize route
F108	F. Inspections	Create Order of Inspections /Routes	The system shall be able to use an inspection's assigned priority to calculate an optimized route.	Route Optimization	Inspections	H	C	N	N	N	
F109	F. Inspections	Create Order of Inspections /Routes	The system shall be able to use the inspector's current inspection assignments as criteria for calculating an optimized route.	Route Optimization	Inspections	H	C	N	N	N	
F110	F. Inspections	Create Order of Inspections /Routes	The system shall be able to use the inspector's starting and ending location, combined with the locations of the assigned inspections, to calculate an optimized route.	Route Optimization	Inspections	H	C	N	N	N	
F111	F. Inspections	Create Order of Inspections /Routes	The system shall have the ability to provide route optimization functionality (if not native functionality, indicate whether the system has the ability to integrate with a 3rd party route optimization application).	Route Optimization	Inspections	H	C	N	N	N	
F112	F. Inspections	Create Order of Inspections /Routes	The system shall have the ability to view optimized route schedules in a list format.	Route Optimization	Inspections	H	C	N	N	N	
F113	F. Inspections	Create Order of Inspections /Routes	The system shall have the ability to view optimized route schedules in a map format.	Route Optimization	Inspections	H	C	N	N	N	
F114	F. Inspections	Create Order of Inspections /Routes	The system shall provide an optimized route for inspectors according to multiple criteria and business rules.	Route Optimization	Inspections	H	C	Y	N	N	Route optimization is based on a manually established order, or automatically via traffic and travel distance

F115	F. Inspections	Create Order of Inspections /Routes	The system shall support route optimization to a location that is not stored in the system as a specific address (e.g., new subdivision that does not have an address).	Route Optimization	Inspections	H	C	N	N	N	Assume that a geolocation is provided.
F116	F. Inspections	Create Order of Inspections /Routes	The system shall allow inspectors to designate his or her inspection route/schedule manually.	N/A	Inspections	H	C	N	N	N	
F117	F. Inspections	Create Order of Inspections /Routes	The system shall allow inspectors to view on their mobile device a list of inspections assigned to them according to configurable criteria.	N/A	Inspections	H	C	N	N	N	
F118	F. Inspections	Create Order of Inspections /Routes	The system shall allow the ad-hoc and categorical sorting and filtering of the inspection list for display on mobile units.	N/A	Inspections	H	C	N	N	N	
F119	F. Inspections	Create Order of Inspections /Routes	The system shall be able to display an inspector's current location to be viewable by supervisors on a map based on GPS location provided by mobile devices.	N/A	Inspections	H	C	Y	N	N	Inspector geolocation tracking not provided.
F120	F. Inspections	Create Order of Inspections /Routes	The system shall be able to notify an inspector of a change in his or her inspection schedule (e.g., addition, cancellation).	N/A	Inspections	H	C	Y	N	Y	
F121	F. Inspections	Create Order of Inspections /Routes	The system shall graphically display inspection locations on a map viewable by inspectors on mobile devices.	N/A	Inspections	H	C	N	N	N	Inspections map only viewable on windows surface and Ipad
F122	F. Inspections	Create Order of Inspections /Routes	The system shall have the ability for inspections to be displayed spatially on a map with line drawn representing route.	N/A	Inspections	H	C	N	N	N	
F123	F. Inspections	Create Order of Inspections /Routes	The system shall have the ability to estimate an inspector's arrival time according to various criteria (e.g., travel time, identified route).	N/A	Inspections	H	C	Y	N	N	Time estimates are not provided.
F124	F. Inspections	Create Order of Inspections /Routes	The system shall have the ability to notify the inspector if an inspection type requires permission from the owner before entry into the property.	N/A	Inspections	H	C	N	N	N	
F125	F. Inspections	Create Order of Inspections /Routes	The system shall have the ability to track inspection cycle time (start and end times).	N/A	Inspections	H	C	N	N	N	Assume manual time entry.
F126	F. Inspections	Create Order of Inspections /Routes	The system shall have the capability to display estimated inspector arrival time via the online portal based on the inspector's planned route captured in the system.	N/A	Inspections	H	C	Y	N	N	Estimated times not being calculated.
F127	F. Inspections	Create Order of Inspections /Routes	The system shall have the capability to display estimated inspector arrival time via the online portal based on the inspector's real time progress in completing their inspection route via route optimization technology.	N/A	Inspections	H	C	Y	N	N	Estimated times not being calculated.
F128	F. Inspections	Create Order of Inspections /Routes	The system shall have the capability to display estimated inspector arrival via the online portal based on data input by the inspector into the system.	N/A	Inspections	H	C	N	N	N	
F129	F. Inspections	Create Order of Inspections /Routes	The system shall provide real-time updates to the mobile device and indicate any changes to an assigned inspection workload made in the System.	N/A	Inspections	H	C	N	N	N	
F130	F. Inspections	Create Order of Inspections /Routes	The system shall update routes real-time as inspectors progress with work during the day.	N/A	Inspections	H	C	N	N	N	
F131	F. Inspections	Conduct Inspection	The system shall have the ability to send automated notification to other departments based on inspection outcome.	Clearances	Inspections	H	C	N	N	N	
F132	F. Inspections	Conduct Inspection	The system shall have the ability to allow / deny self-certification or deputy inspector inspections by inspection type.	Deputy Inspectors	Inspections	H	C	N	N	N	
F133	F. Inspections	Conduct Inspection	The system shall have the ability to allow self-certified or deputy inspector to complete or submit inspection from mobile devices.	Deputy Inspectors	Inspections	H	C	N	N	N	
F134	F. Inspections	Conduct Inspection	The system shall have the ability to automatically accept self-certification or deputy inspector reports.	Deputy Inspectors	Inspections	H	C	N	N	N	
F135	F. Inspections	Conduct Inspection	The system shall have the ability to require self-certified or deputy inspector to complete inspection check list.	Deputy Inspectors	Inspections	H	C	N	N	N	
F136	F. Inspections	Conduct Inspection	The system shall allow designated inspectors to monitor haul routes and start code enforcement activities if needed.	Haul Routes	Inspections (Haul Route Monitoring - Grading Division)	H	C	Y	Y	N	Require use of geolocation tracking of devices utilizing cloud tool.
F137	F. Inspections	Conduct Inspection	The system shall have the ability to automatically transmit inspection results from the mobile device into the backend system.	Mobile Offline Capability	Inspections	H	C	Y	N	N	Can provide limited inspection updates.
F138	F. Inspections	Conduct Inspection	The system shall provide a mobile capability that allows an data stored in an offline mode to be automatically uploaded once internet connectivity is reestablished.	Mobile Offline Capability	Inspections	H	C	Y	N	N	Only true in a limited fashion when using the SFDC mobile application.
F139	F. Inspections	Conduct Inspection	The system shall provide a mobile capability that includes an offline capability or storing mode so inspectors can record information offline or without connecting to the internet.	Mobile Offline Capability	Inspections	H	C	Y	N	N	Only true in a limited fashion when using the SFDC mobile application.
F140	F. Inspections	Conduct Inspection	The system shall have the ability to issue and print inspection documentation onsite (i.e., inspection report, violation notification).	Mobile Printing	Inspections	H	C	N	N	N	Supported with use of mobile printers.
F141	F. Inspections	Conduct Inspection	The system shall allow a user to view the inspection history for his or her project(s).	N/A	Inspections	H	C	N	N	N	
F142	F. Inspections	Conduct Inspection	The system shall allow an inspector access to GIS information through the mobile app to assist in the inspection process.	N/A	Inspections	H	C	N	N	N	
F143	F. Inspections	Conduct Inspection	The system shall allow an inspector or authorized staff to manual record a result or automatically generate a notice that has a corresponding fee according to business rules if the inspection could not be performed due to predefined reasons that warrant a penalty.	N/A	Inspections	H	C	N	N	N	
F144	F. Inspections	Conduct Inspection	The system shall allow an inspector to access and validate that the plans provided onsite by the customer are the current, Agency-approved version by scanning a bar-coded sheet of the plans onsite with a scanning device (e.g., QR code reader mobile app on the phone) that provides confirmation to the Inspector that they are the most current version of the plans.	N/A	Inspections	H	C	N	N	N	

F145	F. Inspections	Conduct Inspection	The system shall allow an inspector to batch upload large picture sets to an inspection set (e.g., not have to select and upload each picture file individually) in the system.	N/A	Inspections	H	C	Y	Y	N	Functionality through BlueBeam integration.
F146	F. Inspections	Conduct Inspection	The system shall allow an inspector to provide instructions for corrections, feedback, and recommendations including ability to create a "punch list", which are items that need to be corrected for the following visit and/or to reach approval/compliance.	N/A	Inspections	H	C	N	N	N	
F147	F. Inspections	Conduct Inspection	The system shall allow an inspector to search for an address or perform a location search to view projects associated with the site.	N/A	Inspections	H	C	N	N	N	
F148	F. Inspections	Conduct Inspection	The system shall allow an inspector to select from a list of standard disposition and rejection codes for an inspection type(s).	N/A	Inspections	H	C	N	N	N	
F149	F. Inspections	Conduct Inspection	The system shall allow an inspector to select from a list of standard objection/infracton and violation types.	N/A	Inspections	H	C	N	N	N	
F150	F. Inspections	Conduct Inspection	The system shall allow an inspector to select from a list of standard sets of comments and conditions for an inspection type(s).	N/A	Inspections	H	C	N	N	N	
F151	F. Inspections	Conduct Inspection	The system shall allow an inspector to view detailed application and/or project information via their mobile device.	N/A	Inspections	H	C	N	N	N	
F152	F. Inspections	Conduct Inspection	The system shall allow an inspector to view detailed information about the inspection request or inspection details via their mobile device.	N/A	Inspections	H	C	N	N	N	
F153	F. Inspections	Conduct Inspection	The system shall allow designated inspectors to conduct functions typically associated with other user roles, such as review plans, and issuing development-related permits.	N/A	Inspections	H	C	N	N	N	
F154	F. Inspections	Conduct Inspection	The system shall allow field staff to capture any comments related to the inspection via their mobile unit.	N/A	Inspections	H	C	N	N	N	
F155	F. Inspections	Conduct Inspection	The system shall allow field staff to indicate a re-inspection is required and capture any other relevant conditions and/or deadlines in the system via the mobile unit.	N/A	Inspections	H	C	N	N	N	
F156	F. Inspections	Conduct Inspection	The system shall allow for supporting documentation to be uploaded to the inspection record.	N/A	Inspections	H	C	N	N	N	
F157	F. Inspections	Conduct Inspection	The system shall allow inspection fees to be charged automatically or on a case-by-case basis, according to Agency policy.	N/A	Inspections	H	C	N	N	N	
F158	F. Inspections	Conduct Inspection	The system shall allow inspectors to indicate if they were unable to complete the inspection and indicate the reason(s) (i.e. no show, wrong location).	N/A	Inspections	H	C	N	N	N	
F159	F. Inspections	Conduct Inspection	The system shall allow inspectors to take pictures with their mobile device and save them to the inspection record in real time.	N/A	Inspections	H	C	N	N	N	
F160	F. Inspections	Conduct Inspection	The system shall allow the inspector the ability to view child /supplemental, parent /master, and sibling /linked permits, and their status.	N/A	Inspections	H	C	N	N	N	
F161	F. Inspections	Conduct Inspection	The system shall allow the inspector the ability to view parties (e.g., designated point of contact and their contact information) associated with the application/project.	N/A	Inspections	H	C	N	N	N	
F162	F. Inspections	Conduct Inspection	The system shall allow the inspector the ability to view the project's bond status and all bonding actions.	N/A	Inspections	H	C	N	N	N	
F163	F. Inspections	Conduct Inspection	The system shall allow the inspector to enter in comments/notations about the inspection.	N/A	Inspections	H	C	N	N	N	
F164	F. Inspections	Conduct Inspection	The system shall allow the Inspector to indicate if the inspection results were recorded at a different date/time (e.g., inspection results were recorded on paper and data entered into the System at a later date).	N/A	Inspections	H	C	N	N	N	
F165	F. Inspections	Conduct Inspection	The system shall allow the inspector to place notes on a picture.	N/A	Inspections	H	C	Y	Y	N	Functionality through BlueBeam integration and use of its Note Tool.
F166	F. Inspections	Conduct Inspection	The system shall allow the inspector to provide notes regarding the picture(s).	N/A	Inspections	H	C	N	N	N	
F167	F. Inspections	Conduct Inspection	The system shall automatically transmit inspection results and other updates from the mobile device to the system.	N/A	Inspections	H	C	N	N	N	
F168	F. Inspections	Conduct Inspection	The system shall be able to charge a fee based on the inspection result (e.g., violation).	N/A	Inspections	H	C	N	N	N	
F169	F. Inspections	Conduct Inspection	The system shall be able to display any case information related to any violations issued by code compliance for that location according to business rules.	N/A	Inspections	H	C	N	N	N	
F170	F. Inspections	Conduct Inspection	The system shall be able to prompt an inspector to address customer compliance with any entitlements, zoning variances, bonds, escrow or trust accounts or development agreements associated with the location as part of their inspection.	N/A	Inspections	H	C	N	N	N	
F171	F. Inspections	Conduct Inspection	The system shall be able to track violations that the owner or developer fails to comply or correct, and reroute the information to appropriate department or designated personnel to take further action.	N/A	Inspections	H	C	N	N	N	
F172	F. Inspections	Conduct Inspection	The system shall have the ability for an inspector to conduct an inspection that is currently assigned to another inspector (e.g., perform an inspection without going through the process of reassignment) out in the field via the mobile unit.	N/A	Inspections	H	C	N	N	N	
F173	F. Inspections	Conduct Inspection	The system shall have the ability for inspector to indicate need for follow-up inspection.	N/A	Inspections	H	C	N	N	N	

F174	F. Inspections	Conduct Inspection	The system shall have the ability for inspectors to close/ disposition complaints in the field.	N/A	Inspections	H	C	N	N	N	
F175	F. Inspections	Conduct Inspection	The system shall have the ability for the inspector to email the inspection report to the customer.	N/A	Inspections	H	C	N	N	N	
F176	F. Inspections	Conduct Inspection	The system shall have the ability to access, view, and edit documents and files (assuming mobile software compatibility) associated to inspection records on mobile units.	N/A	Inspections	H	C	N	N	N	
F177	F. Inspections	Conduct Inspection	The system shall have the ability to allow a customer to sign a document using electronic signature via the mobile device out in the field.	N/A	Inspections	H	C	Y	N	N	Assumption is that this is possible while electronic acknowledgement is sufficient. Clarification needed to determine if manual signature is the actual requirement.
F178	F. Inspections	Conduct Inspection	The system shall have the ability to apply inspection results to multiple inspections (e.g., select multiple inspections in the system and indicate a result of "passed").	N/A	Inspections	H	C	N	N	N	
F179	F. Inspections	Conduct Inspection	The system shall have the ability to automatically determine inspection results (e.g., Pass / Fail) based on submitted information (e.g., inspection checklists, inspector comments).	N/A	Inspections	H	C	N	N	N	
F180	F. Inspections	Conduct Inspection	The system shall have the ability to automatically notify applicant of key statuses via text message (e.g., inspection passed).	N/A	Inspections	H	C	Y	Y	N	Functionality through Salesforce service cloud messaging integration.
F181	F. Inspections	Conduct Inspection	The system shall have the ability to capture a next step recommendation from a pre-defined list.	N/A	Inspections	H	C	N	N	N	
F182	F. Inspections	Conduct Inspection	The system shall have the ability to capture changes to application data based on observations.	N/A	Inspections	H	C	N	N	N	
F183	F. Inspections	Conduct Inspection	The system shall have the ability to capture electronic signature using the mobile device out in the field.	N/A	Inspections	H	C	N	N	N	
F184	F. Inspections	Conduct Inspection	The system shall have the ability to capture seals (i.e., authorized inspector seal) electronically.	N/A	Inspections	H	C	Y	N	N	Require Clarification of this requirement. May be possible to configure solution without developing custom code
F185	F. Inspections	Conduct Inspection	The system shall have the ability to enter additional information concerning specific inspection.	N/A	Inspections	H	C	N	N	N	
F186	F. Inspections	Conduct Inspection	The system shall have the ability to generate an inspection report from a customizable template(s).	N/A	Inspections	H	C	N	N	N	
F187	F. Inspections	Conduct Inspection	The system shall have the ability to include a link in the text message sent to a customer (e.g., hyperlink to view the full inspection report).	N/A	Inspections	H	C	N	N	N	Assume hyperlink doesn't need to be accessible by non- authenticated users. Otherwise letters engine will be used to generate a PDF report.
F188	F. Inspections	Conduct Inspection	The system shall have the ability to initiate enforcement actions in the field with mobile units (i.e. stop work order, violation, etc.).	N/A	Inspections	H	C	N	N	N	
F189	F. Inspections	Conduct Inspection	The system shall have the ability to notify the inspector of expiring permits that he/she have issued in the past and/ or that are applicable to the district/geography or inspection type that they are assigned.	N/A	Inspections	H	C	N	N	N	
F190	F. Inspections	Conduct Inspection	The system shall have the ability to perform all inspection tasks in the field from a mobile device either with or without connectivity.	N/A	Inspections	H	C	N	N	N	
F191	F. Inspections	Conduct Inspection	The system shall have the ability to publish inspection results via the online portal according to business rules (e.g., post in real-time as inspection is completed).	N/A	Inspections	H	C	N	N	N	
F192	F. Inspections	Conduct Inspection	The system shall have the ability to reassign inspections from one field user via a mobile unit to another inspector.	N/A	Inspections	H	C	N	N	N	
F193	F. Inspections	Conduct Inspection	The system shall have the ability to require inspector to perform outstanding checklist items on follow-up inspections.	N/A	Inspections	H	C	N	N	N	
F194	F. Inspections	Conduct Inspection	The system shall have the ability to result multiple inspection records at the same time in batch fashion from a mobile device.	N/A	Inspections	H	C	N	N	N	
F195	F. Inspections	Conduct Inspection	The system shall have the ability to review location history, including any previous or existing development work or violations, from their mobile devices.	N/A	Inspections	H	C	N	N	N	
F196	F. Inspections	Conduct Inspection	The system shall have the ability to send system messages to field staff via mobile units.	N/A	Inspections	H	C	N	N	N	
F197	F. Inspections	Conduct Inspection	The system shall have the ability to submit infraction or violation related to inspection, which may trigger associated workflow tasks.	N/A	Inspections	H	C	N	N	N	
F198	F. Inspections	Conduct Inspection	The system shall have the ability to upload external documentation, pictures, or data objects and link to specific inspection after the inspection has been conducted.	N/A	Inspections	H	C	N	N	N	
F199	F. Inspections	Conduct Inspection	The system shall have the capability for field personnel to research location-specific information via GIS integration (e.g., is the site in a historic district?).	N/A	Inspections	H	C	N	N	N	
F200	F. Inspections	Conduct Inspection	The system shall have the capability for inspectors to perform all inspection transactions from his or her mobile device.	N/A	Inspections	H	C	N	N	N	
F201	F. Inspections	Conduct Inspection	The system shall have the capability for staff to upload documentation of testing results/reports, such as those related to acceptance inspection and testing, or a third party inspector.	N/A	Inspections	H	C	N	N	N	
F202	F. Inspections	Conduct Inspection	The system shall initiate any downstream workflow activities based on the score outcome of the inspection (i.e. bond release, cash escrow release for minor projects).	N/A	Inspections	H	C	N	N	N	
F203	F. Inspections	Conduct Inspection	The system shall keep a log of re-inspections associated with the violation so the re-inspections fees can be assessed and paid.	N/A	Inspections	H	C	N	N	N	
F204	F. Inspections	Conduct Inspection	The system shall prompt the inspector to capture the results of the inspection by indicating a result code for the inspection (e.g., passed).	N/A	Inspections	H	C	N	N	N	
F205	F. Inspections	Conduct Inspection	The system shall prompt the inspector to capture the results of the inspection using a configurable checklist by inspection type.	N/A	Inspections	H	C	N	N	N	

F206	F. Inspections	Conduct Inspection	The system shall provide a template for the inspector to capture the inspection results using the mobile device.	N/A	Inspections	H	C	N	N	N	
F207	F. Inspections	Conduct Inspection	The system shall provide an ability to transmit data in a bidirectional fashion from the field based on predefined intervals.	N/A	Inspections	H	C	N	N	N	
F208	F. Inspections	Conduct Inspection	The system shall provide an ability to transmit data in a bidirectional fashion from the field based to/from the system based on predefined intervals (e.g. mobile sync every 5 minutes).	N/A	Inspections	H	C	N	N	N	Assumption is that real time will work in favor of intervals.
F209	F. Inspections	Conduct Inspection	The system shall provide the ability for "retries" of data transmission should connection be lost.	N/A	Inspections	H	C	Y	N	N	There are limited offline capabilities.
F210	F. Inspections	Conduct Inspection	The system shall provide the ability to periodically refresh their inspection workload and associated datasets based on variable parameters input into the system.	N/A	Inspections	H	C	N	N	N	Assumption is that real time will work in favor of intervals.
F211	F. Inspections	Conduct Inspection	The system shall support and track inspections that do not require a pass/fail result (e.g. erosion & sediment, storm water, etc.).	N/A	Inspections	H	C	N	N	N	
F212	F. Inspections	Conduct Inspection	The system shall support fillable and drop down menu style inspection types for site inspections (e.g. curb & gutter, earthwork, erosion & sediment, etc.).	N/A	Inspections	H	C	N	N	N	
F213	F. Inspections	Conduct Inspection	The system shall support partial pass inspections, associated with specific parts of the permitted work.	N/A	Inspections	H	C	N	N	N	
F214	F. Inspections	Conduct Inspection	The system shall support the ability to dictate inspection results into a device (e.g., iPhone) that then converts the voice record into text in the System.	N/A	Inspections	H	C	N	N	N	Assumption that using speech-to-text capabilities are inherit to user mobile device.
F215	F. Inspections	Conduct Inspection	The system shall support the issuance of a Stop Work Order, which prevents a portion or all work on a project from occurring until the identified issue is resolved.	N/A	Inspections	H	C	N	N	N	
F216	F. Inspections	Manage Inspection Checklists, Logs & Clearances	The system shall allow an inspector to select from a list of standard objection/infracton and violation types.	N/A	Inspections	H	C	N	N	N	
F217	F. Inspections	Manage Inspection Checklists, Logs & Clearances	The system shall allow checklists to be configured by inspection type.	N/A	Inspections	H	C	N	N	N	
F218	F. Inspections	Manage Inspection Checklists, Logs & Clearances	The system shall allow the checklists to automatically include any location-based conditions that must be checked (e.g., variances associated with the location).	N/A	Inspections	H	C	N	N	N	
F219	F. Inspections	Manage Inspection Checklists, Logs & Clearances	The system shall allow the inspector to add/edit the checklist for a project in real time from their mobile device.	N/A	Inspections	H	C	N	N	N	
F220	F. Inspections	Manage Inspection Checklists, Logs & Clearances	The system shall be able to provide the inspector with any information related to code modifications/waivers, variances, etc. granted to the project or location.	N/A	Inspections	H	C	N	N	N	
F221	F. Inspections	Manage Final Project Clearance and Completion	The system shall allow a user to provide proof that work has been completed and a certification from the party who did the work and verified it in lieu of a formal inspection according to business rules.	Certified Licensed Contractors	Inspections	H	C	N	N	N	Assumption is that manual review/confirmation done by City staff.
F222	F. Inspections	Manage Final Project Clearance and Completion	The system shall have the ability to automatically close-out or cancel permits based on inspection results, or supervisor review, based on business rules.	N/A	Inspections	H	C	N	N	N	
F223	F. Inspections	Manage Final Project Clearance and Completion	The system shall have the capability to hold the final inspection result until all requirements have been met (e.g., prevent issuance of a permit until bond release requirements are met).	N/A	Inspections	H	C	N	N	N	
F224	F. Inspections	Manage Final Project Clearance and Completion	The system shall support configurable workflow related to the appeal of an inspection result (If an inspection is failed, the Applicant (or other designee) can appeal to the Local Board of Building Code Appeals).	N/A	Inspections	H	C	N	N	N	
F225	F. Inspections	Schedule Annual Inspections / Verifications	The system shall be able to automatically track periodic inspections according to business rules and code requirements (based on location and project priority).	Annual Inspections	Inspections	H	C	N	N	N	
F226	F. Inspections	Assign Quality Assurance Review	The system shall have the ability to flag a certain percentage of deputy-inspector inspections for QA Review purposes based on multiple parameters, including project type, work type, applicant name, project size, location, etc.	Deputy Inspectors	Inspections	H	C	N	N	N	
F227	F. Inspections	Assign Quality Assurance Review	The system shall be able to generate a final Supervisor Review task (or an indicator of a completed supervisor review) to accompany an inspection (if required for that inspection type through configuration), or via a manual addition of a supervisor task.	N/A	Inspections	H	C	N	N	N	
F228	F. Inspections	Assign Quality Assurance Review	The system shall be able to generate a review task for certain inspection types (e.g., supervisor approval for overtime inspections).	N/A	Inspections	H	C	N	N	N	
F229	F. Inspections	Assign Quality Assurance Review	The system shall have the ability to approve /disapprove inspections results in batch (e.g., approving multiple inspections at once)	N/A	Inspections	H	C	N	N	N	
F230	F. Inspections	Assign Quality Assurance Review	The system shall have the ability to automatically assign QA review inspections based on defined parameters (counts, days, etc.)	N/A	Inspections	H	C	N	N	N	
F231	F. Inspections	Assign Quality Assurance Review	The system shall have the ability to flag a certain percentage of inspections for QA Review purposes based on multiple parameters, including project type, work type, applicant name, project size, location, etc.	N/A	Inspections	H	C	N	N	N	

F232	F. Inspections	Assign Quality Assurance Review	The system shall have the ability to flag a certain percentage of self-certified inspections for QA Review purposes based on multiple parameters, including project type, work type, applicant name, project size, location, etc.	N/A	Inspections	H	C	Y	Y	N	Functionality through BlueBeam integration.
F233	F. Inspections	Assign Quality Assurance Review	The system shall have the ability to manually trigger QA Review	N/A	Inspections	H	C	N	N	N	
F234	F. Inspections	Assign Quality Assurance Review	The system shall support the capability to queue the inspection for review and assignment by designated personnel (e.g., supervisor) prior to assigning and/or scheduling the inspection.	N/A	Inspections	H	C	N	N	N	
F235	F. Inspections	Emergency Mgmt. / Rapid Assessment	The system shall support creation and conducting of inspections in response to small scale incidents (e.g. car v. building) and large scale emergencies (e.g. earthquake).	N/A	Inspections (Emergency Mgmt.)	H	C	N	N	N	
F236	F. Inspections	Emergency Mgmt. / Rapid Assessment	The system shall track incidents that occur for specific buildings, addresses, or parcels.	N/A	Inspections (Emergency Mgmt.)	H	C	N	N	N	
F237	F. Inspections	Emergency Mgmt. / Rapid Assessment	The system shall track incidents that occur in large geographic areas (e.g. multiple parcels, regions).	N/A	Inspections (Emergency Mgmt.)	H	C	N	N	N	
F238	F. Inspections	Emergency Mgmt. / Rapid Assessment	The system shall track various types of incidents to inspect including but not limited to: people v. structures, structure fires, flooding in buildings, brush fires, earthquakes.	N/A	Inspections (Emergency Mgmt.)	H	C	N	N	N	
F239	F. Inspections	Assign Field Rapid Assessment Inspections	The system shall support a periodic rotation of inspectors to be on call for emergency response inspections.	Calendars & Appointments	Inspections (Emergency Mgmt.)	H	C	N	N	N	
F240	F. Inspections	Assign Field Rapid Assessment Inspections	The system shall allow assignment of emergency response inspections to an on call, designated group of inspectors.	N/A	Inspections (Emergency Mgmt.)	H	C	N	N	N	
F241	F. Inspections	Assign Field Rapid Assessment Inspections	The system shall support assignment of emergency responses inspections to any permit inspector, code enforcement inspector or plan check engineer.	N/A	Inspections (Emergency Mgmt.)	H	C	N	N	N	
F242	F. Inspections	Track and Manage Emergency Zone Maps	The system shall support tracking of ad hoc creation of inspection areas to be able to clear incidents (e.g. grid of a brush fire, zones of the City in a large earthquake).	N/A	Inspections (Emergency Mgmt.)	H	C	N	N	N	
F243	F. Inspections	Perform Field Rapid Assessment Inspections	The system shall support inspectors conducting rapid assessments at incidents including but not limited to likely cause, percent damage, inputs that would result in a calculated estimated cost to repair and initial tagging (e.g. Red = unsafe /do not enter, Yellow = restricted access/ specific area unsafe, Green = safe to enter).	N/A	Inspections (Emergency Mgmt.)	H	C	N	N	N	
F244	F. Inspections	Calculate Cost to Repair Estimate	The system shall allow restriction of estimated costs to repair to system calculated values.	N/A	Inspections (Emergency Mgmt.)	H	C	N	N	N	
F245	F. Inspections	Calculate Cost to Repair Estimate	The system shall support calculation of an estimate cost to repair based on a formula (similar to abatement) that includes input values such as but not limited to; linear feet, tonnage of debris.	N/A	Inspections (Emergency Mgmt.)	H	C	N	N	N	

Total Requirements 245

ID	Functional Area / System Capability	Requirement Area	Requirement	Detailed or Associated System Capability	Bureau/Division/ Group to Review	Un-Prmise (C) on, on, (A) Business Customizati on (Y/N) integration w 3rd Party Product Future Product	Explanation or Comments
G01	G. Complaint Management & Code Enforcement	Manage Complaints/Violations	The system shall allow the public (non logged in users) and Government agencies (e.g., 311, other agency) to view the status of submitted complaint online (e.g., resolved) according to Agency policy that dictates what information can be released.	Limited Access to Complaint Data	Code Enforcement (General)	H C Y N N	Non-authenticated user information access requires customization to satisfy requirement.
G02	G. Complaint Management & Code Enforcement	Manage Complaints/Violations	The system shall have the ability to display or hide violation data from the public online according to business rules.	Limited Access to Complaint Data	Code Enforcement (General)	H C N N N	
G03	G. Complaint Management & Code Enforcement	Manage Complaints/Violations	The system shall have the ability to hide complaint data from the public online.	Limited Access to Complaint Data	Code Enforcement (General)	H C N N N	
G04	G. Complaint Management & Code Enforcement	Manage Complaints/Violations	The system shall allow the sorting and filtering of complaints via ad-hoc and categorical measures (e.g., pending complaints sorted by submittal date)	N/A	Code Enforcement (General)	H C N N N	
G05	G. Complaint Management & Code Enforcement	Manage Complaints/Violations	The system shall be able to track violations by location using GIS.	N/A	Code Enforcement (General)	H C N N N	
G06	G. Complaint Management & Code Enforcement	Manage Complaints/Violations	The system shall have the ability to associate individual complaints with multiple violations.	N/A	Code Enforcement (General)	H C N N N	
G07	G. Complaint Management & Code Enforcement	Manage Complaints/Violations	The system shall have the ability to associate violations with existing complaints.	N/A	Code Enforcement (General)	H C N N N	
G08	G. Complaint Management & Code Enforcement	Manage Complaints/Violations	The system shall have the ability to automate process for identifying and eliminating duplicate complaints.	N/A	Code Enforcement (General)	H C N N N	
G09	G. Complaint Management & Code Enforcement	Manage Complaints/Violations	The system shall have the ability to determine and manage performance metrics for complaints.	N/A	Code Enforcement (General)	H C N N N	
G10	G. Complaint Management & Code Enforcement	Manage Complaints/Violations	The system shall have the ability to display complaints in graphical "dashboard" display format showing the processing metrics in real time (not a report)	N/A	Code Enforcement (General)	H C N N N	
G11	G. Complaint Management & Code Enforcement	Manage Complaints/Violations	The system shall have the ability to generate detailed management and analysis reports related to complaints (e.g., types, volumes, etc.)	N/A	Code Enforcement (General)	H C N N N	
G12	G. Complaint Management & Code Enforcement	Manage Complaints/Violations	The system shall have the ability to track/store violation history for a location and a violator.	N/A	Code Enforcement (General)	H C N N N	
G13	G. Complaint Management & Code Enforcement	Manage Complaints/Violations	The system shall have the ability to view history of permits, entitlements, clearances, and conditions associated with a complaint record or address of the complaint.	N/A	Code Enforcement (General)	H C N N N	
G14	G. Complaint Management & Code Enforcement	Manage Complaints/Violations	The system shall notify the customer, personnel and/or trigger other downstream workflow tasks according to business rules regarding accumulation of one or more violations within a given time period.	N/A	Code Enforcement (General)	H C N N N	
G15	G. Complaint Management & Code Enforcement	Report Complaints/Violations	The system shall require the Complainant to provide their contact information (i.e., system shall not allow for anonymous complaints).	No Anonymous Complaints	Code Enforcement (General)	H C N N N	
G16	G. Complaint Management & Code Enforcement	Report Complaints/Violations	The system shall allow a user to log in when submitting their complaint if they have a user account	N/A	Code Enforcement (General)	H C N N N	
G17	G. Complaint Management & Code Enforcement	Report Complaints/Violations	The system shall generate and display a unique Complaint ID Number upon submittal for reference purposes.	N/A	Code Enforcement (General)	H C N N N	
G18	G. Complaint Management & Code Enforcement	Report Complaints/Violations	The system shall have the ability for complainant to enter violator information such as owner, name, property, address, etc.	N/A	Code Enforcement (General)	H C N N N	
G19	G. Complaint Management & Code Enforcement	Report Complaints/Violations	The system shall have the ability for the Complainant or submitting party to upload images, pictures, other data, or import a Word/text/PDF document, when originating a complaint.	N/A	Code Enforcement (General)	H C N N N	

G20	G. Complaint Management & Code Enforcement	Report Complaints/Violations	The system shall have the ability to allow other departments/authorized users (e.g., 311, other agencies) to securely enter complaints into the system.	N/A	Code Enforcement (General)	H	C	N	N	N	
G21	G. Complaint Management & Code Enforcement	Report Complaints/Violations	The system shall have the ability to associate a complaint with a non-address based location.	N/A	Code Enforcement (General)	H	C	N	N	N	
G22	G. Complaint Management & Code Enforcement	Report Complaints/Violations	The system shall have the ability to associate complaints against contact types (e.g., applicant, contractors).	N/A	Code Enforcement (General)	H	C	N	N	N	
G23	G. Complaint Management & Code Enforcement	Report Complaints/Violations	The system shall have the ability to capture complainant information such as name, address, phone number, email and location, if required.	N/A	Code Enforcement (General)	H	C	N	N	N	
G24	G. Complaint Management & Code Enforcement	Report Complaints/Violations	The system shall have the ability to intake complaints and report violations online.	N/A	Code Enforcement (General)	H	C	N	N	N	
G25	G. Complaint Management & Code Enforcement	Report Complaints/Violations	The system shall have the capability to intake detailed complaint information (e.g., Complainant, Violator, Location, etc.) in a structured format, including but not limited to: Complaint Type, Complaint Information, Violator Information, Violation Type(s), Comments (e.g., Text Box), Method of submission (e.g., online, phone, walk-in), Submitting Party.	N/A	Code Enforcement (General)	H	C	N	N	N	
G26	G. Complaint Management & Code Enforcement	Report Complaints/Violations	The system shall have the capability to provide detailed instructions to the Complainant on how to file their complaint via the customer portal (e.g., what complaint types are accepted)	N/A	Code Enforcement (General)	H	C	N	N	N	
G27	G. Complaint Management & Code Enforcement	Report Complaints/Violations	The system shall provide an online mobile application for submitting complaints that can be used by the public to submit complaints to the Agency, including the attaching of pictures and images.	N/A	Code Enforcement (General)	H	C	Y	N	N	Portal runs through browser not the Salesforce Application. Still able to be accessed through a mobile device by utilizing its browser.
G28	G. Complaint Management & Code Enforcement	Intake Complaints/Violations	The system shall have the ability to distinguish between health and human safety complaints versus development complaints and apply other like metadata.	N/A	Code Enforcement (General)	H	C	N	N	N	
G29	G. Complaint Management & Code Enforcement	Intake Complaints/Violations	The system shall have the ability for complaints to be associated with specific departments.	N/A	Code Enforcement (General)	H	C	N	N	N	
G30	G. Complaint Management & Code Enforcement	Intake Complaints/Violations	The system shall have the ability for departmental staff to route complaints to other departments.	N/A	Code Enforcement (General)	H	C	N	N	N	
G31	G. Complaint Management & Code Enforcement	Intake Complaints/Violations	The system shall have the ability to associate violation types with multiple applications and application types, multiple permits and permit types, project IDs, multiple violation numbers, types, and with relevant code violations.	N/A	Code Enforcement (General)	H	C	N	N	N	
G32	G. Complaint Management & Code Enforcement	Intake Complaints/Violations	The system shall have the ability to determine what Code section is being violated, and which department is in charge of verifying compliance, if multiple departments all shall be listed.	N/A	Code Enforcement (General)	H	C	N	N	N	
G33	G. Complaint Management & Code Enforcement	Intake Complaints/Violations	The system shall have the ability to distinguish between complaints put on existing buildings versus those directed towards active construction sites.	N/A	Code Enforcement (General)	H	C	N	N	N	
G34	G. Complaint Management & Code Enforcement	Intake Complaints/Violations	The system shall have the ability to distinguish between complaints put on properties with entitlements vs. ones without, specifically as it relates to construction conditions of compliance, environmental conditions, and other approved conditions.	N/A	Code Enforcement (General)	H	C	N	N	N	
G35	G. Complaint Management & Code Enforcement	Intake Complaints/Violations	The system shall have the ability to generate a new violation record in the system via manual submission by Agency personnel.	N/A	Code Enforcement (General)	H	C	N	N	N	
G36	G. Complaint Management & Code Enforcement	Intake Complaints/Violations	The system shall have the ability to track delegation of complaint/enforcement action to other external agencies	N/A	Code Enforcement (General)	H	C	N	N	N	
G37	G. Complaint Management & Code Enforcement	Intake Complaints/Violations	The system shall have the capability to automatically route a complaint to a department for review according to business rules (e.g., complaint type).	N/A	Code Enforcement (General)	H	C	N	N	N	

G38	G. Complaint Management & Code Enforcement	Review Complaints/Violations	The system shall allow an Investigator to flag properties for potentially unsafe conditions that may trigger associated workflow (e.g., two inspectors should be assigned to inspections at this property for various reasons).	N/A	Code Enforcement (General)	H	C	N	N	N	
G39	G. Complaint Management & Code Enforcement	Review Complaints/Violations	The system shall have the ability to associate inspection record to a violation.	N/A	Code Enforcement (General)	H	C	N	N	N	
G40	G. Complaint Management & Code Enforcement	Review Complaints/Violations	The system shall have the ability to define and manage configurable workflow for the processing of multiple violation types.	N/A	Code Enforcement (general)	H	C	N	N	N	
G41	G. Complaint Management & Code Enforcement	Review Complaints/Violations	The system shall have the ability to prioritize or escalate a complaint to an investigation, notice, citation, court case, etc.	N/A	Code Enforcement (General)	H	C	N	N	N	
G42	G. Complaint Management & Code Enforcement	Assign Enforcement Investigation	The system shall allow an investigator and other staff to perform all actions from their mobile unit as described in functional requirements for Inspections - Mobile App Inspections to conduct their follow up investigations / inspections.	Code Enforcement to have same Mobile capabilities as Permit Inspections	Code Enforcement (General)	H	C	N	N	N	
G43	G. Complaint Management & Code Enforcement	Assign Enforcement Investigation	The system shall have the ability to trigger an event in the workflow process (e.g., Stop Work Order, Notice of Violation, Order to Comply, Fines, or penal actions on construction projects).	N/A	Code Enforcement (General)	H	C	N	N	N	
G44	G. Complaint Management & Code Enforcement	Assign Enforcement Investigation	The system shall have the ability to automatically assign complaints to inspectors/investigators according to complaint category codes or geographic location	N/A	Code Enforcement (General)	H	C	N	N	N	
G45	G. Complaint Management & Code Enforcement	Assign Enforcement Investigation	The system shall have the ability to automatically schedule an inspection (or calculate a due date for an inspection) according to complaint type.	N/A	Code Enforcement (General)	H	C	N	N	N	
G46	G. Complaint Management & Code Enforcement	Assign Enforcement Investigation	The system shall have the ability to manually or automatically add an inspection related to a complaint to an inspection schedule (see Inspection Requirements).	N/A	Code Enforcement (General)	H	C	N	N	N	
G47	G. Complaint Management & Code Enforcement	Conduct Enforcement Investigation	The system shall allow a user to consolidate or link multiple complaints into one case file.	N/A	Code Enforcement (General)	H	C	N	N	N	
G48	G. Complaint Management & Code Enforcement	Conduct Enforcement Investigation	The system shall allow Enforcement Staff to update the case with a status, which may indicate closure of the case or assignment for further review and investigation by an Investigator.	N/A	Code Enforcement (General)	H	C	N	N	N	
G49	G. Complaint Management & Code Enforcement	Conduct Enforcement Investigation	The system shall allow staff to upload files related to a complaint record.	N/A	Code Enforcement (General)	H	C	N	N	N	
G50	G. Complaint Management & Code Enforcement	Conduct Enforcement Investigation	The system shall be able to associate photos taken out in the field with a complaint record.	N/A	Code Enforcement (General)	H	C	N	N	N	
G51	G. Complaint Management & Code Enforcement	Conduct Enforcement Investigation	The system shall be able to capture any referral of a complaint to another agency who is authorized to handle that violation type.	N/A	Code Enforcement (General)	H	C	N	N	N	
G52	G. Complaint Management & Code Enforcement	Conduct Enforcement Investigation	The system shall have the ability to automatically update complaint disposition with workflow tasks (e.g., assigned for inspection)	N/A	Code Enforcement (General)	H	C	N	N	N	
G53	G. Complaint Management & Code Enforcement	Conduct Enforcement Investigation	The system shall have the ability to close a complaint without an inspection or other follow up action based on departmental review of the complaint (e.g., complaint does not warrant further investigation)	N/A	Code Enforcement (General)	H	C	N	N	N	
G54	G. Complaint Management & Code Enforcement	Conduct Enforcement Investigation	The system shall have the ability to electronically notify parties associated with the record with complaint disposition, excluding the public.	N/A	Code Enforcement (General)	H	C	N	N	N	
G55	G. Complaint Management & Code Enforcement	Conduct Enforcement Investigation	The system shall have the ability to enter violation or infraction information directly into the system as a result of an investigation/inspection (e.g., location and address, date of violation, details)	N/A	Code Enforcement (General)	H	C	N	N	N	
G56	G. Complaint Management & Code Enforcement	Conduct Enforcement Investigation	The system shall have the ability to view complaint history by project, violator, property, owner or complainant.	N/A	Code Enforcement (General)	H	C	N	N	N	

G57	G. Complaint Management & Code Enforcement	Conduct Enforcement Investigation	The system shall have the ability to view history of permits, clearances, and conditions associated with a complaint record or address of the complaint.	N/A	Code Enforcement (General)	H	C	N	N	N	
G58	G. Complaint Management & Code Enforcement	Conduct Enforcement Investigation	The system shall have the ability to view violation history by GIS location.	N/A	Code Enforcement (General)	H	C	N	N	N	
G59	G. Complaint Management & Code Enforcement	Conduct Enforcement Investigation	The system shall provide a mobile app to allow investigators to capture the results of their investigation out in the field (see Mobile App requirements on Inspection Tab).	N/A	Code Enforcement (General)	H	C	N	N	N	Would be utilizing Salesforce application.
G60	G. Complaint Management & Code Enforcement	Conduct Enforcement Investigation	The system shall provide a structured method for Enforcement Staff to record their research on the complaint and generate a case file.	N/A	Code Enforcement (General)	H	C	N	N	N	
G61	G. Complaint Management & Code Enforcement	Conduct Enforcement Investigation	The system shall provide a structured template for Enforcement Staff to perform research and enter information about the violation into the System (Information such as location, address, tax ID, parcel address, cross streets, location on a map etc.; Property ownership information; Complaint history for the property and/or property owner).	N/A	Code Enforcement (General)	H	C	N	N	N	
G62	G. Complaint Management & Code Enforcement	Conduct Enforcement Investigation	The system shall support Enforcement Staff in executing queries in the System and generating any reports necessary to support creation of the case file.	N/A	Code Enforcement (General)	H	C	N	N	N	
G63	G. Complaint Management & Code Enforcement	Conduct Enforcement Investigation	The system shall support the automated generation of a case file report that can pull the required information from the System and compile it into a report that can be exported and distributed from the System.	N/A	Code Enforcement (General)	H	C	N	N	N	
G64	G. Complaint Management & Code Enforcement	Issue Notice of Violation /Order to Comply	The system shall have the capability to provide a customized template for generating violations, that includes but is not limited to the following components: Type of Enforcement Document (i.e. Notice of Violation, Notice to Comply, Order to Comply), Date(s) of violation and/or inspection/investigation, Location, Inspector/Investigator Assigned, Codes in violation, Required action(s), Fine(s), Court Date(s), Hearing Date(s), or Meeting Date(s).	Document Templates	Code Enforcement (General)	H	C	N	N	N	
G65	G. Complaint Management & Code Enforcement	Issue Notice of Violation /Order to Comply	The system shall support templates and document generation for various enforcement document types.	Document Templates	Code Enforcement (General)	H	C	N	N	N	
G66	G. Complaint Management & Code Enforcement	Issue Notice of Violation /Order to Comply	The system shall have the ability for inspectors to upload images/ pictures and associate them with a complaint, investigation, violation, etc.	N/A	Code Enforcement (General)	H	C	N	N	N	
G67	G. Complaint Management & Code Enforcement	Issue Notice of Violation /Order to Comply	The system shall have the ability to associate multiple violations with a single project ID/application/license, etc.	N/A	Code Enforcement (General)	H	C	N	N	N	
G68	G. Complaint Management & Code Enforcement	Issue Notice of Violation /Order to Comply	The system shall have the ability to configure and select standard violation types.	N/A	Code Enforcement (General)	H	C	N	N	N	
G69	G. Complaint Management & Code Enforcement	Issue Notice of Violation /Order to Comply	The system shall have the ability to digitally attach electronic signature to documents or reports to be printed from a mobile device.	N/A	Code Enforcement (General)	H	C	N	N	N	
G70	G. Complaint Management & Code Enforcement	Issue Notice of Violation /Order to Comply	The system shall have the ability to issue and print violation and other documentation on-site.	N/A	Code Enforcement (General)	H	C	N	N	N	Assumption is there is a connected printer in the field.
G71	G. Complaint Management & Code Enforcement	Issue Notice of Violation /Order to Comply	The system shall have the ability to link sections of code to a violation.	N/A	Code Enforcement (General)	H	C	N	N	N	
G72	G. Complaint Management & Code Enforcement	Issue Notice of Violation /Order to Comply	The system shall have the ability to print all, individual, or select violations for mailing.	N/A	Code Enforcement (General)	H	C	Y	N	N	For batch printing, customization is required to satisfy the requirement. This requires clarification to develop custom code and assumes that connection to printer is available.
G73	G. Complaint Management & Code Enforcement	Issue Notice of Violation /Order to Comply	The system shall have the capability to associate violation types with standard fines, fees, and penalties.	N/A	Code Enforcement (General)	H	C	N	N	N	
G74	G. Complaint Management & Code Enforcement	Issue Notice of Violation /Order to Comply	The system shall have the capability to associate violations with customers (e.g., license holder).	N/A	Code Enforcement (General)	H	C	N	N	N	

G75	G. Complaint Management & Code Enforcement	Issue Notice of Violation /Order to Comply	The system shall have the capability to associate violations with existing inspections and inspection reports.	N/A	Code Enforcement (General)	H	C	N	N	N	
G76	G. Complaint Management & Code Enforcement	Issue Notice of Violation /Order to Comply	The system shall have the capability to associate violations with existing project ID's and applications and locations.	N/A	Code Enforcement (General)	H	C	N	N	N	
G77	G. Complaint Management & Code Enforcement	Issue Notice of Violation /Order to Comply	The system shall have the capability to capture notes and comments in the system related to a violation.	N/A	Code Enforcement (General)	H	C	N	N	N	
G78	G. Complaint Management & Code Enforcement	Issue Notice of Violation /Order to Comply	The system shall have the capability to display authorized violation information to the complainant via the online portal.	N/A	Code Enforcement (General)	H	C	N	N	N	
G79	G. Complaint Management & Code Enforcement	Issue Notice of Violation /Order to Comply	The system shall have the capability to pre-populate a violation document with preexisting information from the System (e.g., inspection location and address, customer information).	N/A	Code Enforcement (General)	H	C	N	N	N	
G80	G. Complaint Management & Code Enforcement	Issue Notice of Violation /Order to Comply	The system shall have the capability to pre-populate a violation with relevant compliance resolution conditions.	N/A	Code Enforcement (General)	H	C	N	N	N	
G81	G. Complaint Management & Code Enforcement	Issue Notice of Violation /Order to Comply	The system shall have the capability to pre-populate a violation with relevant dates (e.g., summons date) via a smart calendaring feature.	N/A	Code Enforcement (General)	H	C	N	N	N	
G82	G. Complaint Management & Code Enforcement	Issue Notice of Violation /Order to Comply	The system shall have the capability to record a violation and issue enforcement-related documentation, such as a Notice of Violation.	N/A	Code Enforcement (General)	H	C	N	N	N	
G83	G. Complaint Management & Code Enforcement	Send or Post Citation & Fines	The system shall allow staff to manually select enforcement documents that must be served.	N/A	Code Enforcement (General)	H	C	N	N	N	
G84	G. Complaint Management & Code Enforcement	Send or Post Citation & Fines	The system shall be able to generate a list of enforcement documents that must be served on a particular day according to business rules.	N/A	Code Enforcement (General)	H	C	N	N	N	
G85	G. Complaint Management & Code Enforcement	Send or Post Citation & Fines	The system shall have the ability to route violation notices for approval (e.g., Supervisor approval) or for Quality Assurance Review.	N/A	Code Enforcement (General)	H	C	N	N	N	
G86	G. Complaint Management & Code Enforcement	Send or Post Citation & Fines	The system shall have the ability to track information related to the appeal or legal action of a violation (from a complaint, inspection).	N/A	Code Enforcement (General)	H	C	N	N	N	
G87	G. Complaint Management & Code Enforcement	Send or Post Citation & Fines	The system shall support a process where staff may manually record the service information out in the field, sign the paperwork, deliver the paperwork back to the Agency, and Enforcement Staff scans the paperwork back into the System.	N/A	Code Enforcement (General)	H	C	N	N	N	Assumption is that OCR is not required.
G88	G. Complaint Management & Code Enforcement	Send or Post Citation & Fines	The system shall support certified mailing of citations or violations (i.e. track date/time sent, route documentation for printing and mailing).	N/A	Code Enforcement (General)	H	C	N	N	N	
G89	G. Complaint Management & Code Enforcement	Identify Needed Abatement	The system shall allow an inspector/code officer to indicate cleanup work is required at a site to resolve an issue, i.e. abatement is required.	Abatement	Code Enforcement (VBA)	H	C	N	N	N	
G90	G. Complaint Management & Code Enforcement	Issue an Order to Abate	The system shall allow an inspector/code officer to issue an Order to Abate to a property owner and notify any other parties needed.	Abatement	Code Enforcement (VBA)	H	C	N	N	N	
G91	G. Complaint Management & Code Enforcement	Issue an Order to Abate	The system shall allow an inspector/code officer to issue instructions to a property owner on how to respond to an Order to Abate, i.e. to issue a Statement of Intent back to the City.	Abatement	Code Enforcement (VBA)	H	C	N	N	N	
G92	G. Complaint Management & Code Enforcement	Receive Statement of Intent	The system shall allow an inspector/code officer to intake a Statement of Intent from a property owner.	Abatement	Code Enforcement (VBA)	H	C	N	N	N	
G93	G. Complaint Management & Code Enforcement	Receive Statement of Intent	The system shall allow an inspector/code officer to indicate if the City will abate the property or not.	Abatement	Code Enforcement (VBA)	H	C	N	N	N	
G94	G. Complaint Management & Code Enforcement	Create Abatement Work Order	The system shall allow for an inspector/code officer to indicate a Work Order is needed to initiate services by the Agency (which may hire a 3rd party) to resolve a violation as part of the results of an inspection.	Abatement	Code Enforcement (VBA)	H	C	N	N	N	
G95	G. Complaint Management & Code Enforcement	Create Abatement Work Order	The system shall allow for the cleanup effort to be estimated using calculation tables (e.g., square feet that needs to be mowed, structure needs to be demolished, doors /windows to be cleared).	Abatement	Code Enforcement (VBA)	H	C	N	N	N	

G96	G. Complaint Management & Code Enforcement	Create Abatement Work Order	The system shall allow for the routing of the work order via workflow.	Abatement	Code Enforcement (VBA)	H	C	N	N	N	
G97	G. Complaint Management & Code Enforcement	Create Abatement Work Order	The system shall assist in the creation and issuance of abatement solicitations /request for bids and work orders to an abatement contractor and identify details including but not limited to contractor's City contract number, and scope of abatement work needed.	Abatement	Code Enforcement (VBA)	H	C	N	N	N	
G98	G. Complaint Management & Code Enforcement	Create Abatement Work Order	The system shall support generation of a configurable work order template that can be prepopulated with property information and customized by the Inspector/Code Officer.	Abatement	Code Enforcement (VBA)	H	C	N	N	N	
G99	G. Complaint Management & Code Enforcement	Receive Abatement Bids & Award Word Order	The system shall allow for the assignment of tasks related to the work order.	Abatement	Code Enforcement (VBA)	H	C	N	N	N	
G100	G. Complaint Management & Code Enforcement	Receive Abatement Bids & Award Word Order	The system shall allow the cleanup task to be assigned/reassigned to individuals and/or user groups, or a 3rd party that does not use the system.	Abatement	Code Enforcement (VBA)	H	C	N	N	N	
G101	G. Complaint Management & Code Enforcement	Receive Abatement Bids & Award Word Order	The system shall capture track the work order status (i.e. awaiting approval, awaiting contractor assignment, work in progress).	Abatement	Code Enforcement (VBA)	H	C	N	N	N	
G102	G. Complaint Management & Code Enforcement	Monitor and Inspect Abatement Work Order Progress	The system shall allow for cleanup work performed to be tracked.	Abatement	Code Enforcement (VBA)	H	C	N	N	N	
G103	G. Complaint Management & Code Enforcement	Monitor and Inspect Abatement Work Order Progress	The system shall be able to capture the cleanup work performed, including but not limited to the following information: Square Footage, Time of Work, Contractors Performing Work, Before and After Photos, Mileage, Product Used.	Abatement	Code Enforcement (VBA)	H	C	N	N	N	
G104	G. Complaint Management & Code Enforcement	Monitor and Inspect Abatement Work Order Progress	The system shall track the status of the cleanup work performed by the Agency (i.e. 3rd party hired, 3rd party completed work).	Abatement	Code Enforcement (VBA)	H	C	N	N	N	
G105	G. Complaint Management & Code Enforcement	Receive Abatement Invoices	The system shall allow for the intake of abatement invoices from 3rd party abatement contractors and tracking of external costs incurred to complete abatement.	Abatement	Code Enforcement (VBA)	H	C	N	N	N	
G106	G. Complaint Management & Code Enforcement	Issue Abatement Work Order Payments	The system shall support identification of work and value to be paid to 3rd party abatement contractors.	Abatement	Code Enforcement (VBA)	H	C	N	N	N	
G107	G. Complaint Management & Code Enforcement	Send Abatement Work to Collections/Lien	The system shall allow for the tracking of internal costs incurred in addition to 3rd party contractor costs to complete abatement.	Abatement	Code Enforcement (VBA)	H	C	N	N	N	
G108	G. Complaint Management & Code Enforcement	Send Abatement Work to Collections/Lien	The system shall support the invoicing and/or notice of fees due /collections /intent to place lien to the property owner based on the abatement work.	Abatement	Code Enforcement (VBA)	H	C	N	N	N	
G109	G. Complaint Management & Code Enforcement	Issue Notice of Availability /Create Survey	The system shall support the creation of an informal notice to Council District staff that an LADBS proactive code enforcement survey is available to be requested and provide details including but not limited to the time period, and the Federal Community Development Block Grant (CDBG) /survey area.	Pro-Active Code Enforcement	Code Enforcement (PACE)	H	C	N	N	N	
G110	G. Complaint Management & Code Enforcement	Create Survey Area	The system shall support identification of new proactive code enforcement survey areas for specific surveys.	Pro-Active Code Enforcement	Code Enforcement (PACE)	H	C	N	N	N	
G111	G. Complaint Management & Code Enforcement	Intake Program Participants / Registration	The system shall track formal requests from Council District staff to start a pro-active code enforcement survey including the time period (i.e. specific 2 year period), and the geographic area.	Pro-Active Code Enforcement	Code Enforcement (PACE)	H	C	N	N	N	
G112	G. Complaint Management & Code Enforcement	Create Assignment and Survey Case ID	The system shall track assignment of code enforcement inspectors to surveys.	Pro-Active Code Enforcement	Code Enforcement (PACE)	H	C	N	N	N	
G113	G. Complaint Management & Code Enforcement	Issue Map of Assigned Survey Area	The system shall track assignment of code enforcement inspectors to survey areas and sub-areas such as address or block ranges.	Pro-Active Code Enforcement	Code Enforcement (PACE)	H	C	N	N	N	

G114	G. Complaint Management & Code Enforcement	Issue Map of Assigned Survey Area	The system shall track assignment of code enforcement inspectors to ad hoc survey sub-areas (i.e. today's primary inspection area), and allow for reinspection (i.e. after 30 days) for the specific area.	Pro-Active Code Enforcement	Code Enforcement (PACE)	H	C	N	N	N	
G115	G. Complaint Management & Code Enforcement	Conduct Annual Code Enforcement Monitoring Inspections	The system shall support pro-active code enforcement investigations and issuance of notices that are different that non-pro-active code enforcement non-compliance issues and violations.	Pro-Active Code Enforcement	Code Enforcement (PACE)	H	C	N	N	N	
G116	G. Complaint Management & Code Enforcement	Manage Agency Assistance Information	The system shall support identification that agency assistance information was issued to residents /property owners.	Pro-Active Code Enforcement	Code Enforcement (PACE)	H	C	N	N	N	
G117	G. Complaint Management & Code Enforcement	Code Enforcement Inspections w/o Bldg. Permits or Complaints - Not Pro-Active	The system shall support tracking of sites to be inspected for code enforcement violations on a periodic basis that are not part of the pro-active code enforcement activities (e.g. Annual Inspection Monitoring (AIM) & Off-Site Sign Periodic Inspection Program (OSSPIP).	Periodic Code Enforcement Inspections	Code Enforcement (AIM, OSSPIP, LEA)	H	C	N	N	N	
G118	G. Complaint Management & Code Enforcement	Off-Site Sign Periodic Inspections	The system shall track all signs in the City including any that do not have a construction permit or are currently in plan check but do not yet have a permit (i.e. previously built off-site signs).	Off-Site Sign Periodic Inspections	Code Enforcement (OSSPIP)	H	C	N	N	N	
G119	G. Complaint Management & Code Enforcement	Annual Inspection Monitoring	The system shall identify all facilities in the City that fall under the Annual Inspection Monitoring ordinances to allow for annual inspections for potential code violations of facilities including but not limited to auto repair garages, used vehicle sales areas, auto dismantling yards, junk yards, scrap metal or recycling processing yards, collection or buyback centers, sorting facilities and container storage yards.	Annual Inspection Monitoring	Code Enforcement (AIM)	H	C	N	N	N	
G120	G. Complaint Management & Code Enforcement	Local Enforcement Agency (LEA) for Solid Waste	The system shall identify all facilities in the City that fall under the Local Enforcement Agency ordinances to allow for inspections for potential code violations of facilities including but not limited to solid waste facilities such as landfills, transfer stations and recycling facilities.	Local Enforcement Agency (LEA) for Solid Waste	Code Enforcement (LEA)	H	C	N	N	N	

Total Requirements 120

ID	Functional Area / System Capability	Requirement Area	Requirement	Detailed or Associated System Capability	Bureau/Division/ Group to Review	(O) n-Premise, (H) osted, or (B) oth	(C) onfiguration, (A) Business Rule Automation, (B) oth, or (N) one	Customization (Y/N)	Integration w/ 3rd Party Product (Y/N)	Future Product Release (Y/N)	Explanation or Comments
H001	H. Licensing	Manage Licenses	The system shall be able to issue licenses /permits /registrations to a business that grant them permission to conduct their business operations (e.g. recognized listing /testing agency, fabrication shop).	Business /Facility Licensing	Licensing	H	C	N	N	N	
H002	H. Licensing	Manage Licenses	The system shall be able to issue licenses to individuals or registrations that grant them permission to conduct do work (e.g. certified contractors, welders, trades people, register deputy inspectors).	Professional Licensing	Licensing	H	C	N	N	N	
H003	H. Licensing	Manage Licenses	The system shall be able to track the employees working at a company to help ensure that at least one employee at the company has a license in order to perform work in the Agency (e.g. contractor firm with valid state contractor's license).	N/A	Licensing	H	C	N	N	N	
H004	H. Licensing	Manage Licenses	The system shall be able to track the status of all the employees' licenses working at a company and trigger any downstream workflow (i.e. notifications, holds) if no employees have an active license (e.g. valid state contractor's license).	N/A	Licensing	H	C	Y	N	N	Possible through customization to enable tracking contact licenses.
H005	H. Licensing	Manage Licenses	The system shall have the ability for license subcategories to have different fees and expiration dates.	N/A	Licensing	H	C	N	N	N	
H006	H. Licensing	Manage Licenses	The system shall have the ability to maintain license and business permit history, including but not limited to, payment history, renewal history, transfers (business ownership or name change) and all associated details.	N/A	Licensing	H	C	N	N	N	
H007	H. Licensing	Manage Licenses	The system shall have the ability to specify subcategories for a license (e.g., contractor specialties and endorsements).	N/A	Licensing	H	C	N	N	N	
H008	H. Licensing	Manage Licenses	The system shall have the ability to track history of complaints/violations on a licensee, business, or business owner.	N/A	Licensing	H	C	N	N	N	
H009	H. Licensing	Manage Licenses	The system shall support the issuance and/or registration of multiple license types, with varying business rules, workflow, and requirements configurable in the system.	N/A	Licensing	H	C	N	N	N	
H010	H. Licensing	Manage Licenses	The system shall support the management of multiple license types in the system (e.g. professional and business /recognized agency or fabrication shop).	N/A	Licensing	H	C	N	N	N	
H011	H. Licensing	Submit License Application	The system shall allow staff to manually capture information related to any research he or she performs related to validating the license status.	N/A	Licensing	H	C	N	N	N	
H012	H. Licensing	Submit License Application	The system shall be able to assign the license registration a status in the system (e.g., active) once the validation of the license has been performed, either automatically through an interface or manually through a staff update.	N/A	Licensing	H	C	N	N	N	
H013	H. Licensing	Submit License Application	The system shall be able to associate the registered license number with a person record in the system (e.g., associate the license number with the appropriate contractor's user profile in the system)	N/A	Licensing	H	C	N	N	N	
H014	H. Licensing	Submit License Application	The system shall be able to require staff to indicate they have validated license or certification documents in the system as part of the application review process.	N/A	Licensing	H	C	N	N	N	
H015	H. Licensing	Submit License Application	The system shall be able to require staff to upload a copy of the license or certification document in the system as part of the validation process.	N/A	Licensing	H	C	N	N	N	
H016	H. Licensing	Submit License Application	The system shall be able to support configurable workflow for the processing of applications for multiple license types (e.g. professional and business /recognized agency or fabrication shop).	N/A	Licensing	H	C	N	N	N	
H017	H. Licensing	Submit License Application	The system shall be able to track those contractors who can be exempt from a business license based on project location and gross amount.	N/A	Licensing	H	C	N	N	N	

H018	H. Licensing	Submit License Application	The system shall be able to validate, either through an interface or manually by staff, that any insurance requirements for an individual or business not regulated by business licensing is satisfied and enforce any conditions on workflow progression according to that validation.	N/A	Licensing	H	C	N	N	N	
H019	H. Licensing	Submit License Application	The system shall have the ability to trigger the addition of fees by license or registration type.	N/A	Licensing	H	C	N	N	N	
H020	H. Licensing	Submit License Application	The system shall support configurable license/registration applications for each license/registration type.	N/A	Licensing	H	C	N	N	N	
H021	H. Licensing	Manage Examinations	The system shall provide the capability to define calendar and exam event information that will inform the calendaring process, such as calendar durations, exam types, exam durations, exam materials, exam locations, etc.	Calendars & Appointments	Licensing	H	C	Y	N	N	Assume Covered in A050
H022	H. Licensing	Manage Examinations	The system shall provide the capability to save exam calendars that are in-progress and allow the Examiner to return to saved calendars in the future.	Calendars & Appointments	Licensing	H	C	Y	N	N	Assume Covered in A050
H023	H. Licensing	Manage Examinations	The system shall allow exams to be classified for calendaring purposes, such as defining which exam types require certain durations, required materials, written and verbal exams.	Exam Types including Written & Verbal	Licensing	H	C	Y	N	N	Assume Covered in A050
H024	H. Licensing	Manage Examinations	The system shall route the exam requests to the appropriate License Examiner.	License Exams	Licensing	H	C	N	N	N	
H025	H. Licensing	Manage Examinations	The system shall allow multiple scores to be entered as part of a batch process (e.g., Select multiple exam participants and enter "pass" result).	N/A	Licensing	H	C	N	N	N	
H026	H. Licensing	Manage Examinations	The system shall allow the Applicant to print pre-defined information about their upcoming exam, including but not limited to: directions to the exam location, confirmation of registration for exam.	N/A	Licensing	H	C	Y	Y	N	Requires integration and customization of Scheduler plug in to satisfy this requirement.
H027	H. Licensing	Manage Examinations	The system shall allow the Applicant to view the history of previous exams.	N/A	Licensing	H	C	Y	N	N	Requires customization of custom object for exams to comply with this requirement.
H028	H. Licensing	Manage Examinations	The system shall allow the automatic enforcement of exam scheduling limitations, such as when an exam has been failed once and can be re-scheduled no less than 30 days later or when an exam failure triggers the closure of a license application.	N/A	Licensing	H	B	Y	Y	N	Requirement can be met through integration and customization of software and Scheduler plug in.
H029	H. Licensing	Manage Examinations	The system shall allow the Examiner to search for pending exams in an ad-hoc manner.	N/A	Licensing	H	C	N	N	N	
H030	H. Licensing	Manage Examinations	The system shall capture the Applicant's examination history.	N/A	Licensing	H	C	N	N	N	
H031	H. Licensing	Manage Examinations	The system shall confirm the exam request has been submitted.	N/A	Licensing	H	C	N	N	N	
H032	H. Licensing	Manage Examinations	The system shall support the intake of exam requests.	N/A	Licensing	H	C	N	N	N	
H033	H. Licensing	Manage Examinations	The system shall display information relevant to the user, including but not limited to all pending applications that require action from the Applicant.	N/A	Licensing	H	C	N	N	N	
H034	H. Licensing	Manage Examinations	The system shall notify the Applicant according to his or her communication settings (e.g., email).	N/A	Licensing	H	C	N	N	N	
H035	H. Licensing	Manage Examinations	The system shall notify the Applicant of exam confirmation.	N/A	Licensing	H	C	N	N	N	
H036	H. Licensing	Manage Examinations	The system shall present details of the exam event, such as location, date, time, duration, open/closed book, written or oral, recommended material for prep, recommended material for the exam, etc.	N/A	Licensing	H	C	Y	Y	N	Functionality requires integration and utilization of BlueBeam tools/features.
H037	H. Licensing	Manage Examinations	The system shall progress the License application workflow as necessary based on exam score input by the Examiner.	N/A	Licensing	H	C	N	N	N	
H038	H. Licensing	Manage Examinations	The system shall prompt the Applicant to pay fees for license services including examination prior to approving a license application.	N/A	Licensing	H	C	N	N	N	
H039	H. Licensing	Manage Examinations	The system shall provide a structured template for the Examiner to record the outcome of the examination, such as inputting an exam score, selecting a discretionary general "Pass" or "Fail" status, and inputting comments.	N/A	Licensing	H	C	N	N	N	
H040	H. Licensing	Manage Examinations	The system shall provide an option for the Applicant to view and select available exam dates.	N/A	Licensing	H	C	Y	N	N	Assume Covered in A050
H041	H. Licensing	Manage Examinations	The system shall provide the ability for City employees (i.e. City Clerks, Engineers, or Inspectors) to preload available exam dates into the systems calendaring functionality.	N/A	Licensing	H	C	Y	N	N	Assume covered in A050

H042	H. Licensing	Manage Examinations	The system shall provide the ability to automatically generate relevant documents, such as exam result notification letters and certification/registration issuance letters, as required (e.g. generate and print from the exam location for Applicant) or in a batch fashion (e.g. generate, print, and mail monthly letters).	N/A	Licensing	H	C	N	N	N	
H043	H. Licensing	Manage Examinations	The system shall provide the Applicant the ability to modify the exam request prior to the date of the exam, according to pre-defined business rules.	N/A	Licensing	H	C	N	N	N	
H044	H. Licensing	Manage Examinations	The system shall provide the capability to define a discretionary "Pass" or "Fail" assignment to certain exam types (e.g. oral exams).	N/A	Licensing	H	C	N	N	N	
H045	H. Licensing	Manage Examinations	The system shall provide the capability to dynamically and automatically maintain available exam dates and scheduling as exams are schedules via the system.	N/A	Licensing	H	C	Y	N	N	Assume covered in A050
H046	H. Licensing	Manage Examinations	The system shall provide the capability to manage the auto-scheduling of exams based on a combination of available exam dates, trade type classifications, exam types, and required durations.	N/A	Licensing	H	C	N	N	N	
H047	H. Licensing	Manage Examinations	The system shall provide the capability to pre-define scoring parameters that indicated a "Pass" or "Fail" status of exam for certain exam types (e.g. written exams).	N/A	Licensing	H	C	N	N	N	
H048	H. Licensing	Manage Examinations	The system shall provide the capability to queue exam calendars for review by relevant city personnel prior to posting to the system for exam scheduling.	N/A	Licensing	H	C	N	N	N	Assume Covered in A050
H049	H. Licensing	Manage Examinations	The system shall remind the Applicant of upcoming examination date according to user-defined preferences and/or any predefined business rules.	N/A	Licensing	H	C	N	N	N	
H050	H. Licensing	Manage Examinations	The system shall route the exam request to the appropriate License Examiner.	N/A	Licensing	H	C	N	N	N	
H051	H. Licensing	Manage Examinations	The system shall support the batch entering and/or uploading of exam results.	N/A	Licensing	H	C	N	N	N	
H052	H. Licensing	Manage Examinations	The system shall support the enforcement of any waiting periods before the Applicant can re-test according to pre-defined business rules.	N/A	Licensing	H	C	N	N	N	
H053	H. Licensing	Manage Examinations	The system shall support the uploading of a file that contains exam scores to update the System (e.g., Excel spreadsheet).	N/A	Licensing	H	C	N	N	N	
H054	H. Licensing	Manage Examinations	The system shall update the application status to reflect the pending exam.	N/A	Licensing	H	C	N	N	N	
H055	H. Licensing	Manage Examinations	The system shall update the exam history for the Applicant.	N/A	Licensing	H	C	N	N	N	
H056	H. Licensing	Manage Examinations	The system shall update the exam request and the exam roster for selected exam date.	N/A	Licensing	H	C	N	N	N	
H057	H. Licensing	Issue License	The system shall be able to apply a dynamically generated image (e.g., QR code) on a license certificate or business permit generated from the system to prevent fraud.	Document Templates	Licensing	H	C	N	N	N	Depends on the nature of the QR code, but should be okay if just linking to the actual permit/license record.
H058	H. Licensing	Issue License	The system shall have the ability for a customer to print a license, business permit, approval, or registration in pre-defined format by type from the online customer portal.	Document Templates	Licensing	H	C	N	N	N	
H059	H. Licensing	Issue License	The system shall have the ability to print a license, business permit, approval, or registration in pre-defined format by type from the system.	Document Templates	Licensing	H	C	N	N	N	
H060	H. Licensing	Issue License	The system shall save the license certificate or business permit as a document associated with the license record.	Document Templates	Licensing	H	C	N	N	N	
H061	H. Licensing	Issue License	The system shall be able to prevent a license or business permit from being printed out by the customer more than once (or a limited number of times) to prevent fraud (note: Agency Staff would not be limited).	N/A	Licensing	H	C	Y	N	N	System generates a PDF by default which is not limited. In order to limit we would develop this feature through custom code.
H062	H. Licensing	Issue License	The system shall have the ability to auto-assign a unique number to a new license.	N/A	Licensing	H	C	N	N	N	
H063	H. Licensing	Issue License	The system shall support the issuance of a license by the Agency to a contractor.	N/A	Licensing	H	C	N	N	N	
H064	H. Licensing	Issue License	The system shall support the issuance of business permits that grant permission to an individual or a business to conduct their business operations within the Agency.	N/A	Licensing	H	C	N	N	N	
H065	H. Licensing	Issue License	The system shall support the registration of a license with the Agency by an individual, when the license is issued by another governing authority (e.g., license is issued by the State, but the Agency must validate the status of the license).	N/A	Licensing	H	C	Y	Y	N	Requires integration with State Licensing system.

H066	H. Licensing	Manage License Renewals	The system shall also manage license renewals for companies /businesses /facilities licenses through the system.	Business /Facility Licensing	Licensing	H	C	N	N	N	
H067	H. Licensing	Manage License Renewals	The system shall be able to track the requirements for eligibility for a business permit /license /registration, including the successful completion of the required periodic inspections.	Business /Facility Licensing	Licensing	H	C	N	N	N	
H068	H. Licensing	Manage License Renewals	The system shall support creation of periodic inspections for businesses /facilities (e.g. recognized testing /listing agencies, fabrication shops) that are licensed by the City and tracked in the system.	Business /Facility Licensing	Licensing	H	C	N	N	N	
H069	H. Licensing	Manage License Renewals	The system shall be able to validate that a contractor associated with a permit has a valid and active license automatically through integration with the governing authority's licensing system(s) (e.g. valid state contractor's license to submit a permit application) (see Interface requirements in Technical requirements for interface details)	Interface, State License	Licensing	H	C	Y	Y	N	Functionality through integration of State systems and BlueBeam.
H070	H. Licensing	Manage License Renewals	The system shall allow a user to easily update their license Agency contact (i.e. address, phone number, email address) on an existing license (or license registration) through the online customer portal per agency-specific business rules	N/A	Licensing	H	C	N	N	N	
H071	H. Licensing	Manage License Renewals	The system shall be able to change the name on an issued license or business permit (e.g., name change).	N/A	Licensing	H	C	N	N	N	
H072	H. Licensing	Manage License Renewals	The system shall be able to track expiration dates associated with a contractor's license, and alert/notify the Agency personnel at any point a license has expired or been revoked.	N/A	Licensing	H	C	N	N	N	
H073	H. Licensing	Manage License Renewals	The system shall be able to track the expiration of business permits and trigger associated workflow (i.e. notifications, holds).	N/A	Licensing	H	C	N	N	N	
H074	H. Licensing	Manage License Renewals	The system shall display information relevant to the user, including but not limited to all pending license renewals.	N/A	Licensing	H	C	N	N	N	
H075	H. Licensing	Manage License Renewals	The system shall have the ability to associate an application for renewal with an existing license/registration (e.g., update the status of the license, not create a new license)	N/A	Licensing	H	C	N	N	N	
H076	H. Licensing	Manage License Renewals	The system shall have the ability to define renewal periods for license types and business permit types that can automatically trigger workflow tasks associated with the process, such as generating renewal notices and invoices.	N/A	Licensing	H	C	N	N	N	
H077	H. Licensing	Manage License Renewals	The system shall have the ability to enforce user permissions / roles to protect personal identifying information maintained in the System down to the field level.	N/A	Licensing	H	C	N	N	N	
H078	H. Licensing	Manage License Renewals	The system shall have the ability to provide a configurable checklist of staff to verify that supplied information by the applicant meets the requirements of application (e.g., background check, valid insurance) through various checklists.	N/A	Licensing	H	C	N	N	N	
H079	H. Licensing	Manage License Renewals	The system shall have the ability to reinstate expired licenses or license registrations or business permits.	N/A	Licensing	H	C	N	N	N	
H080	H. Licensing	Manage License Renewals	The system shall have the ability to require various pre-requisites for license renewal or business permit renewal according to the business rules for the renewal period (e.g., drug test required annually, new fingerprints every three years)	N/A	Licensing	H	C	N	N	N	
H081	H. Licensing	Manage License Renewals	The system shall have the ability to track when renewal notifications were sent (electronically or manually).	N/A	Licensing	H	C	N	N	N	
H082	H. Licensing	Manage License Renewals	The System shall have the capability for a license holder to electronically register with the portal to forego mailed renewal letters in favor of electronic renewal notifications that are sent to the license holders contact email address.	N/A	Licensing	H	C	N	N	N	
H083	H. Licensing	Manage License Renewals	The system shall have the capability to associate batch notification letters to the license application record for storage in an electronic document management system.	N/A	Licensing	H	C	N	N	N	
H084	H. Licensing	Manage License Renewals	The system shall have the capability to automatically print renewal letters for periodic renewal batches of licenses.	N/A	Licensing	H	C	Y	N	N	Customization of software required to satisfy this printing automation through custom code development.

H085	H. Licensing	Manage License Renewals	The system shall have the capability to automatically process batches of license renewal notifications.	N/A	Licensing	H	C	N	N	N	
H086	H. Licensing	Manage License Renewals	The system shall have the capability to capture electronic signature of customers.	N/A	Licensing	H	C	Y	N	N	Customization required if manual signature is needed. Otherwise can be completed without customization through checkbox/text field validation via attestation
H087	H. Licensing	Manage License Renewals	The system shall have the capability to define renewal periods for categories of license types.	N/A	Licensing	H	C	N	N	N	
H088	H. Licensing	Manage License Renewals	The system shall have the capability to generate an access code and include it in the renewal notice for the License Holder to log on to the online portal with in lieu of maintaining a username/password.	N/A	Licensing	H	C	Y	Y	N	Access code authenticated action can be implemented through custom code development in addition to integration of 3rd party Salesforce application in order to fully satisfy requirement.
H089	H. Licensing	Manage License Renewals	The system shall have the capability to send electronic notifications to the license holder as reminders to renew their license in addition to printed letters.	N/A	Licensing	H	C	N	N	N	
H090	H. Licensing	Manage License Renewals	The system shall support configurable renewal periods, fees, and associated requirements by license type	N/A	Licensing	H	C	N	N	N	
H091	H. Licensing	Manage License Renewals	The system shall update the License Holder Record with the time/date the letters were generated.	N/A	Licensing	H	C	N	N	N	

Total Requirements 91

I. Hearings

ID	Functional Area / System Capability	Requirement Area	Requirement	Detailed or Associated System Capability	Bureau/Division/ Group to Review	(O) n-Premise, (H) hosted, or (B) both	(C) onfiguration, (A) Business Rule Automation, (B) both, or (N) none	Customization (Y/N)	Integration /w 3rd Party Product (Y/N)	Future Product Release (Y/N)	Explanation or Comments
I001	I. Hearings	Manage Hearings	The system shall support capturing and tracking activity and data related to supporting hearings that are held by governing bodies outside of the Agency's hearing body's jurisdiction, i.e. <u>City Council</u> .	Tracking of Hearings Outside the Dept.	Public & Enforcement Hearings	H	C	Y	Y	N	Requires integration and customization of Salesforce tools to satisfy this requirement within our solution
I002	I. Hearings	Manage Hearings	The system shall manage multiple hearing types that are each associated with unique workflow and business rules.	N/A	Public & Enforcement Hearings	H	C	Y	Y	N	Requires integration and customization of Salesforce tools to satisfy this requirement within our solution
I003	I. Hearings	Manage Hearings	The system shall support hearing types that include a review before a particular governing body that oversees the issue (e.g., <u>Planning Commission</u>).	N/A	Public & Enforcement Hearings	H	C	Y	Y	N	Requires integration and customization of Salesforce tools to satisfy this requirement within our solution
I004	I. Hearings	Manage Hearings	The system shall support hearing types that involve one or more reviewers who make a determination (e.g., board or committee review).	N/A	Public & Enforcement Hearings	H	C	Y	Y	N	Requires integration and customization of Salesforce tools to satisfy this requirement within our solution
I005	I. Hearings	Manage Hearings	The system shall support hearing types that support an administrative review that occurs within a department.	N/A	Public & Enforcement Hearings	H	C	Y	Y	N	Requires integration and customization of Salesforce tools to satisfy this requirement within our solution
I006	I. Hearings	Manage Hearing Calendar	The system shall support the scheduling for hearing types that occur periodically on a regular schedule.	Calendars & Appointments	Public & Enforcement Hearings	H	C	Y	Y	N	Can be satisfied through integration and customization of Scheduler plug in from Salesforce tools
I007	I. Hearings	Manage Hearing Calendar	The system shall have the ability to manually enter hearing attendee information for a hearing / hearing event.	N/A	Public & Enforcement Hearings	H	C	Y	Y	N	Requires integration and customization of Salesforce tools to satisfy this requirement within our solution
I008	I. Hearings	Manage Hearing Calendar	The system shall have the ability to populate a hearing calendar with all scheduled hearing events.	N/A	Public & Enforcement Hearings	H	C	Y	Y	N	Can be satisfied through integration and customization of Scheduler plug in from Salesforce tools
I009	I. Hearings	Manage Hearing Calendar	The system shall have the ability to present hearings information in a graphical, real-time "dashboard" display for supervisor review (e.g., a view of all the events scheduled for a particular day on a hearing calendar).	N/A	Public & Enforcement Hearings	H	C	Y	Y	N	Requires integration and customization of Salesforce tools to satisfy this requirement within our solution
I010	I. Hearings	Manage Hearing Calendar	The system shall have the ability to select attendees for a hearing event from contacts already entered into the system (e.g., contacts already associated with a project, application, or other record type related to the hearing).	N/A	Public & Enforcement Hearings	H	C	Y	Y	N	Requires integration and customization of Salesforce tools to satisfy this requirement within our solution
I011	I. Hearings	Manage Hearing Calendar	The system shall have the capability to configure hearing calendar settings.	N/A	Public & Enforcement Hearings	H	C	Y	N	N	Assume Covered in A050
I012	I. Hearings	Manage Hearing Calendar	The system shall have the capability to configure Hearing Location for a hearing calendar.	N/A	Public & Enforcement Hearings	H	C	Y	N	N	Assume Covered in A050
I013	I. Hearings	Manage Hearing Calendar	The system shall have the capability to configure Hearing Types for a hearing calendar.	N/A	Public & Enforcement Hearings	H	C	Y	N	N	Assume Covered in A050
I014	I. Hearings	Manage Hearing Calendar	The system shall have the capability to configure Holidays and Non-Working Days for a hearing calendar.	N/A	Public & Enforcement Hearings	H	C	Y	N	N	Assume Covered in A050
I015	I. Hearings	Manage Hearing Calendar	The system shall have the capability to configure Number of Hearing Events per Working Day for a hearing calendar.	N/A	Public & Enforcement Hearings	H	C	Y	N	N	Assume Covered in A050
I016	I. Hearings	Manage Hearing Calendar	The system shall have the capability to configure Timeslots and Durations for a hearing calendar.	N/A	Public & Enforcement Hearings	H	C	Y	N	N	Assume Covered in A050
I017	I. Hearings	Manage Hearing Calendar	The system shall have the capability to configure Working Days for a hearing calendar.	N/A	Public & Enforcement Hearings	H	C	Y	N	N	Assume Covered in A050
I018	I. Hearings	Manage Hearing Calendar	The system shall maintain a list of the assigned members of the governing body responsible for issuing a decision (e.g., <u>Board of Building and Safety Commissioners</u>).	N/A	Public & Enforcement Hearings	H	C	Y	N	N	Assume Covered in A050
I019	I. Hearings	Manage Hearing Calendar	The system shall support the scheduling for hearing types that occur infrequently or on ad-hoc basis.	N/A	Public & Enforcement Hearings	H	C	Y	N	N	Assume Covered in A050
I020	I. Hearings	Prepare for Hearing	The system shall allow for changes to hearing dates to be incorporated into Hearing/Meeting Calendar available for public/customer view.	N/A	Public & Enforcement Hearings	H	C	Y	N	N	Assume Covered in A050
I021	I. Hearings	Prepare for Hearing	The system shall allow staff to review the checklist and enter any updates for tasks (with associated due dates).	N/A	Public & Enforcement Hearings	H	C	Y	Y	N	Effort covered in I006
I022	I. Hearings	Prepare for Hearing	The system shall allow staff to select recipients for public hearing notices from a checklist and automatically distribute electronically.	N/A	Public & Enforcement Hearings	H	C	Y	Y	N	Requires integration and customization of Salesforce tools to satisfy this requirement within our solution

I. Hearings

I023	I. Hearings	Prepare for Hearing	The system shall be able to automatically send out any notifications electronically, (including draft ads for review by the Staff Coordinator/Supervisor), and/or batch notification letter <u>printing, related to the change in hearing date.</u>	N/A	Public & Enforcement Hearings	H	C	Y	Y	N	Requires integration and customization of Salesforce tools to satisfy this requirement within our solution
I024	I. Hearings	Prepare for Hearing	The system shall be able to automatically validate that an Applicant has met pre-hearing requirements.	N/A	Public & Enforcement Hearings	H	C	Y	Y	N	Requires integration and customization of Salesforce tools to satisfy this requirement within our solution
I025	I. Hearings	Prepare for Hearing	The system shall be able to generate and send (according to the Applicant's communication preferences) instructions on how to prepare for the hearing.	N/A	Public & Enforcement Hearings	H	C	Y	Y	N	Requires integration and customization of Salesforce tools to satisfy this requirement within our solution
I026	I. Hearings	Prepare for Hearing	The system shall be able to support an internal Staff checklist to use to prepare for a hearing that tracks Staff responsibilities (i.e. develop staff report, coordinate legal advertising of hearings).	N/A	Public & Enforcement Hearings	H	C	Y	Y	N	Requires integration and customization of Salesforce tools to satisfy this requirement within our solution
I027	I. Hearings	Prepare for Hearing	The system shall be able to support enforcing any Agency policies regarding timelines of when an application must be reviewed before a governing body (e.g., due date for a hearing).	N/A	Public & Enforcement Hearings	H	C	Y	Y	N	Requires integration and customization of Salesforce tools to satisfy this requirement within our solution
I028	I. Hearings	Prepare for Hearing	The system shall be able to track the various activities that help ensure all information required to conduct the hearing has been prepared and distributed, as well as perform any legally required pre-hearing activities, such as advertising public hearings.	N/A	Public & Enforcement Hearings	H	C	Y	Y	N	Requires integration and customization of Salesforce tools to satisfy this requirement within our solution
I029	I. Hearings	Prepare for Hearing	The system shall be able to validate that all applications assigned have an associated staff report and recommendation stored in the System at a defined point before the scheduled hearing date.	N/A	Public & Enforcement Hearings	H	C	Y	Y	N	Requires integration and customization of Salesforce tools to satisfy this requirement within our solution
I030	I. Hearings	Prepare for Hearing	The system shall have the capability to automatically notify attendees (including internal staff) with updates related to the workflow of the hearing (e.g., scheduled dates, due date, outcome of hearing, changes to the hearing).	N/A	Public & Enforcement Hearings	H	C	Y	Y	N	Requires integration and customization of Salesforce tools to satisfy this requirement within our solution
I031	I. Hearings	Prepare for Hearing	The system shall maintain the contact information for the members of the governing body to facilitate the distribution of documentation, calendar invitations, and other data relevant to the hearing.	N/A	Public & Enforcement Hearings	H	C	Y	Y	N	Requires integration and customization of Salesforce tools to satisfy this requirement within our solution
I032	I. Hearings	Prepare for Hearing	The system shall provide customized checklists for each hearing type to assist staff in preparing for the hearing.	N/A	Public & Enforcement Hearings	H	C	Y	Y	N	Requires integration and customization of Salesforce tools to satisfy this requirement within our solution
I033	I. Hearings	Prepare for Hearing	The system shall support an agenda template that can be customized with information related to the issues to be reviewed at the hearing, including but not limited to the following: Date/Time of hearing, Attendees/Board Members, Timeline of hearing, Topics of Discussion, Case to be Reviewed, Case, License, and/or Permit Number, Staff Recommendation.	N/A	Public & Enforcement Hearings	H	C	Y	Y	N	Requires integration and customization of Salesforce tools to satisfy the letters engine requirement within our solution
I034	I. Hearings	Prepare for Hearing	The system shall support creation of a review task related to a hearing that requires the reviewer to review the associated document(s), provide comments, and update the status of their review task.	N/A	Public & Enforcement Hearings	H	C	Y	Y	N	Requires integration and customization of Salesforce tools to satisfy this requirement within our solution
I035	I. Hearings	Prepare for Hearing	The system shall support taking into account any preferences on a hearing date specified by the Applicant during the application process when manually or automatically scheduling a hearing.	N/A	Public & Enforcement Hearings	H	C	Y	Y	N	Requires integration and customization of Salesforce tools to satisfy this requirement within our solution
I036	I. Hearings	Prepare for Hearing	The system shall support taking into account any staff recommendations regarding hearing date assignment captured in the System as part of an internal note when manually or automatically scheduling a hearing.	N/A	Public & Enforcement Hearings	H	C	Y	Y	N	Requires integration and customization of Salesforce tools to satisfy this requirement within our solution
I037	I. Hearings	Prepare for Hearing	The system shall support the ability to generate public hearing notices from a customizable template.	N/A	Public & Enforcement Hearings	H	C	Y	Y	N	Requires integration and customization of Salesforce tools to satisfy this requirement within our solution
I038	I. Hearings	Prepare for Hearing	The system shall support the generation of an agenda for the hearing that identifies the applications (such as a proposed a customer appeal) to be reviewed at the hearing.	N/A	Public & Enforcement Hearings	H	C	Y	Y	N	Requires integration and customization of Salesforce tools to satisfy this requirement within our solution
I039	I. Hearings	Prepare for Hearing	The system shall support the generation of supporting documentation from the system (i.e. reports, letters) to be reviewed at the hearing (e.g., generation of a hearing package).	N/A	Public & Enforcement Hearings	H	C	Y	Y	N	Functionality requires integration and use of BlueBeam tools/features
I040	I. Hearings	Prepare for Hearing	The system shall support the routing of the agenda and any supporting documentation for drafting, review, and approval workflow processes.	N/A	Public & Enforcement Hearings	H	C	Y	Y	N	Requires integration and customization of Salesforce tools to satisfy this requirement within our solution
I041	I. Hearings	Prepare for Hearing	The system shall support the upload of any documents that are required for the Applicant to submit that need to be part of the hearing package for review at the hearing.	N/A	Public & Enforcement Hearings	H	C	Y	Y	N	Functionality requires integration and use of BlueBeam tools/features
I042	I. Hearings	Satisfy Applicant Hearing Requirements	The system shall allow a user to review the checklist through the Customer Portal, and update the tasks with a status and any other information related to satisfying the hearing requirements.	N/A	Public & Enforcement Hearings	H	C	Y	Y	N	Requires integration and customization of Salesforce tools to satisfy this requirement within our solution
I043	I. Hearings	Satisfy Applicant Hearing Requirements	The system shall allow a user to update, add, or remove a task on the hearing checklist.	N/A	Public & Enforcement Hearings	H	C	Y	Y	N	Requires integration and customization of Salesforce tools to satisfy this requirement within our solution

I. Hearings

I044	I. Hearings	Satisfy Applicant Hearing Requirements	The system shall allow staff to also review the Applicant's progress on the checklist in real time.	N/A	Public & Enforcement Hearings	H	C	Y	Y	N	Requires integration and customization of Salesforce tools to satisfy this requirement within our solution
I045	I. Hearings	Satisfy Applicant Hearing Requirements	The system shall be able to automatically generate a checklist for the hearing that contains a list of Applicant-required tasks and associated due dates, based on the hearing type and hearing date assigned in the System (i.e. proper mailing of notices to surrounding property owners, required community meetings, affidavit submission and reaffirmation, gaining prior approval from other authorities, submission of a signed proffer statement, etc.).	N/A	Public & Enforcement Hearings	H	C	Y	Y	N	Requires integration and customization of Salesforce tools to satisfy this requirement within our solution
I046	I. Hearings	Satisfy Applicant Hearing Requirements	The system shall generate any communications or notifications configured in the System as any due dates are nearing for tasks that are still outstanding on the checklist.	N/A	Public & Enforcement Hearings	H	C	Y	Y	N	Requires integration and customization of Salesforce tools to satisfy this requirement within our solution
I047	I. Hearings	Satisfy Applicant Hearing Requirements	The system shall support the generation of a form letter containing all pertinent information for public consumption that the Applicant can use to generate his or her communications.	N/A	Public & Enforcement Hearings	H	C	Y	Y	N	Requires integration and customization of Salesforce tools to satisfy this requirement within our solution
I048	I. Hearings	Manage Affidavits	The system shall allow the City Attorney's Office to access the system and be able to review the affidavits within the system and log their approval directly, and upload the final approved affidavit.	N/A	Public & Enforcement Hearings	H	C	Y	Y	N	Requires integration and customization of Salesforce tools to satisfy this requirement within our solution
I049	I. Hearings	Manage Affidavits	The system shall allow tracking of the status of the Agency Attorney Office's review of the affidavits, as the Agency Attorney's office is the review and approval authority for affidavits.	N/A	Public & Enforcement Hearings	H	C	Y	Y	N	Requires integration and customization of Salesforce tools to satisfy this requirement within our solution
I050	I. Hearings	Manage Affidavits	The system shall be able to automatically validate that the affidavit requirements are met.	N/A	Public & Enforcement Hearings	H	C	Y	Y	N	Requires integration and customization of Salesforce tools to satisfy this requirement within our solution
I051	I. Hearings	Manage Affidavits	The system shall be able to notify the applicant that affidavit submission is required for processing of the application, as part of the application process.	N/A	Public & Enforcement Hearings	H	C	Y	Y	N	Requires integration and customization of Salesforce tools to satisfy this requirement within our solution
I052	I. Hearings	Manage Affidavits	The system shall be able to support various affidavit types, with associated forms, workflow, and business rules for processing.	N/A	Public & Enforcement Hearings	H	C	Y	Y	N	Requires integration and customization of Salesforce tools to satisfy this requirement within our solution
I053	I. Hearings	Manage Affidavits	The system shall generate a checklist for the hearing that contains a list of tasks and associated due dates, based on the hearing type and hearing date assigned in the System, including any affidavit requirements that need to be satisfied.	N/A	Public & Enforcement Hearings	H	C	Y	Y	N	Requires integration and customization of Salesforce tools to satisfy this requirement within our solution
I054	I. Hearings	Manage Affidavits	The system shall generate any communications or notifications configured in the System as any due dates are nearing for affidavit tasks that are still outstanding on the checklist.	N/A	Public & Enforcement Hearings	H	C	Y	Y	N	Requires integration and customization of Salesforce tools to satisfy this requirement within our solution
I055	I. Hearings	Manage Affidavits	The system shall provide any necessary information and other assistance to inform the Applicant of the affidavit process.	N/A	Public & Enforcement Hearings	H	C	Y	Y	N	Requires integration and customization of Salesforce tools to satisfy this requirement within our solution
I056	I. Hearings	Manage Affidavits	The system shall track affidavit requirements (including due dates) and status for an application.	N/A	Public & Enforcement Hearings	H	C	Y	Y	N	Requires integration and customization of Salesforce tools to satisfy this requirement within our solution
I057	I. Hearings	Develop Staff Report	The system shall allow a user to save a draft version of the Staff Report in the System, in order to return and finish the report at a later date and/or to allow review agencies to review the draft staff report.	N/A	Public & Enforcement Hearings	H	C	Y	Y	N	Requires integration and customization of Salesforce tools to satisfy this requirement within our solution
I058	I. Hearings	Develop Staff Report	The system shall allow Staff to run any reports that can pull data from the System to be leveraged on the Staff Report.	N/A	Public & Enforcement Hearings	H	C	Y	Y	N	Requires integration and customization of Salesforce tools to satisfy this requirement within our solution
I059	I. Hearings	Develop Staff Report	The system shall be able to enforce any deadlines of when members of the governing body should receive a copy of the report (e.g., for a rezoning application, members of the Planning Commission should receive a copy two weeks prior to the public hearing date).	N/A	Public & Enforcement Hearings	H	C	Y	Y	N	Requires integration and customization of Salesforce tools to satisfy this requirement within our solution
I060	I. Hearings	Develop Staff Report	The system shall be able to update any workflow task due dates based on any changes to the scheduled hearing date including continuations.	N/A	Public & Enforcement Hearings	H	C	Y	Y	N	Requires integration and customization of Salesforce tools to satisfy this requirement within our solution
I061	I. Hearings	Develop Staff Report	The system shall make an electronic version of the Staff Report available to the Applicant through the Customer Portal.	N/A	Public & Enforcement Hearings	H	C	Y	Y	N	Requires integration and customization of Salesforce tools to satisfy this requirement within our solution
I062	I. Hearings	Develop Staff Report	The system shall provide a structured method for staff to capture a recommendation (e.g. approve the Haul Route, deny the appeal of plan check) for an application that will be presented to a governing authority at a hearing.	N/A	Public & Enforcement Hearings	H	C	Y	Y	N	Requires integration and customization of Salesforce tools to satisfy this requirement within our solution
I063	I. Hearings	Develop Staff Report	The system shall provide robust searching capabilities for Staff to search similar past hearings and hearing decisions on relevant topics and/or locations.	N/A	Public & Enforcement Hearings	H	C	Y	Y	N	Requires integration and customization of Salesforce tools to satisfy this requirement within our solution
I064	I. Hearings	Develop Staff Report	The system shall support formal documentation to be generated from the system regarding the recommendation and the hearing body's decision, such as a formal letter.	N/A	Public & Enforcement Hearings	H	C	Y	Y	N	Requires integration and customization of Salesforce tools to satisfy this requirement within our solution
I065	I. Hearings	Develop Staff Report	The system shall support multiple Staff Report templates in the System that are configurable according to the application type it is intended to support.	N/A	Public & Enforcement Hearings	H	C	Y	Y	N	Requires integration and customization of Salesforce tools to satisfy this requirement within our solution

I. Hearings

1066	I. Hearings	Develop Staff Report	The system shall support the development of a Staff Report to support a hearing that is unrelated to an application, such as a proposed ordinance or text amendment.	N/A	Public & Enforcement Hearings	H	C	Y	Y	N	Requires integration and customization of Salesforce tools to satisfy this requirement within our solution
1067	I. Hearings	Develop Staff Report	The system shall support the recommendation (e.g. approve the Haul Route, deny the appeal of plan check) to be included as part of the "hearing package" generated for the hearing.	N/A	Public & Enforcement Hearings	H	C	Y	Y	N	Functionality requires integration and use of BlueBeam tools/features
1068	I. Hearings	Develop Staff Report	The system shall support the recommendation (e.g. approve the Haul Route, deny the appeal of plan check) to be included as part of the agenda for the hearing.	N/A	Public & Enforcement Hearings	H	C	Y	Y	N	Requires integration and customization of Salesforce tools to satisfy this requirement within our solution
1069	I. Hearings	Develop Staff Report	The system shall track any due dates related to the Staff Report, such as ensuring it is produced according to the schedule dictated by the assigned hearing date.	N/A	Public & Enforcement Hearings	H	C	Y	Y	N	Requires integration and customization of Salesforce tools to satisfy this requirement within our solution
1070	I. Hearings	Assign Hearing to Governing Body	The system shall allow Hearing Staff (who have the appropriate security privileges) to override hearing/meeting calendar settings and manually assign an application to a hearing/meeting date.	N/A	Public & Enforcement Hearings	H	C	Y	Y	N	Requires integration and customization of Salesforce tools to satisfy this requirement within our solution
1071	I. Hearings	Assign Hearing to Governing Body	The system shall be able to prevent a hearing date assignment according to calendar data and business rules (i.e. number of hearings allowed per day).	N/A	Public & Enforcement Hearings	H	C	Y	Y	N	Requires integration and customization of Salesforce tools to satisfy this requirement within our solution
1072	I. Hearings	Assign Hearing to Governing Body	The system shall be able to support configurable business rules that govern the assignment of particular types of issues to be assigned to a hearing calendar (e.g., a Haul Routes can only be scheduled on certain hearing bodies' calendars).	N/A	Public & Enforcement Hearings	H	C	Y	Y	N	Requires integration and customization of Salesforce tools to satisfy this requirement within our solution
1073	I. Hearings	Assign Hearing to Governing Body	The system shall have the ability to cancel an event on a hearing calendar.	N/A	Public & Enforcement Hearings	H	C	Y	Y	N	Requires integration and customization of Salesforce tools to satisfy this requirement within our solution
1074	I. Hearings	Assign Hearing to Governing Body	The system shall have the ability to re-schedule an event on a hearing calendar.	N/A	Public & Enforcement Hearings	H	C	Y	Y	N	Requires integration and customization of Salesforce tools to satisfy this requirement within our solution
1075	I. Hearings	Assign Hearing to Governing Body	The system shall have the ability to schedule a hearing date automatically according to business rules (e.g., next available date).	N/A	Public & Enforcement Hearings	H	C	Y	Y	N	Requires integration and customization of Salesforce tools to satisfy this requirement within our solution
1076	I. Hearings	Assign Hearing to Governing Body	The system shall have the ability to schedule a hearing date manually.	N/A	Public & Enforcement Hearings	H	C	Y	Y	N	Requires integration and customization of Salesforce tools to satisfy this requirement within our solution
1077	I. Hearings	Assign Hearing to Governing Body	The system shall have the capability to route an application and/or request for a hearing submitted via the online portal to the designated staff member configured in the system according to business rules for review, confirmation, and scheduling.	N/A	Public & Enforcement Hearings	H	C	Y	Y	N	Requires integration and customization of Salesforce tools to satisfy this requirement within our solution
1078	I. Hearings	Capture Hearing Decision	The system shall be able to create notification lists or address labels from existing database information such as by address or by GIS query such as a defined distance from the subject property.	Interface, GIS	Public & Enforcement Hearings	H	C	Y	Y	N	Assumption is that lists can be exported in CSV format for labels/notifications on that list. Requires integration of Salesforce tools to satisfy this functionality
1079	I. Hearings	Capture Hearing Decision	The system shall allow staff to apply any holds, property-level conditions, or other changes in the System as a result of the hearing such as notating an approved code modification /waiver.	N/A	Public & Enforcement Hearings	H	C	Y	Y	N	Requires integration and customization of Salesforce tools to satisfy this requirement within our solution
1080	I. Hearings	Capture Hearing Decision	The system shall be able to capture and track if an applicant appeals the result of a hearing and capture the result of the appeal.	N/A	Public & Enforcement Hearings	H	C	Y	Y	N	Requires integration and customization of Salesforce tools to satisfy this requirement within our solution
1081	I. Hearings	Capture Hearing Decision	The system shall be able to prevent issuance of a building permit, COO, plan approval, or final bond release based on the outcome of a hearing (e.g., approval of a Haul Route permit).	N/A	Public & Enforcement Hearings	H	C	Y	Y	N	Requires integration and customization of Salesforce tools to satisfy this requirement within our solution
1082	I. Hearings	Capture Hearing Decision	The system shall be able to track and enforce hearing outcomes through workflow and property-level conditions that are implemented in the System (e.g., not limited to outcomes or conditions recorded at the application record level).	N/A	Public & Enforcement Hearings	H	C	Y	Y	N	Requires integration and customization of Salesforce tools to satisfy this requirement within our solution
1083	I. Hearings	Capture Hearing Decision	The system shall be able to track and enforce post-hearing outcomes, such as further litigation and/or elevation to higher legal proceedings.	N/A	Public & Enforcement Hearings	H	C	Y	Y	N	Requires integration and customization of Salesforce tools to satisfy this requirement within our solution
1084	I. Hearings	Capture Hearing Decision	The system shall capture the disposition of the hearing (application approved, application denied, amendment passed, etc.).	N/A	Public & Enforcement Hearings	H	C	Y	Y	N	Requires integration and customization of Salesforce tools to satisfy this requirement within our solution
1085	I. Hearings	Capture Hearing Decision	The system shall facilitate a structured method to record the hearing outcome including facilitating reporting official results to the City Clerk to comply with open meeting laws.	N/A	Public & Enforcement Hearings	H	C	Y	Y	N	Requires integration and customization of Salesforce tools to satisfy this requirement within our solution
1086	I. Hearings	Capture Hearing Decision	The system shall have the ability to capture any Disciplinary Actions on customers (e.g., suspension/revocation of a license, escalation of an Order to Comply) as a result of the hearing.	N/A	Public & Enforcement Hearings	H	C	Y	Y	N	Requires integration and customization of Salesforce tools to satisfy this requirement within our solution
1087	I. Hearings	Capture Hearing Decision	The system shall have the ability to capture any fees charged as a result of the hearing.	N/A	Public & Enforcement Hearings	H	C	Y	Y	N	Requires integration and customization of Salesforce tools to satisfy this requirement within our solution

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I088	I. Hearings	Capture Hearing Decision	The system shall have the ability to capture any outstanding actions and associated due dates that must be fulfilled as a result of the hearing.	N/A	Public & Enforcement Hearings	H	C	Y	Y	N	Requires integration and customization of Salesforce tools to satisfy this requirement within our solution
I089	I. Hearings	Capture Hearing Decision	The system shall have the ability to capture individual recommendations/votes from the governing body members.	N/A	Public & Enforcement Hearings	H	C	Y	Y	N	Functionality would be better met with through integration and use of google cloud meeting slution rather and use of custom field
I090	I. Hearings	Capture Hearing Decision	The system shall have the ability to capture notes related to the hearing.	N/A	Public & Enforcement Hearings	H	C	Y	Y	N	Requires integration and customization of Salesforce tools to satisfy this requirement within our solution
I091	I. Hearings	Capture Hearing Decision	The system shall provide a structured method for Hearing Staff to record approval or denial of the application and/or appeal.	N/A	Public & Enforcement Hearings	H	C	Y	Y	N	Requires integration and customization of Salesforce tools to satisfy this requirement within our solution
I092	I. Hearings	Capture Hearing Decision	The system shall provide a structured method for Hearing Staff to record comments/concerns raised during the course of the hearing.	N/A	Public & Enforcement Hearings	H	C	Y	Y	N	Requires integration and customization of Salesforce tools to satisfy this requirement within our solution
I093	I. Hearings	Capture Hearing Decision	The system shall provide a structured method for Hearing Staff to record hearing body members responsible for the hearing and individual recommendations/votes, if applicable.	N/A	Public & Enforcement Hearings	H	C	Y	Y	N	Requires integration and customization of Salesforce tools to satisfy this requirement within our solution
I094	I. Hearings	Capture Hearing Decision	The system shall provide a structured method for Hearing Staff to record scanning of any documentation produced during the hearing for review.	N/A	Public & Enforcement Hearings	H	C	Y	Y	N	Requires integration and customization of Salesforce tools to satisfy this requirement within our solution
I095	I. Hearings	Capture Hearing Decision	The system shall provide a structured method for Hearing Staff to record speakers list, which includes speakers who signed up prior to the hearing using an online signup, and those signed up at the hearing.	N/A	Public & Enforcement Hearings	H	C	Y	Y	N	Requires integration and customization of Salesforce tools to satisfy this requirement within our solution
I096	I. Hearings	Capture Hearing Decision	The system shall provide a structured method for Hearing Staff to record the hearing outcome and template for hearing minutes.	N/A	Public & Enforcement Hearings	H	C	Y	Y	N	Requires integration and customization of Salesforce tools to satisfy this requirement within our solution
I097	I. Hearings	Capture Hearing Decision	The system shall provide a structured method for Hearing Staff to record the list of attendees.	N/A	Public & Enforcement Hearings	H	C	Y	Y	N	Requires integration and customization of Salesforce tools to satisfy this requirement within our solution
I098	I. Hearings	Process Appeals	The system shall allow staff to log an appeal manually in the system.	N/A	Public & Enforcement Hearings	H	C	Y	Y	N	Requires integration and customization of Salesforce tools to satisfy this requirement within our solution
I099	I. Hearings	Process Appeals	The system shall allow staff to log documentation created by Staff to support the appeals process.	N/A	Public & Enforcement Hearings	H	C	Y	Y	N	Requires integration and customization of Salesforce tools to satisfy this requirement within our solution
I100	I. Hearings	Process Appeals	The system shall allow staff to log outcome of the secondary appeal.	N/A	Public & Enforcement Hearings	H	C	Y	Y	N	Requires integration and customization of Salesforce tools to satisfy this requirement within our solution
I101	I. Hearings	Process Appeals	The system shall allow staff to log staff time and activity related to supporting the appeals process.	N/A	Public & Enforcement Hearings	H	C	Y	Y	N	Requires integration and customization of Salesforce tools to satisfy this requirement within our solution
I102	I. Hearings	Process Appeals	The system shall allow staff to log the governing authority currently handling the appeal.	N/A	Public & Enforcement Hearings	H	C	Y	Y	N	Requires integration and customization of Salesforce tools to satisfy this requirement within our solution
I103	I. Hearings	Process Appeals	The system shall be able to intake a request for an appeal that is within the Agency's jurisdiction through the customer portal for processing.	N/A	Public & Enforcement Hearings	H	C	Y	Y	N	Requires integration and customization of Salesforce tools to satisfy this requirement within our solution
I104	I. Hearings	Process Appeals	The system shall generate and track critical dates (such as noticing deadlines, staffing dates, etc.) in support of public hearing or final disposition.	N/A	Public & Enforcement Hearings	H	C	Y	Y	N	Requires integration and customization of Salesforce tools to satisfy this requirement within our solution
I105	I. Hearings	Process Appeals	The system shall maintain an appeal calendar for any appeals that need to be supported and scheduled by Agency staff.	N/A	Public & Enforcement Hearings	H	C	Y	Y	N	Requires integration and customization of Salesforce tools to satisfy this requirement within our solution
I106	I. Hearings	Process Appeals	The system shall support appeals processes and related workflow.	N/A	Public & Enforcement Hearings	H	C	Y	Y	N	Requires integration and customization of Salesforce tools to satisfy this requirement within our solution
I107	I. Hearings	Process Appeals	The system shall support the consolidation of records into a report that are typically requested as part of cases to be heard before a court of law.	N/A	Public & Enforcement Hearings	H	C	Y	Y	N	Requires integration and customization of Salesforce tools to satisfy this requirement within our solution
I108	I. Hearings	Process Appeals	The system shall support various appeals types and their associated workflow and business rules.	N/A	Public & Enforcement Hearings	H	C	Y	Y	N	Requires integration and customization of Salesforce tools to satisfy this requirement within our solution
I109	I. Hearings	Process Appeals	The system shall track and manage the appeals process and record relevant actions and outcomes, as well as communications and other artifacts, in the System.	N/A	Public & Enforcement Hearings	H	C	Y	Y	N	Requires integration and customization of Salesforce tools to satisfy this requirement within our solution
I110	I. Hearings	Process Appeals	The system shall track the outcome of the appeals processes, any impact the outcome has on an application or property, and any Agency Staff activity that occurs to support the appeal.	N/A	Public & Enforcement Hearings	H	C	Y	Y	N	Requires integration and customization of Salesforce tools to satisfy this requirement within our solution

Total Requirements 110

ID	Functional Area / System Capability	Requirement Area	Requirement	Detailed or Associated System Capability	Bureau/Division/ Group to Review	(O)On-Premise, (H)Hosted, or (B)Both	(C)Configuration, (A)Business Rule Automation, (B)Both, or (N)None	Customization (Y/N)	Integration /w 3rd Party Product (Y/N)	Future Product Release (Y/N)	Explanation or Comments
J001	J. General	Workflow	The system shall allow a business user (e.g., non-IT personnel) the ability to add and/or change business rules in the system easily through the user interface (according to user roles/permissions).	N/A	Multiple Areas	H	C	N	N	N	
J002	J. General	Workflow	The system shall allow a workflow task to be expedited and the related due dates updated with the accelerated timeline.	N/A	Multiple Areas	H	C	N	N	N	
J003	J. General	Workflow	The system shall allow an authorized user (e.g., supervisor) to edit the workflow history of a record (e.g., to correct errors).	N/A	Multiple Areas	H	C	N	N	N	
J004	J. General	Workflow	The system shall allow an authorized user to modify or otherwise correct the record type (or other pertinent data associated with a record that is impacting its workflow processing rules) to provide the correct information (e.g., if a plan was initially categorized under the wrong plan type).	N/A	Multiple Areas	H	C	N	N	N	
J005	J. General	Workflow	The system shall allow authorized users (e.g., supervisor) to override and modify any workflow task progression in the system at any time (e.g. if a Plan Checker selects Approved when the plans should have been disapproved, authorized personnel such as a Supervisor should be able to change the status of the Plan Check or any final decision, and move an application backwards in the workflow if it was advanced in error).	N/A	Multiple Areas	H	C	N	N	N	
J006	J. General	Workflow	The system shall allow for system clocks or timers on workflow tasks to stop and start according to business rules.	N/A	Multiple Areas	H	C	N	N	N	
J007	J. General	Workflow	The system shall allow for the set up of workflows that include process steps and milestones.	N/A	Multiple Areas	H	C	N	N	N	
J008	J. General	Workflow	The system shall allow the ad-hoc sorting and filtering of a user's task list.	N/A	Multiple Areas	H	C	N	N	N	
J009	J. General	Workflow	The system shall display all completed workflow tasks and related workflow data (i.e. timestamp, username) in the system to provide a comprehensive view of activity taken on a record.	N/A	Multiple Areas	H	C	N	N	N	
J010	J. General	Workflow	The system shall display all uncompleted workflow tasks and related workflow data (i.e. due date, assigned user) in the system to provide a comprehensive view of pending activity that will occur on a record for processing according to the associated workflow.	N/A	Multiple Areas	H	C	N	N	N	
J011	J. General	Workflow	The system shall have the ability to allow a user with designated privileges to select to roll back (e.g., undo) original business rules configured in a workflow as a group by specified dates, and ignore all new changes after the date.	N/A	Multiple Areas	H	C	N	N	N	
J012	J. General	Workflow	The system shall have the ability to associate workflow tasks to a role in the system (e.g., workflow task is always assigned to a Site Plan Reviewer) according to business rules configurable in the system.	N/A	Multiple Areas	H	C	N	N	N	
J013	J. General	Workflow	The system shall have the ability to prevent or allow workflow task execution by a user according to the role-based security assigned to the user in the system.	N/A	Multiple Areas	H	C	N	N	N	
J014	J. General	Workflow	The system shall have the ability to set an effective date for a business rule or workflow change.	N/A	Multiple Areas	H	C	N	N	N	
J015	J. General	Workflow	The system shall have the ability to set an expiration date for a business rule or workflow change.	N/A	Multiple Areas	H	C	N	N	N	
J016	J. General	Workflow	The system shall have the ability to support workflow task routing (scheduled, time-based, condition based, manual, etc.).	N/A	Multiple Areas	H	C	N	N	N	
J017	J. General	Workflow	The system shall have the ability to support workflow task triggers (scheduled, time-based, condition based, manual, etc.).	N/A	Multiple Areas	H	C	N	N	N	
J018	J. General	Workflow	The system shall provide a configurable workflow to allow for the processing of customer applications, staff reviews and visibility of workflow status to internal users and the customer.	N/A	Multiple Areas	H	C	N	N	N	
J019	J. General	Workflow	The system shall provide a visual representation of the workflow to customers or public users when reviewing the status of their record in the workflow.	N/A	Multiple Areas	H	C	N	N	N	
J020	J. General	Workflow	The system shall provide a visual representation of the workflow to end users when processing records through the workflow.	N/A	Multiple Areas	H	C	N	N	N	

J021	J. General	Workflow	The system shall provide a visual representation of the workflow to system administrators when managing workflow configuration.	N/A	Multiple Areas	H	C	N	N	N	
J022	J. General	Workflow	The system shall provide best practice, configurable workflow templates for land management permitting, plan check, inspections, code enforcement and related hearing and licensing services.	N/A	Multiple Areas	H	C	N	N	N	
J023	J. General	Workflow	The system shall provide data validation rules to ensure data validity at the time of entry (e.g., prevent an alpha character to be entered into a field that is configured to have only numeric values entered by the user).	N/A	Multiple Areas	H	C	N	N	N	
J024	J. General	Workflow	The system shall provide functionality to define specific performance parameters for all workflow tasks by record type provided by the Agency.	N/A	Multiple Areas	H	C	N	N	N	
J025	J. General	Workflow	The system shall provide the ability to configure custom workflows including but not limited to by application type, permit type document and plan type, inspection type, code enforcement complaint type, hearing type and license type.	N/A	Multiple Areas	H	C	N	N	N	
J026	J. General	Workflow	The system shall provide the ability to designate a secondary approver who is authorized to access the queue and complete a task on behalf of a primary approver when the primary reviewer is unavailable (e.g., Supervisor's designee is authorized to approve an application).	N/A	Multiple Areas	H	C	N	N	N	
J027	J. General	Workflow	The system shall provide the ability to perform automatic approval when transactions meet defined criteria (e.g., some permits can be issued automatically via the online portal once payment is made).	N/A	Multiple Areas	H	C	N	N	N	
J028	J. General	Workflow	The system shall retain a revision history for business rule and workflow changes in the system including author, type, date and time of change(s).	N/A	Multiple Areas	H	C	N	N	N	
J029	J. General	Workflow	The system shall support department-based work group assignment (e.g., mechanical plan check is assign to the mechanical queue).	N/A	Multiple Areas	H	C	N	N	N	
J030	J. General	Workflow	The system shall support individual user account work queue assignment (e.g., workflow task is assigned to one individual).	N/A	Multiple Areas	H	C	N	N	N	
J031	J. General	Workflow	The system shall support reporting on workflow-related transactions (i.e. transaction volume, response time, amount of time a workflow step was in the user's control, operational reporting).	N/A	Multiple Areas	H	C	N	N	N	
J032	J. General	Workflow	The system shall support status changes for a record that is driven by the change in status of its underlying workflow tasks (e.g., overall record status updates to "Under Completeness Review" once the Completeness Review task is assigned to a staff member).	N/A	Multiple Areas	H	C	N	N	N	
J033	J. General	Workflow	The system shall support the bulk reassignment of workflow tasks from one user to another according to business rules.	N/A	Multiple Areas	H	C	N	N	N	
J034	J. General	Workflow	The system shall support workflow tasks that do not need to be assigned (e.g., if a user data-enters an application he or she should not have to assign it to themselves to be able to process it).	N/A	Multiple Areas	H	C	N	N	N	
J035	J. General	Reports	The system shall provide pre-built reports for non-technical users to run.	N/A	Multiple Areas	H	C	N	N	N	
J036	J. General	Reports	The system shall provide the ability for non-technical users to modify and build reports.	N/A	Multiple Areas	H	C	N	N	N	
J037	J. General	Reports	The system shall allow reports to be scheduled and automatically run at a future date, including on a regular periodic basis.	N/A	Multiple Areas	H	C	N	N	N	
J038	J. General	Reports	The system shall support automatic emailing notifying users of report availability.	N/A	Multiple Areas	H	C	N	N	N	
J039	J. General	Reports	The system shall support reports being emailed as attachments to staff that are not users of the system.	N/A	Multiple Areas	H	C	N	N	N	
J040	J. General	Reports	The system shall support connecting or exporting data such that external systems can read the data for other business systems, reports on the system and external databases, etc.	Interface, Data Exchange	Multiple Areas	H	C	N	N	N	
J041	J. General	Notifications, Flags & Alerts	The system shall support configurable alerts (e.g., visual indicators displayed in the system) that are triggered according to business rules.	N/A	Multiple Areas	H	C	N	N	N	
J042	J. General	Notifications, Flags & Alerts	The system shall support configurable email notifications that are triggered according to configurable business rules.	N/A	Multiple Areas	H	C	N	N	N	
J043	J. General	Notifications, Flags & Alerts	The system shall support configurable notifications that are always triggered at various stages of workflow or other conditions according to business rules (e.g., email generated to the Customer when their application is approved).	N/A	Multiple Areas	H	C	N	N	N	
J044	J. General	Notifications, Flags & Alerts	The system shall support configurable text message notifications that are triggered according to configurable business rules. For example Inspections or Application Review Activity.	N/A	Multiple Areas	H	C	N	N	N	
J045	J. General	Notifications, Flags & Alerts	The system shall support the capability to flag a property or user record (manually or automatically according to business rules), and send notifications to identified Agency Staff alerting them when a plan and/or development/permitting application has been submitted for review.	N/A	Multiple Areas	H	C	N	N	N	
J046	J. General	Apply Hold	The system shall have the ability for authorized users to manually put standard holds on an application and/or project until deficiency resolved.	N/A	Multiple Areas	H	C	N	N	N	

J047	J. General	Apply Hold	The system shall have the ability for authorized users to manually apply an ad hoc or custom hold on an application and/or project until deficiency resolved.	N/A	Multiple Areas	H	C	N	N	N	
J048	J. General	Apply Hold	The system shall have the ability to automatically put standard holds on an application and/or project until deficiency resolved based on business rules and/or workflow configuration.	N/A	Multiple Areas	H	C	N	N	N	
J049	J. General	Apply Hold	The systems shall have the ability to automatically put standard holds on an application and/or project based on information from GIS.	Interface, GIS	Multiple Areas	H	C	N	N	N	
J050	J. General	Electronic Signature	The system shall apply an electronic signature obtained out in the field via a mobile device to the document they are signing (e.g., property owner signs the inspection report out in the field electronically).	N/A	Multiple Areas	H	C	N	N	N	
J051	J. General	Electronic Signature	The system shall have the ability to capture seals (i.e., plan check stamp) electronically.	N/A	Multiple Areas	H	C	N	N	N	
J052	J. General	Electronic Signature	The system shall have the capability to capture electronic certification (e.g., agreement with terms and conditions).	N/A	Multiple Areas	H	C	N	N	N	
J053	J. General	Electronic Signature	The system shall link the electronic signature to the document(s) being signed, if appropriate.	N/A	Multiple Areas	H	C	N	N	N	
J054	J. General	Electronic Signature	The system shall support electronic signature via the online portal (i.e. click to sign, initial and date indicates electronic signature).	N/A	Multiple Areas	H	C	N	N	N	
J055	J. General	Performance and Availability	The system shall be able to determine a staff member's availability by availability indicated on a calendar maintained in the system.	N/A	Multiple Areas	H	C	N	N	N	
J056	J. General	Performance and Availability	The system shall be able to determine a staff member's availability by the expected duration of assigned tasks.	N/A	Multiple Areas	H	C	N	N	N	
J057	J. General	Performance and Availability	The system shall be able to determine a staff member's availability through the combination and calculation of multiple factors including calendar availability, work queue assignments and pending work in queue.	N/A	Multiple Areas	H	C	N	N	N	
J058	J. General	Performance and Availability	The system shall have the ability to visually indicate to a supervisor if performance metrics are approaching or have surpassed configured targets.	N/A	Multiple Areas	H	C	N	N	N	
J059	J. General	Performance and Availability	The system shall provide configurable "executive" dashboards that provide the necessary, real-time information to support workload management and performance metric tracking (Note: This cannot be satisfied with a report that is manually run by the user).	N/A	Multiple Areas	H	C	N	N	N	
J060	J. General	Performance and Availability	The system shall provide electronic notifications to the Supervisor before and when predefined performance parameters are exceeded on certain applications or when notable events occur on certain applications/plans.	N/A	Multiple Areas	H	C	N	N	N	
J061	J. General	Search	The system shall be able to export search results in Microsoft Excel format.	N/A	Multiple Areas	H	C	N	N	N	
J062	J. General	Search	The system shall be able to export search results in.pdf format.	N/A	Multiple Areas	H	C	N	N	N	
J063	J. General	Search	The system shall be able to save a search as a template to easily retrieve and execute in the future.	N/A	Multiple Areas	H	C	N	N	N	
J064	J. General	Search	The system shall be able to save search results in the system.	N/A	Multiple Areas	H	C	N	N	N	
J065	J. General	Search	The system shall provide an alternative large query and/or result method to preventing the user from executing a large query or report that will exceed the predefined threshold for the number of results returned that may impact system performance if the report is run.	N/A	Multiple Areas	H	C	N	N	N	
J066	J. General	Search	The system shall provide a wide range of ad-hoc searching capabilities to support business needs, such as searching at the project, license, application, location, or person level according to various attributes and multiple search criteria.	N/A	Multiple Areas	H	C	N	N	N	
J067	J. General	Search	The system shall provide contact information for the related Agency office if a search does not return a search result (e.g., if user is searching the customer portal for a particular topic such as "building inspections" the system shall be able to provide contact information for the building inspections department).	N/A	Multiple Areas	H	C	N	N	N	
J068	J. General	Search	The system shall provide options for suggested searches if a search does not return a search result.	N/A	Multiple Areas	H	C	N	N	N	
J069	J. General	Search	The system shall provide the ability to search all data in the system by keyword.	N/A	Multiple Areas	H	C	N	N	N	
J070	J. General	Search	The system shall support sorting of displayed records based on their attributes.	N/A	Multiple Areas	H	C	N	N	N	
J071	J. General	Location Information	The system shall be able to allow staff to indicate when the mailing address for an application differs from the actual onsite location associated with the permitted activity.	Interface, GIS	GIS	H	C	N	N	N	
J072	J. General	Location Information	The system shall be able to associate files/documents with an address in the system.	Interface, GIS	GIS	H	C	N	N	N	
J073	J. General	Location Information	The system shall be able to capture the location on an application as a series of Agency blocks (e.g., location of a parade).	Interface, GIS	GIS	H	C	N	N	N	

J074	J. General	Location Information	The system shall be able to track location by one or more components of a secondary address (i.e. suite, apartment, building, floor, etc.).	Interface, GIS	GIS	H	C	N	N	N	
J075	J. General	Location Information	The system shall be able to track location information as a GIS pin on a map.	Interface, GIS	GIS	H	C	N	N	N	
J076	J. General	Location Information	The system shall be able to track location information as longitude and latitude.	Interface, GIS	GIS	H	C	N	N	N	
J077	J. General	Location Information	The system shall be able to track location information in the system as an intersection of street names.	Interface, GIS	GIS	H	C	N	N	N	
J078	J. General	Location Information	The system shall be able to track location information in the system in an address format (i.e. street number, street name, street type/abbreviations, Agency, state, zip code).	Interface, GIS	GIS	H	C	N	N	N	
J079	J. General	Location Information	The system shall be able to track location information via GIS coordinates/pin.	Interface, GIS	GIS	H	C	N	N	N	
J080	J. General	Location Information	The system shall be able to track lot/parcel information location in the system by City PIN numbers (parcel identification numbers based on geographic location).	Interface, GIS	GIS	H	C	N	N	N	
J081	J. General	Location Information	The system shall be able to track the legal description associated with a location by the County Assessor (see Interface requirements).	Interface, GIS	GIS	H	C	N	N	N	
J082	J. General	Location Information	The system shall be able to trigger workflow tasks according to business rules configured in the system based on GIS data (e.g., trigger required Agency and/or departmental reviews based on the geographical boundaries).	Interface, GIS	GIS	H	C	N	N	N	
J083	J. General	Location Information	The system shall support tracking location information on areas outside of the Agency as needed to support business operations.	Interface, GIS	GIS	H	C	N	N	N	
J084	J. General	Location Information	The system shall be able to track location information via GIS area of a building.	N/A	GIS	H	C	N	N	N	
J085	J. General	Location Information	The system shall be able to track location information via GIS area of a floor within the same building area.	N/A	GIS	H	C	N	N	N	
J086	J. General	Location Information	The system shall be able to track location information via GIS condo or 'air' parcel within the area of a property or ground level parcel.	N/A	GIS	H	C	N	N	N	
J087	J. General	Manage Fees & Customer Balances	The system shall be able to automatically assess and charge a fee to a record according to business rules configured in the system.	Customer Financial Transactions	FSD	H	C	N	N	N	
J088	J. General	Manage Fees & Customer Balances	The system shall be able to manually assess and charge a fee to a record and assess/apply an admin fee that is not related to a "record" (application, permit, inspection, etc.).	Customer Financial Transactions	FSD	H	C	N	N	N	
J089	J. General	Manage Fees & Customer Balances	The system shall calculate and display a comprehensive view of any outstanding fee(s) due on a record, at the user, project, and/or application level.	Customer Financial Transactions	FSD	H	C	N	N	N	
J090	J. General	Manage Fees & Customer Balances	The system shall provide a comprehensive view of all financial activity that has taken place on a record, at the user, project, and/or application level.	Customer Financial Transactions	FSD	H	C	N	N	N	
J091	J. General	Manage Fees & Customer Balances	The system shall be able to indicate when fees may be due for a project via the fee estimator tool (e.g., particular fee type is due at the time of application submittal).	Fee Estimation	FSD	H	C	N	N	N	
J092	J. General	Manage Fees & Customer Balances	The system shall be able to provide a total of the estimated costs for a project via the fee estimator tool.	Fee Estimation	FSD	H	C	N	N	N	
J093	J. General	Manage Fees & Customer Balances	The system shall be able to provide an itemized list of the estimated costs for a project via the fee estimator tool (i.e. building permit fee, filing fee).	Fee Estimation	FSD	H	C	N	N	N	
J094	J. General	Manage Fees & Customer Balances	The system shall have the ability to indicate estimated cost based on information provided by the applicant, including but not limited to: Type, Size or other calculated data.	Fee Estimation	FSD	H	C	N	N	N	
J095	J. General	Manage Fees & Customer Balances	The system shall provide a fee estimator tool that provides an estimate of fees for a project based on information entered by a user.	Fee Estimation	FSD	H	C	N	N	N	
J096	J. General	Manage Fees & Customer Balances	The system shall provide a fee estimator tool via the customer portal that is able to leverage the existing business rules configured for fee types and application types in the system (e.g., staff will not have to maintain the configuration of business rules in two places).	Fee Estimation	FSD	H	C	N	N	N	
J097	J. General	Manage Fees & Customer Balances	The system shall allow for a fee(s) to be waived according to business rules and user permissions.	Fee Schedule	FSD	H	C	N	N	N	
J098	J. General	Manage Fees & Customer Balances	The system shall allow for overlap of fee schedules.	Fee Schedule	FSD	H	C	N	N	N	
J099	J. General	Manage Fees & Customer Balances	The system shall be able to calculate annual cost increases, penalties and interest according to configured business rules.	Fee Schedule	FSD	H	C	N	N	N	
J100	J. General	Manage Fees & Customer Balances	The system shall be able to calculate fees due based on information captured regarding the project, such as a Pro Rated Fee [Example: (Amt of Disturbed Area)/43560x\$20.475.00]].	Fee Schedule	FSD	H	C	N	N	N	

J101	J. General	Manage Fees & Customer Balances	The system shall be able to capture fee information in the system for a particular fee charged to the record, including but not limited to the following: Amount, Description, Date, Code/Type, Status.	Fee Schedule	FSD	H	C	N	N	N	
J102	J. General	Manage Fees & Customer Balances	The system shall be able to require a percentage or amount to be paid in cash, configured based on business rules.	Fee Schedule	FSD	H	C	N	N	N	
J103	J. General	Manage Fees & Customer Balances	The system shall have the ability to track penalty and interest schedules.	Fee Schedule	FSD	H	C	N	N	N	
J104	J. General	Manage Fees & Customer Balances	The system shall have the capability to manage fee types and schedule of fees (e.g., renewal fees, permit fees) in the system with configurable workflow and business rules for processing. Examples include: Rules to generate the fee, Specify if the fee is refundable, eligible to be waived, or voided, Ability to apply a surcharge (e.g., additional fees, returned check fee, etc.), General Ledger Account Number, Cost Center, Internal Order Number, and Fund Number associated with the fee, Effective Date and Expiration Date.	Fee Schedule	FSD	H	C	N	N	N	
J105	J. General	Manage Fees & Customer Balances	The system shall maintain detailed business rules for fees that are configurable, including but not limited to the following: Description, Department, Amount, History, Distribution Information, Type, Calculation Rules, Active / Expiration Dates.	Fee Schedule	FSD	H	C	N	N	N	
J106	J. General	Manage Fees & Customer Balances	The system shall allow fees to be charged and collected at various points in the workflow process according to pre-defined business rules for a transaction or permit type.	Fee Workflows	FSD	H	C	N	N	N	
J107	J. General	Manage Fees & Customer Balances	The system shall support identification of when fees need to be invoiced (one off or periodic) to be invoiced and paid through cashiering and financial systems.	Fee Workflows	FSD	H	C	N	N	N	
J108	J. General	Manage Fees & Customer Balances	The system shall have the ability to associate outstanding payments with a user account, including business accounts and multiple associated individual accounts.	Interface, Financials	FSD	H	C	N	N	N	
J109	J. General	Manage Fees & Customer Balances	The system shall support creation of additional fees due to late processing by the customer through cashiering or financial systems.	Interface, Financials	FSD	H	C	N	N	N	
J110	J. General	Manage Fees & Customer Balances	The system shall support financial reconciliation reporting with cashiering and financial systems.	Interface, Financials	FSD	H	C	N	N	N	
J111	J. General	Manage Fees & Customer Balances	The system shall track and update records of payments and refunds processed by cashiering and financial systems.	Interface, Financials	FSD	H	C	N	N	N	

Total Requirements 111

CITY OF LOS ANGELES

**DEPARTMENT OF BUILDING AND
SAFETY**

LA City Permitting System

TECHNICAL REQUIREMENTS

201 North Figueroa Street
Los Angeles, CA 90012



City of Los Angeles Department of Building and Safety

LA City Permitting System - TECHNICAL REQUIREMENTS

Key:

1. **On-premise, Hosted, or Both (O, H, B)** - This column to indicates whether the requirement is applicable to on-premise, hosted, or both deployment models.
2. **Production Configuration, Business Rule Automation, Both, or None (C, A, B, N)** - This column to indicates that the requirement is met by the proposed solution through (C)onfiguration, (A)Business Rule Automation, (B)oth, or (N)one. If None is selected, it indicates if the requirement can be met with the other remaining options 3 through 5.
3. **Product Customization (Y, N)** - This column to indicates that the requirement is met by the proposed solution through product customization and/or custom developed code.
4. **Future Product Release (Y, N)** - This column to indicates that the requirement will be met in a future product release. It provides a projected release date and version number (if available) under the Explanation or Comments column.
5. **Integration with 3rd Party Product (Y, N)** - This column to indicates that the requirement can only be met through the use and integration with a 3rd party product or solution. Identify the proposed 3rd party product under the Explanation or Comments column.



City of Los Angeles Department of Building and Safety

LA City Permitting System - TECHNICAL REQUIREMENTS

TABLE OF CONTENTS	
Functional Areas / System Capability	Total Number of Requirements
A. General Technology	36
B. Enabling Technology	33
C. Public Web Portal	34
D. Application Security	32
E. Mobile	30
F. Reporting	9
G. GIS	24
H. System Integration	5
I. Systems / Interfaces	29
J. Source System	N/A
Grand Total	232

ID	Functional Area / System Capability	Type	Requirement	(M)andatory or (O)ptional	(O)n-Premise, (H)osted, or (B)oth	(C)onfiguration, (A) Business Rule Automation, (B)oth, or (N)one	Customization (Y/N)	Integration with 3rd Party Product (Y/N)	Future Product Release (Y/N)	Explanation or Comments
A001	A. General Technology	Database	The system shall utilize a commonly used database management platform to manage all data.	M	H	C	N	N	N	
A002	A. General Technology	Database	The product vendor shall provide a data model that allows the Department to understand the system's underlying data structures for internal use (e.g., report development or data extracts).	M	H	C	N	N	N	
A003	A. General Technology	Database	The system shall include a data dictionary and table relationships that describes and maintains information on each data element including data element name and type, description of the data element, and the format of each data element.	M	H	C	N	N	N	This is available through the Schema Browser in Salesforce
A004	A. General Technology	Database	The vendor shall provide all services needed to transform, standardize, migrate, and load data (e.g., customer data, historical transactions, documents, etc.) from LADBS' legacy system to the future state solution.	M	H	C	Y	N	N	
A005	A. General Technology	Database	The scope of the data conversion and migration includes a subset of historical data residing in the identified current systems that will be replaced with the future state solution. See Tab J (Source Systems) for a list of all candidate systems for replacement and integration.	M	H	C	Y	N	N	
A006	A. General Technology	Database	The scope of the data conversion includes identifying duplicate records across multiple legacy systems and providing a plan to load into the future state solution.	M	H	C	Y	N	N	
A007	A. General Technology	Database	Please describe your process for converting data into your system, including any ETL tools leveraged to convert data (the Department does not use any ETL tooling beyond database scripting).	M	H	C	Y	Y	N	
A008	A. General Technology	Infrastructure	The City supports and utilizes Windows server Operating Systems. Please describe the server operating systems supported by your system(s).	M	H	C	Y	Y	N	
A009	A. General Technology	Solution Design	The system shall be designed with separate layers for presentation, business logic and data access/storage. The solution components shall be fit-for-purpose and optimized for the different user groups that interact with the system, including field-based mobile users, specialized roles, daily users for whom the solution is will be their primary system, and more infrequent users.	M	H	C	Y	Y	N	
A010	A. General Technology	Solution Design	The systems shall support sending key status updates through email (with attachments) and messaging (SMS and MMS). Outgoing messages will be queued to avoid dependency on availability of messaging servers. The system shall have a means to ensure email accounts and/or phone numbers are valid.	M	H	C	Y	Y	N	
A011	A. General Technology	Solution Design	The system can provide two independent web portals that share the same back-end process workflows and configurations: (1) Staff portal that is not accessible by the public, (2) Public facing portal for customers and general public access. Each portal would provide different levels of functionality and data access that is configurable by the Department. All business process workflows shall be configured in a centralized process capability form that can be deployed to multiple interfaces.	M	H	C	Y	Y	N	

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A012	A. General Technology	Solution Design	The system shall provide data import functionality to import data from external data stored in a delimited data file format (e.g., comma, tab), structured file format (e.g. XML, JSON) or ingesting web services. The import functionality shall be constrained by user security profiles. Please describe how your system supports this requirement.	M	H	C	Y	Y	N	
A013	A. General Technology	Solution Design	The system shall provide data export functionality to export data into a delimited data file format (e.g., comma, tab, etc.) based on user security profiles. Please describe how the staff (back office) and public portal support exporting of data.	M	H	C	Y	Y	N	
A014	A. General Technology	Operations	Please describe the processes to back-up your system in a hosted and SaaS environment.	M	H	C	Y	Y	N	
A015	A. General Technology	Operations	The system shall track and display online users, user-specific activities, system uptime, transaction response times through a dashboard to demonstrate system is operating within acceptable levels. Please describe monitoring tools provided with the system.	M	H	C	Y	Y	N	
A016	A. General Technology	Infrastructure	The vendor shall install or provide multiple environments to support the development lifecycle which at a minimum includes development, staging, and production environments.	M	H	C	Y	Y	N	
A017	A. General Technology	Infrastructure	Please describe your release support plan, backwards compatibility and how many Major/Minor releases are supported. Note that LADBS must be responsive to new laws, fees, etc., which requires timely releases provided by the product vendor.	M	H	C	Y	Y	N	
A018	A. General Technology	Maintainability	The system shall support upgrade capability that allows the Department to upgrade to the latest version of the vendor's product without requiring to reconfigure the system. LADBS seeks to be involved in the direction of the product and features, with the ability to "feature toggle" functional changes that are not driven by LADBS needs. The product vendor shall support at least two product versions prior to the current version.	M	H	C	N	N	N	Upgrades will not require the City to reconfigure the system. There might be additional configuration required to be done by the City to take advantage of new features and enhancements that are released vide these recurring releases.
A019	A. General Technology	Maintainability	The system shall employ data quality assurance techniques, including but not limited to: input masks, drop down lists with standard responses, application completeness requirements, data validation logic.	M	H	C	N	N	N	The Salesforce platform provides robust data validation tools that are easily configured, including validation rules, workflows. Additional validation can be done through code, triggers, page controllers, VisualForce and Lightning pages
A020	A. General Technology	Maintainability	The solution functionality and associated business rules shall be configured and re-configured (through tools that avoid "code" modifications).	M	H	C	N	N	N	Our guiding philosophy is to use clicks over code whenever possible. We will also provide the City with configuration options if the functionality that the City is asking for requires customization so that the City is enabled to make an educated and conscious decision for opting code over configuration for the specific use cases emphasized click before code, and provide multiple ways to configure before coding.
A021	A. General Technology	Maintainability	The screens shall be re-configurable, providing the ability to reposition and rename field labels, remove or "turn-off" unused fields, maintain data, and allow the addition of custom-defined fields based on user security profiles.	M	H	C	N	N	N	Will be done using Salesforce Page Layouts
A022	A. General Technology	Maintainability	The system shall provide the ability to configure and manage business data validation rules.	M	H	C	N	N	N	Will be done using the BAsicGov Dynamic Rules Engine
A023	A. General Technology	Maintainability	The system manage simple configurations through a graphical user interface.	M	H	C	N	N	N	

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A024	A. General Technology	Maintainability	The system workflow shall be managed through the product's business process flow tool. Fine-grained configurarions may leverage programmatic capabilities of the platform.	M						There are multiple options like BasicGov Dynamic Rules Engine, Salesforce workflow, approval process and process builder. The specific tool of choice will depend on the use case
A025	A. General Technology	Maintainability	The system shall provide the ability to identify configuration differences between two environments and migrate or sync environments (e.g., promote configurations from development to test environments). Environments will be able to retain data when synchronizig configurations, and refresh with data from other environments (e.g. production to development) without affecting the configuration.	M						
A026	A. General Technology	Performance	Please descibe acceptable response times that the Department should expect when deployed per the Software and Hardware requirements.	M						The City should typically expect to see response times of less than 3 seconds for 80% of the transactions for standard pages
A027	A. General Technology	Performance	The system shall have the ability to support a 99.9% availability — excluding planned maintenance. The production environment shall incude a failover capability to enable continued business operations in case of a failure of the primary site.	M						Salesforce provides a real time view of system availability at https://trust.salesforce.com/en/ . Salesforce is a multitenant platform supporting millions of users from across the largest private sector corporations and large Government agencies. Additional details around Salesforce
A028	A. General Technology	Performance	The system shall have the ability to meet the System Recovery Time Objective (RTO) of no more than 2 hours – this is the maximum time system can be offline before services are restored to end users. Please describe how the RTO will be met.	M						
A029	A. General Technology	Performance	The system shall have the ability to meet the System Recovery Point Objective (RPO) of no more than 30 minutes – this represents amount of data that can be lost in case of a major outage. Please describe how the RPO will be met.	M						
A030	A. General Technology	Performance	The system shall be able to support 800 concurrent staff users performing land development, permitting, plan review, inspection, and enforcement activities.	M						
A031	A. General Technology	Performance	The system shall be able to support 500 concurrent customers accessing the public portal.	M						
A032	A. General Technology	System Wide	The system shall support digital electronic signatures.	M						We have assumed that a date/time stamp tiedl to a validated email signature is adequate. Our solution has the capability to integrate with numerous AppExchange e-Signature providers like DocuSign, EchoSign etc.

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A033	A. General Technology	Database	The system shall encrypt data in transit and data at rest.	M						Data In Motion: All transmissions between the user and the Salesforce Services are TLS encrypted with a 2048-bit Public Key. The Services use International/Global Step Up TLS certificates, with AES 256-bit encryption by default. Data At Rest: Salesforce includes a feature to encrypt custom text fields (ECF): The fields can be masked appropriately for specific data types (i.e., credit card number, Social Security Number, National Insurance Number, Social Insurance Number). Access to read the masked parts of the fields is limited by the "View Encrypted Data" permission, which is not enabled by default. Customers can manage their encryption key based on their organization's security needs and regulatory requirements. See our Help and Training site for details: https://help.salesforce.com/apex/HTViewHelpDoc?id=security_keys_using_master.htm&language=en Encrypted fields are encrypted with 128-bit keys and use the AES (Advanced Encryption Standard) algorithm.
A034	A. General Technology	Documents	The system shall store documents and plans in IDIS for long-term storage.	M	H	C	N	N	N	
A035	A. General Technology	Cloud	For cloud-based deployments, the system shall use Azure or AWS, with a preference for the government cloud services.	M	H	C	N	N	N	
A036	A. General Technology	System Wide	The system shall be extensible to support new programs, such as EBEWE, NDC and BIO. The system shall be able to enable new features through rapid configuration and/or customization to support needs that cannot yet be anticipated.	M	H	C	N	N	N	

Total Requirements 36

ID	Functional Area / System Capability	Type	Requirement	(M)andatory or (O)ptional	(O)n-Premise, (H)osted, or (B)oth	(C)onfiguration, (A) Business Rule Automation, (B)oth, or (N)one	Customization (Y/N)	Integration with 3rd Party Product (Y/N)	Future Product Release (Y/N)	Explanation or Comments
B001	B. Enabling Technology	Application Configuration	The system shall have the capability to manage the end-to-end submission and processing of an application as defined in the functional requirements.	M	H	C	N	N	N	
B002	B. Enabling Technology	Application Configuration	The system shall use configurable "number schemes" to uniquely and consistently identify data records (e.g., customer, application, etc.). The product vendor shall work collaboratively to develop such schemes based on concise numbering per domain that has no overlap with others.	M	H	C	N	N	N	
B003	B. Enabling Technology	Application Configuration	The system shall provide an internal web-based solution for staff to review, process, and manage permit applications.	M	H	B	Y	N	N	City employees will login to Salesforce to access the solution that we are proposing
B004	B. Enabling Technology	Application Configuration	The system shall provide a public facing web-based and mobile-friendly portal for customers to submit, manage, and track their applications through desktop or mobile devices.	M	H	B	Y	N	N	Our solution provides a web portal for access by customers to submit, manage and track their applications
B005	B. Enabling Technology	Application Configuration	The system shall support and enforce configurable data validation rules and conditions to ensure data integrity consistency throughout the application process.	M	H	B	N	N	N	
B006	B. Enabling Technology	Chat	The system shall provide online web chat capability for internal and public use to interact with live agents (e.g., text-based interactions).	M	H	C	N	N	N	Salesforce has a native Chat support capability that requires additional licensing. The license cost for the Salesforce Chat feature and the configuration effort for setting up the same has not been included in our Pricing
B007	B. Enabling Technology	Chat	The system shall have a discussion forum, with threads corresponding to different permits/projects plus additional security to limit access to people are associated with. Department staff and the public will discuss and send information such as pictures until the end of the project.	M	H	C	N	N	N	
B008	B. Enabling Technology	Chat	The system shall allow live agents to handle multiple web chat sessions simultaneously for internal and public use.	O	H	C	N	N	N	See B6
B009	B. Enabling Technology	Chat	The system shall provide live agents with the ability to respond to questions with scripted responses for internal and public use.	O	H	C	N	N	N	See B6
B010	B. Enabling Technology	EDMS	The system shall provide a centralized and secure document repository to store, search, and manage all documents related to a project. After completion of the application process, the system shall archive the documents to IDIS.	M	H	N	Y	Y	N	Our solution has factored in an Integration with OnBase EDMS assuming that the City will upgrade to OnBase. We have estimated for outbound integrations to store documents into OnBase and to search for documents in OnBase
B011	B. Enabling Technology	EDMS	The system shall have built-in viewers/converters for a wide variety of file types such as Word, Excel, Images, PDFs. Please describe how different files can be viewed.	M	H	N	Y	Y	N	We will have a hyperlink to an OnBase document that will open the document in the native OnBase viewer
B012	B. Enabling Technology	EDMS	The system shall integrate with security access rules when accessing documents.	M	H	N	Y	Y	N	The city will need to ensure that SSO is configured for OnBase so that when a user clicks on an OnBase document link from within Salesforce, the user is seamlessly logged into OnBase and OnBase displays the content to the user
B013	B. Enabling Technology	EDMS	The system shall provide records management in accordance with Department's retention policies.	M	H	N	N	Y	N	The City will be responsible for managing records retention in OnBase
B014	B. Enabling Technology	EDMS	The system shall provide the capability to store documents in a hardware technology that is Write Once, Read Many to prevent further modification of documents.		H	N	Y	Y	N	
B015	B. Enabling Technology	EPR	The system shall provide tight integration with the Bluebeam electronic plan review capability using a single workflow engine while validating file type is acceptable. The system shall provide integration of correction notes along Bluebeam correction points.	M	H	N	Y	Y	N	Clariti is able to integrate with the plan review system in use at the City. That said, we currently offer pre-built integrations with Bluebeam, e-PlanSoft, and Avolve ProjectDox

ID	Functional Area / System Capability	Type	Requirement	(M)andatory or (O)ptional	(O)n-Premise, (H)osted, or (B)oth	(C)onfiguration, (A)Business Rule Automation, (B)oth, or (N)one	Customization (Y/N)	Integration with 3rd Party Product (Y/N)	Future Product Release (Y/N)	Explanation or Comments
B016	B. Enabling Technology	EPR	The system shall support electronic plan review collaboration capability between the customers and staff, with a customer-facing user interface through the vendor solution's customer web portal and a staff user interface through the vendor solution's internal staff portal.	M	H	N	Y	Y	N	Clariti is able to integrate with the plan review system in use at the City. That said, we currently offer pre-built integrations with Bluebeam, e-PlanSoft, and Avolve ProjectDox
B017	B. Enabling Technology	EPR	The system shall support and handle electronic plan files with no maximum file size limits. The Department shall have the ability to define the maximum file size.	M	H	N	Y	Y	N	Clariti is able to integrate with the plan review system in use at the City. That said, we currently offer pre-built integrations with Bluebeam, e-PlanSoft, and Avolve ProjectDox
B018	B. Enabling Technology	EPR	The System shall provide any instructions and guidelines for document (and plan) submissions, including acceptable formats, level of detail, content requirements, sample scope of work, sample plan types, and checklists that can assist the Applicant in the process.	M	H	N	Y	Y	N	Avolve Projectdox
B019	B. Enabling Technology	Infrastructure	The system shall provide the ability to transfer large files via secure FTP, email, etc.	M	H	C	N	N	N	Email attachments are native SFDC functionality. FTP functionality would be done in Middleware
B020	B. Enabling Technology	KPI	The system shall provide workflow analytics capability that integrates with the workflow processing.	M	H	C	N	N	N	This will be achieved using standard Salesforce Reporting features
B021	B. Enabling Technology	KPI	The system shall provide workflow-based metrics to be used in Key Performance Indicators.	M	H	C	N	N	N	See B21
B022	B. Enabling Technology	KPI	The system shall provide the capability to use workflow-based metrics and operational data to allow for workforce planning.	M	H	C	N	N	N	See B21
B023	B. Enabling Technology	KPI	The system shall provide configurable dashboards that can display Key Performance Indicators.	M	H	C	N	N	N	See B21
B024	B. Enabling Technology	KPI	The system shall provide reporting capability on workflow analytics.	M	H	C	N	N	N	See B21
B025	B. Enabling Technology	KPI	The system shall provide the ability to publish select KPIs to the customer portal that can be managed by Department staff.	M	H	C	N	N	N	
B026	B. Enabling Technology	Rules Automation	The system shall provide configurable processes and rule automation to support the application processing by using a consistent set of rules across the organization that are defined once and shared by both customer and staff portals. The system shall also support updating or modifying these rules/processes to meet regulatory or legal changes as necessary. Note that LADBS must be responsive to new laws, fees, etc., which requires timely releases provided by the product vendor.	M	H	B	N	N	N	Our solution provides multiple options for building automations declaratively instead of using code. These options are available to System Administrators and can be deployed into Production fairly easily. The automations are very flexible and can be defined to be specific to certain types of users or can be made universal as needed
B027	B. Enabling Technology	Workflow Configuration	The system shall provide application tracking information with a customer-centric view of the workflow process as defined by internal staff.	M	H	A	N	N	N	
B028	B. Enabling Technology	Workflow Configuration	The system shall be capable of easily adapting the workflow configuration to business needs (e.g., business rules, fee structures, and proffers) through a change in configuration settings.	M	H	A	N	N	N	
B029	B. Enabling Technology	Workflow Configuration	The system shall have the ability to capture the inter-departmental workflow of the services that implement development project processes, and execute them in an automated framework.	M	H	A	N	N	N	
B030	B. Enabling Technology	Workflow Configuration	The system shall provide the capability to encapsulate the steps that users manage today, and execute them efficiently by using the correct sequencing, parallel processing and ensuring that the right information is available for individual departments, at the right time.	M	H	A	N	N	N	
B031	B. Enabling Technology	Workflow Configuration	The system should be tightly integrated with the security and workflow modules to disable/enable the various type of users during various life-cycle stages of a project (e.g., disable applicants' "modification" access right on the "application" info once the application is officially submitted).	M	H	A	N	N	N	

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B032	B. Enabling Technology	Workflow Configuration	The system shall provide workflow alerts to staff and applicant based upon process time settings defined by the Department.	M	H	A	N	N	N	
B033	B. Enabling Technology	Online Scheduling	The system shall allow the public to make appointments with staff through an online interface.	M	H	A	Y	Y	N	Solution will utilize the Scheduler tool from SDFC for this functionality

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ID	Functional Area / System Capability	Type	Requirement	(M)andatory or (O)ptional	(O)n-Premise, (H)osted, or (B)oth	(C)onfiguration, (A) Business Rule Automation, (B)oth, or (N)one	Customization (Y/N)	Integration with 3rd Party Product (Y/N)	Future Product Release (Y/N)	Explanation or Comments
C001	C. Public Web Portal	Configuration	The vendor shall provide out-of-the-box web components that allow the Department to configure the layout for the customer web portal. Please describe how your software supports this requirement.	M						The Customer Portal will be built using Salesforce Communities. The community is built using the Lightning Community Builder which allows Administrators to configure the layout using clicks. There are many out of the box Lightning Components that Salesforce provides (and keeps adding to through each of the quarterly releases) that further allow clients to build rich functionality through configuration
C002	C. Public Web Portal	Configuration	The customer web portal shall support robust search capabilities to locate information or data records quickly.	M						This will be achieved through a combination of Global search and custom search functionality that we will build on the customer portal
C003	C. Public Web Portal	Configuration	The system shall have a customizable online documentation, interactive help, and training materials such as context-specific help, search capability, organization-specific business process documentation and process maps.	M						
C004	C. Public Web Portal	Configuration	The system will provide the Department configurable error messages specifying field and error description upon submission of electronic forms and digitized documents when business validation rules are not met.	M						
C005	C. Public Web Portal	Configuration	The system shall allow users to set display preferences such as language, font size, and colors to improve application usability/accessibility.	M						The customer portal supports multi-lingual capabilities. We are however building it only in English. We are assuming that the font size and color settings will be adjusted through the individual users' Browser settings
C006	C. Public Web Portal	Configuration	The system shall support the ability to display system-wide messages throughout the customer web portal without code changes. Please describe how your system meets this requirement.	M						We will build a Lightning component on home page to display system messages
C007	C. Public Web Portal	Configuration	The system shall provide an online knowledge base that allows customers to search and access answers to common questions or topics quickly.	O						
C008	C. Public Web Portal	Configuration	The system shall allow the Department's staff to update content in the knowledge base through a change in configuration settings.	O						
C009	C. Public Web Portal	EDMS	The system shall have the ability to support attachments via the web portal and through mobile devices. Please describe how attachments are stored (database or file system). Does your system provide Anti-Virus scanning for attachments uploaded by the public?	M						Attachment are stored as BLOB records associated to the record. We are integrating an AppExchange product called F-Secure, that will provide anti-virus scanning for attachments uploaded by both internal users of the application as well as the users on the customer portal
C010	C. Public Web Portal	General	The customer web portal shall provide consistent site navigation.	M						

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C011	C. Public Web Portal	General	The system shall provide a clear navigation path that describes or illustrates where the user is located within the web portal (e.g., breadcrumbs, heading titles, etc.).	M	H	C	Y	N	N	We will design the portal to have a clear navigation path
C012	C. Public Web Portal	General	The system will provide the ability for the user to perform data entry tasks that minimize the use of a mouse (or pointing) device (e.g., tab sequencing of fields).	M	H	C	N	N	N	Supported in lightning through HTML tab indexes
C013	C. Public Web Portal	General	The system shall provide responsive design to support multiple display form factors (e.g., touch screen, mobile devices, desktop displays, etc.).	M	H	C	Y	N	N	The Salesforce Lightning framework is natively responsive. We will ensure that any custom components we build are also built following the Lightning best practices and render responsively
C014	C. Public Web Portal	General	The system shall provide the customer with the ability to register and update its online profile.	M	H	N	Y	N	N	User will have a self registration page
C015	C. Public Web Portal	General	The system shall provide the ability to Save/Exit an application at any point in the process.	M	H	C	N	N	N	
C016	C. Public Web Portal	General	The system shall provide collaborative web browsing capability that allows staff to review the application as the customer complete it online.	M	H	C	Y	Y	N	We will be integrating an AppExchange product called Glance Co-Browse
C017	C. Public Web Portal	Infrastructure	Customer web portal configurations shall be maintained and also provide backward compatibility after a product upgrade.	M	H	C	N	N	N	
C018	C. Public Web Portal	Infrastructure	The customer web portal shall support all of the latest (and one version prior) desktop and mobile browsers (e.g., IE, Edge, Firefox, Chrome, Safari, etc.) and will continue to support them as patches and updates are released.	M	H	C	N	N	N	
C019	C. Public Web Portal	Infrastructure	The customer web portal shall provide and support RESTful web services.	M	H	C	N	N	N	
C020	C. Public Web Portal	Infrastructure	The customer web portal (including web pages accessed by mobile devices) shall conform to the "look and feel" of the Department's public website. Please describe how the system meets this requirement.	M	H	C	Y	N	N	We will use the City's style guide for the Customer Portal. We will also try to keep the same header and footer as the City's intranet and public website so that the users see a consistent visual experience across these different websites
C021	C. Public Web Portal	Interface	The system shall support online payments and work with the LADBS Universal Cashiering system.	M	H	C	Y	N	N	

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C022	C. Public Web Portal	Language	The customer web portal shall support multiple languages (e.g., English, Spanish, Korean, etc.). Please explain how you support multi-language, such as, do you support Google translate.	O	H	C	N	N	N	Salesforce supports multi-lingual capabilities. It provides a translation workbench using which all the core site content can be translated into the required languages and it automatically renders in the appropriate language based on the language preference set on the logged in user's profile. It also supports putting in a language picker component and changes the language based on the selection. The Salesforce customer community does not support Google Translate https://help.salesforce.com/articleView?id=fat_q_getstart_what_languages_does.htm&type=5
C023	C. Public Web Portal	Security	The customer web portal shall support multiple access authorization levels for different users, user groups, or roles. Such as, anonymous users, read-only users, and advanced online users who have increased privileges to increased privileges to data and program modules. For example, there may be an express permit type that is only made available to a select group of users.	M	H	C	N	N	N	
C024	C. Public Web Portal	Security	Session state is protected from unauthorized access.	M	H	C	N	N	N	
C025	C. Public Web Portal	Security	Session identifiers are not passed in query strings and the system does not allow SQL injection, Cross-Site scripting, etc.	M	H	C	N	N	N	
C026	C. Public Web Portal	Security	Temporary objects are removed from the system, database connections are closed, and memory is released.	M	H	C	N	N	N	
C027	C. Public Web Portal	Security	All input parameters are validated (including form fields, query strings, cookies, and HTTP headers).	M	H	C	N	N	N	
C028	C. Public Web Portal	Security	Cookies with sensitive data (e.g., authentication cookies) are encrypted. The system shall support public certificates and pass all data over SSL. Please describe how your system supports this requirement.	M	H	C	N	N	N	
C029	C. Public Web Portal	Security	Sensitive data is not passed in unsecured form fields or query strings.	M	H	C	N	N	N	
C030	C. Public Web Portal	Security	The customer web portal shall be ADA WCAG 2.0 and Section 508 compliant.	M	H	N	Y	N	N	
C031	C. Public Web Portal	Security	The system shall support the ability to restrict and/or disable customer web portal access during scheduled or unplanned maintenance windows. Please describe how your system meets this requirement.	M	H	C	N	N	N	
C032	C. Public Web Portal	Security	The system shall integrate with the City's OKTA implementation for access by external users.	M	H	C	N	N	N	

ID	Functional Area / System Capability	Type	Requirement	(M)andatory or (O)ptional	(O)n-Premise, (H)osted, or (B)oth	(C)onfiguration, (A) Business Rule Automation, (B)oth, or (N)one	Customization (Y/N)	Integration with 3rd Party Product (Y/N)	Future Product Release (Y/N)	Explanation or Comments
C033	C. Public Web Portal	Social Media	The customer web portal shall support integration with social media platforms to provide real-time feeds (e.g., Facebook, Twitter, etc.). Please describe how this works and if feedback can be provided.	O						This can be achieved using custom lightning components. There are components available on the AppExchange that provide this functionality. The components are typically configurable to point to social media accounts that are public
C034	C. Public Web Portal	Fee Calculation	The system shall provide online fee calculator capability that is similar to LADBS' current fee calculation feature.	M						

Total Requirements 34

ID	Functional Area / System Capability	Type	Requirement	(M)andatory or (O)ptional	(U)n-Premise, (I)ntegrated, or (B)oth	(C)onfiguration, (A)pplication Rule Automation, (B)oth, or (N)one	(C)ustomization (Y/N)	(I)ntegration with 3rd Party Product (Y/N)	(F)uture Product Release (Y/N)	Explanation or Comments
D001	D. Application Security	Authentication	The system shall require user authentication before the user can access certain business functions. The system shall be configurable by the Department through security permissions.	M	H	C	N	N	N	
D002	D. Application Security	Authentication	The system use Active Directory for internal users and Okta for external users, while not storing any user credential information in the application.	M	H	C	N	N	N	
D003	D. Application Security	Authentication	The system shall not use "generic" user accounts.	M	H	C	N	N	N	
D004	D. Application Security	Authentication	The system shall support user profiles that allow users to configure and save their system preferences to their user profile (e.g., user information, notification preferences, screen/table views, etc.).	M	H	C	N	N	N	
D005	D. Application Security	Configuration	The system shall allow data to be classified as sensitive or confidential information.	M	H	C	N	N	N	We will work with the City to identify data access and protection rules
D006	D. Application Security	Configuration	The system shall provide the ability to mask input fields for sensitive or confidential information.	M	H	C	N	N	N	
D007	D. Application Security	Error Handling	The system shall provide minimal error information in the event of authentication failure (e.g., "login fail" instead of "user not found" or "password incorrect").	M	H	C	N	N	N	
D008	D. Application Security	Error Handling	The system shall provide a protective measure to prevent, detect, and log unauthorized attempts to access the system (e.g., # of invalid login attempts).	M	H	C	N	N	N	
D009	D. Application Security	Error Handling	System exception handling minimizes information disclosure in case of an exception.	M	H	C	N	N	N	
D010	D. Application Security	Error Handling	The system returns generic error messages to the client, to avoid disclosure of sensitive information.	M	H	C	N	N	N	
D011	D. Application Security	Error Handling	The system shall log all errors that include severity, date/time, detailed error description, and error codes to assist in error resolution. Need the ability to have the clear system logs.	M	H	C	N	N	N	
D012	D. Application Security	Error Handling	The system shall provide notifications (e.g., email, text, etc.) to assigned administrators for configurable severity error levels.	M	H	C	N	N	N	Salesforce provides the ability to specify Administrators to whom emails should be sent in case of unhandled Apex exceptions
D013	D. Application Security	Error Handling	The system shall have the ability to prevent, detect, and log unauthorized attempts to access information classified as sensitive or confidential data.	M	H	C	N	N	N	Salesforce security model allows flexibility to control access to at an object level, record level or field level

ID	Functional Area / System Capability	Type	Requirement	(M)andatory or (O)ptional	On-Premise, (Y)es, or (N)o	Configuration, (Y)es, or (N)o	Rule Automation, (Y)es, or (N)o	Customization (Y/N)	Integration with 3rd Party Product (Y/N)	Future Product Release (Y/N)	Explanation or Comments
D014	D. Application Security	Error Handling	The system shall provide configurable audit logging on transactions and activities a user may perform.	M	H	C	N	N	N	N	Salesforce provides different types of auditing capabilities - Record modification fields to store name of user who created a record and who last modified it, Login history for all successful and failed login attempts for last 6 months, Field History tracking for auditing up to 20 fields per object and keeping track of who modified the field and in many cases what the previous and new values are, Setup Audit trail to monitor any changes made to the Application's configurations. These features will be available to the City out of the box
D015	D. Application Security	Error Handling	The system shall, at a minimum, include the following attributes for each audit log record: IP address, user account ID, date/time stamp, event source, device/browser information, the outcome of an event (success or failure), and any other supplemental information related to the event.	M	H	C	N	N	N	N	
D016	D. Application Security	Error Handling	The system shall provide the ability to send notifications (e.g., email, text) based on configurable audit log activity (e.g., system usage exceeds a certain threshold). Please describe how your software supports this requirement.	M	H	C	N	N	N	N	Salesforce can be configured to notify Administrators by email when the application is in danger of breaching platform governor limits.
D017	D. Application Security	Error Handling	The system shall prevent unauthorized modifications or deletions of audit log records.	M	H	C	N	N	N	N	The Audit log records are accessible only to System Administrators
D018	D. Application Security	Error Handling	The system shall provide reporting capability to query for audit log records matching specific criteria (e.g., audit logs for a specific user between certain dates).	O	H	C	N	N	N	N	Salesforce provides different types of auditing capabilities - Record modification fields to store name of user who created a record and who last modified it, Login history for all successful and failed login attempts for last 6 months, Field History tracking for auditing up to 20 fields per object and keeping track of who modified the field and in many cases what the previous and new values are, Setup Audit trail to monitor any changes made to the Application's configurations. These features will be available to the City out of the box
D019	D. Application Security	Error Handling	The system shall provide the standard reports such as error and exception reports, usage reports, etc.	M	H	C	N	N	N	N	
D020	D. Application Security	Infrastructure	The system shall support session management across a web server load balanced environment.	M	H	C	N	N	N	N	This is taken care of by the Salesforce multitenant platform
D021	D. Application Security	RBAC	The system shall support role-based access control (RBAC) in managing user permissions.	M	H	C	N	N	N	N	SFDC implements role-based security within its user store, which can be integrated with AD role. The SFDC Roles can be synced with AD Roles using an optional product from Salesforce called Identity Connect

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D022	D. Application Security	RBAC	The system shall provide granular access control to different types of data records based on the following permissions: - Read - Write - Modify - Delete Please describe how your software supports this requirement.	M	H	C	N	N	N			Salesforce supports CRUD at a data object and/or data field level.
D023	D. Application Security	RBAC	The system shall support administrators to manage external department-specific user groups and user accounts.	M	H	C	N	N	N			Our solution has the ability to grant delegated Administration access to users as needed to give them the ability to perform some select administration functions, without necessarily giving them complete system access as System Administrators
D024	D. Application Security	Security	Session identifiers are not passed in plain-text.	M	H	C	N	N	N			
D025	D. Application Security	Security	The system shall not store any private or sensitive data in the error logs.	M	H	C	N	N	N			
D026	D. Application Security	Security	The system shall encrypt any data classified as sensitive or confidential before persistence to a data store.	M	H	C	N	N	N			
D027	D. Application Security	Security	The system shall not store database connection information, passwords, and any other sensitive credentials in plain text.	M	H	C	N	N	N			
D028	D. Application Security	Security	The system shall support scanning of files for viruses and malware. Please describe how your software supports this requirement.	M	H	C	N	N	N			We will be leveraging a Salesforce AppExchange product called F-Secure to support scanning of files for viruses and malware during upload by users (City Staff as well as Customers). AppExchange Product listing - https://appexchange.salesforce.com/appxListingDetail?listingId=a0N3A00000EFntJUAT
D029	D. Application Security	Security	The system shall have the ability to display the last date and time the user logged onto the system.	M	H	C	N	N	N			
D030	D. Application Security	Security	The system shall use HTTPS standard encryption for web based traffic	M	H	C	N	N	N			
D031	D. Application Security	Security	The system servers shall be configured with Carbon Black or a similar tool to monitoring threats.	M								
D032	D. Application Security	Security	The system shall expire the session after user walks away for a certain period of time.	M	H	C	N	N	N			

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E001	E. Mobile	Compatibility	The system shall provide mobile access to desktop equivalent functions. Please describe what desktop functions do not work on the mobile app.	M	H	C	N	N	N	Our solution is a fully cloud based SaaS solution. As a cloud platform based product, mobile works the same as desktop. All users can login to the application from a mobile device using the mobile browser. Our solution provides a custom mobile app specifically for mobile workers / Inspectors. The App does not contain most of the features available to the internal users since it is purpose built for field inspectors usage only
E002	E. Mobile	Usability	The mobile user experience shall be optimized for use in the field. Please describe how this is achieved.	M	H	C	Y	N	N	
E003	E. Mobile	Configuration	Business rules and configurations defined in the system shall be applied consistently on both desktop and mobile devices (defined once, enforced across all device platforms).	M	H	C	N	N	N	Our application works the same way irrespective of whether it is accessed from a desktop browser or a mobile device browser
E004	E. Mobile	Configuration	The system shall support searching, filtering, and sorting of all system configured record types (e.g., permits, complaints, inspections, contacts, etc.) including links to related data records.	M	H	C	N	N	N	All the functions work when the application is accessed from a browser on a mobile device
E005	E. Mobile	EDMS	The system shall have the ability to access, view, and edit documents/files.	M	H	C	N	N	N	Documents can be downloaded, viewed and edited using standard tools on the device such as Google or MS based products
E006	E. Mobile	EDMS	The system shall support capturing and uploading images via mobile devices and the ability to link associated permits/case/record types.	M	H	C	N	N	N	Images/Video's can be captured using the hardware camera tools and can be uploaded using standard browse/select functionality within the proposed application
E007	E. Mobile	EDMS	The system shall support capturing and uploading videos, or any file types via mobile devices and the ability to link associated permits/case/record types.	O	H	C	N	N	N	
E008	E. Mobile	EDMS	The system shall support the ability to download a plan in the field and markup the document, image, or draw a new document in the field.	M	H	C	N	Y	N	ProjectDox can be used to view a plan in the field and perform markups but it requires internet connectivity. Alternatively PlansAnywhere provides access to the plan set in the field in an online and offline mode and provides the ability to perform markups and use an iPad camera as well as fill out forms electronically. PlansAnywhere can also be run from a mobile browser on a non iOS device.
E009	E. Mobile	General	The system shall support speech to text capability.	M	H	C	N	N	N	uses SFDC mobile app text to speech

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E010	E. Mobile	General	The system shall support capturing handwritten signatures on mobile devices and integrate these with digital forms used by LADBS staff in the field.	O	H	C	Y	N	Y	SFDC mobile app will be the main platform that will be customized & configured for this feature
E011	E. Mobile	General	The system shall have the ability to scan QR codes to look up related data record(s).	M	H	C	Y	N	N	SFDC mobile app will be the main platform that will be customized & configured for this feature
E012	E. Mobile	General	The system shall allow supervisors the ability to manage field staff workload and mileage by monitoring work status and allowing the real-time update of inspection schedules.	M	H	C	Y	N	N	SFDC mobile app will be the main platform that will be customized & configured for this feature
E013	E. Mobile	General	The system shall provide "check-in/check-out" capability to track the amount of time spent per inspection.	M	H	C	Y	N	N	SFDC mobile app will be the main platform that will be customized & configured for this feature
E014	E. Mobile	General	The system shall provide the ability to submit inspection status across multiple inspections at the same time.	O	H	C	Y	N	N	This can be done by accessing the application from a mobile device browser
E015	E. Mobile	General	The system shall support global broadcast of messages to Inspectors.	O	H	N	Y	N	N	This will require customization of the scheduling app and the mobile app
E016	E. Mobile	GIS	The system shall have the ability to adjust the route based on real-time traffic information or allow the staff member to change the route manually.	O	H	C	Y	Y	N	This information would be obtained through integration with Google Cloud Tools such as Google Maps
E017	E. Mobile	GIS	The system shall provide a staff based app that allows interaction with GIS, such as, the location of a well or septic tank, based on X/Y coordinates.	M	H	C	N	Y	N	The app utilizes Google Maps to provide directions based on entered coordinates
E018	E. Mobile	GIS	The system shall support GIS features that persist into the field.	M	H	C	Y	Y	N	From SFDC mobile app would also require information from GIS sync tool
E019	E. Mobile	GIS	The system shall support zooming to the map for the "My Location" of the mobile user in the field. This feature is a common feature found in most applications that support mobility (Uber, Google Maps, Waze, etc.).	M	H	C	Y	Y	N	From SFDC mobile app would also require information from GIS sync tool
E020	E. Mobile	GIS	The system shall display inspection status by color codes or symbology at the submittal of the inspection.	M	H	C	Y	Y	N	From SFDC mobile app would also require information from GIS sync tool
E021	E. Mobile	GIS	The system shall support editing of GIS features in the field.	O	H	N	Y	Y	N	This will require customization of the mobile app
E022	E. Mobile	Infrastructure	The system shall provide mobile access capabilities for both customer and staff use. Describe your applications that support mobility.	M	H	N	N	N	N	Both the internal user's application as well as the customer portal will be accessible from a mobile device browser and will render responsively providing access to all the functionality that is accessible to the user from a desktop experience
E023	E. Mobile	Infrastructure	Please describe platforms supported (IOS, Android, Windows App store).	M	H	C	N	N	N	Our purpose built mobile app is supported on iOS and Android stores
E024	E. Mobile	Infrastructure	The system shall provide the ability to operate in both connected (with the available network) and disconnected mode (without a network, with automatic data synchronization when the network is available). Explain any loss of functionality/capability when working offline, if applicable. Explain VPN and secure connection requirements when deploying mobile products.	M	H	C	N	N	N	The mobile app will work in an offline mode and will seamlessly connect and sync when there is network availability. There are no VPN / Secure connection requirements

ID	Functional Area / System Capability	Type	Requirement	(M)andatory or (O)ptional	(O)n-Premise, (H)osted, or (B)oth	(C)onfiguration, (A)Business Rule Automation, (B)oth, or (N)one	Customization (Y/N)	Integration with 3rd Party Product (Y/N)	Future Product Release (Y/N)	Explanation or Comments
E025	E. Mobile	Infrastructure	The system shall be compatible with the Department's Mobile Device Management solution, MobiControl by SOTI.	O	H	C	N	N	N	All major commercial MDMs are supported ☐ including Airwatch
E026	E. Mobile	Infrastructure	The system shall be able to cache data if connectivity is temporarily lost while in the field.	M	H	C	Y	N	N	
E027	E. Mobile	Infrastructure	The system shall allow field staff to print via network connectivity or Bluetooth, including support for mobile printers.	O	H	C	Y	N	N	
E028	E. Mobile	Infrastructure	The mobile application is architected in such a way that the application should optimize battery use.	O	H	C	Y	N	N	
E029	E. Mobile	RBAC	The system shall apply for security and access control permissions consistently on both desktop and mobile devices.	M	H	C	Y	N	N	
E030	E. Mobile	Public	The public facing mobile application shall be a modern, responsive web application that allows users to interact with online permitting and inspection functions, while using mobile capabilities such as the device's camera, QR reading, etc.	M	H	C	Y	N	N	

Total Requirements 30

ID	Functional Area / System Capability	Type	Requirement	(M)andatory or (O)ptional	(O)n-Premise, (H)osted, or (B)oth	(C)onfiguration, (A)Business Rule Automation, (B)oth, or (N)one	Customization (Y/N)	Integration with 3rd Party Product (Y/N)	Future Product Release (Y/N)	Explanation or Comments
F001	F. Reporting	AdHoc	The system shall support configurable dashboards that may be used to display analytics (including geospatial data) for different users or user groups (e.g., customer, field staff, etc.).	M	H	C	N	N	N	Salesforce provides robust Reports & Dashboard capabilities. We have not estimated effort for creating any specific Dashboards, since this is an optional
F002	F. Reporting	AdHoc	The system shall provide built-in ad-hoc reporting capabilities. Please describe your ad-hoc features in detail and what fields in the database are or are not accessible.	M	H	C	N	N	N	Salesforce provides a native utility called Schema Browser that allows System Administrators to view the complete schema of the application including both standard objects and custom objects
F003	F. Reporting	AdHoc	The system shall provide built-in reporting capabilities (e.g., the ability to run reports within the system with report parameters automatically passed to the report (if applicable)) and allow staff to drill into detailed data by clicking on a permit or application number.	M	H	C	N	N	N	Salesforce reports provide a drill down own facility. In addition, the user also has the ability to open the appropriate record directly from within a report
F004	F. Reporting	Communication	The system shall support scheduled reports that are sent to specific users or user groups. Reports to support multiple formats including PDFs, Excel, Word, CSV, XML, JSON, etc.	M	H	C	N	N	N	Salesforce reports can be scheduled to be run and emailed to other users of the application. Users get an email with a link to the report. Salesforce supports exporting reports in Excel and CSV formats
F005	F. Reporting	Communication	The system shall support scheduled reports that are sent to specific users or user groups. Reports to support multiple formats including CSV, XML, etc. Please describe other file formats that are supported in this process.	M	H	C	N	N	N	Please see comments for F5 above
F006	F. Reporting	Database	The vendor shall provide a data dictionary, ERD, Data Hierarchy that allows the Department's technical staff to understand underlying table/field structures to develop custom reports or data extracts.	M	H	C	N	N	N	Salesforce provides a native utility called Schema Browser that allows System Administrators to view the complete schema of the application including both standard objects and custom objects
F007	F. Reporting	General	The system shall fully support and integrate with SAP Business Objecys as the reporting platform.	M	H	C	Y	N	N	SFDC can integrate with external reporting software. However, SFDC provides a very robust and easily configurable reporting tool that will satisfy your requirements.
F008	F. Reporting	General	The system shall have the ability to provide scheduled bulk data changes/exports to an external database to support the Department's data warehouse and business intelligence systems.	O	H	C	Y	N	N	Salesforce provides multiple ways to export data to external databases; Weekly full data exports (CSVs), Bulk export API (REST), SOAP APIs.
F009	F. Reporting	General	The product vendor shall analyze LADBS' existing reports and collaborate with the Department to support similar reporting in the system.	M	H	C	Y	N	N	

Total Requirements 9

ID	Functional Area / System Capability	Requirement	(M)andatory or (O)ptional	(O)n-Premise, (H)osted, or (B)oth	(C)onfiguration, (A)Business Rule Automation, (B)oth, or (N)one	Customization (Y/N)	Integration with 3rd Party Product (Y/N)	Future Product Release (Y/N)	Explanation or Comments
G001	G. GIS	The system shall provide the ability to use the Department's existing topology and connectivity stored within the GIS with full current ESRI functionality to avoid redundant/unnecessary data entry or data conversion.	M	H	C	Y	Y	N	GIS Sync allows the integration of the Department's existing GIS into the solution for use of ESRI functionality
G002	G. GIS	The system shall provide the ability to access GIS data in all functional areas of the system (including mobile applications).	M	H	C	N	N	N	All relevant GIS data will be in Salesforce on the Parcel object or can be accessed through the Webmap Viewer. Users will be able to access GIS data by logging into BasicGov through a HTML5 compatible web browser.
G003	G. GIS	The system shall provide the ability to edit GIS data via access within the system. Please describe how your system supports this requirement.	O	H	C	N	N	N	The GIS data will be synced from the GIS system into the Parcel object in BasicGov. Users will be able to update the GIS data on the Parcel update
G004	G. GIS	The system shall provide the ability to assign user and/or user group permissions to GIS map features, functionality, and services. This includes permission around GIS maps exposed to the Public Portal.	M	H	C	N	N	Y	This feature is on the BasicGov Product Roadmap
G005	G. GIS	The system shall have the ability to search and retrieve address, parcel and owner information from the City's GIS systems.	M	H	C	Y	N	N	Solution features search functionality by specified objects while some customization will be necessary to meet all specifications in this requirement
G006	G. GIS	The system shall have the ability to display a location on a map based on GIS location or coordinates.	M	H	C	Y	N	N	Solution features this functionality while some customization will be necessary to meet all specifications in this requirement
G007	G. GIS	The system shall allow the user to identify on a map the location for an application, permit, project, and case or other requests by address, parcel, owner coordinates, or user-drawn area.	M	H	C	N	N	Y	This feature is on the BasicGov Product Roadmap
G008	G. GIS	The system shall have the ability to associate non-addressable based locations (e.g., right-of-way, easement) for certain project/application types.	M	H	C	N	N	N	It is possible to have Parcels that do not have an address. The parcel can still be associated with Project / Application types.
G009	G. GIS	The system shall have the ability to select map objects and retrieve and overlay data attribute information from the City's GIS System that are pertinent to the project/application (e.g., flood zone, historical district, etc.).	M	H	C	N	N	N	Solution features search functionality by specified objects while some configuration will be necessary to meet all specifications in this requirement
G010	G. GIS	The system shall support geographical proximity alerts that check geographical surroundings to inform whether or not the project/application conforms to the City's business rules/zoning codes. Please describe how your systems calculate the proximity? The proximity alerts shall work from map created or system created projects/applications/permits.	M	H	C	N	N	N	Mapviewer allows the user to do a radius search which will retrieve all of the published information from the proximate parcels. We do not support automatic proximity alerts though

ID	Functional Area / System Capability	Requirement	(M)andatory or (O)ptional	(O)n-Premise, (H)osted, or (B)oth	(C)onfiguration, (A)Business Rule Automation, (B)oth, or (N)one	Customization (Y/N)	Integration with 3rd Party Product (Y/N)	Future Product Release (Y/N)	Explanation or Comments
G011	G. GIS	The system shall be capable of displaying a map customized by user roles and permissions for various user roles (e.g., Plan Reviewer, Code Enforcement Officer, etc.).	M	H	C	Y	N	N	GIS sync functionality provides many features OOTB but some customization is necessary to meet all requirements
G012	G. GIS	The System shall have the ability to display projects/applications (e.g., permits, inspections, etc.) on a map based on user-defined search criteria (e.g., display all active Residential Permits that are ready for inspection).	M	H	C	Y	N	N	See G011
G013	G. GIS	The system shall support geospatial querying and display results in a map view.	M	H	C	Y	N	N	See G011
G014	G. GIS	The system shall provide new layers and fields published by the City's GIS.	M	H	C	Y	N	N	See G011
G015	G. GIS	The system shall provide the ability for users to zoom in/out and pan in Map view.	M	H	C	Y	N	N	See G011
G016	G. GIS	The system shall provide the ability to display GIS attributes by unique entity or ranges.	M	H	C	Y	N	N	See G011
G017	G. GIS	The system shall provide the ability to perform basic map viewing functions including display, drill-down, query, and analyze dynamic map data in Map view.	M	H	C	Y	N	N	See G011
G018	G. GIS	The system shall provide the ability to print maps in Map view and export to City template which is PDF.	M	H	C	Y	N	N	See G011
G019	G. GIS	The system shall have the ability to print GIS maps and allow the staff to add ad-hoc comments and determine the scale.	M	H	C	Y	N	N	See G011
G020	G. GIS	The system shall provide the ability to display Permit and Parcel flags within the City's GIS system. Please describe how this works in your system.	M	H	C	N	N	N	There will be a nightly batch job to the GIS system to update the permit and parcel layers
G021	G. GIS	Please describe how your system supports routing and how the costs associated with routing are incurred. (i.e. City incurred or Vendor incurred).	M	H	C	Y	Y	N	Clarification needed with regards to routing of system information for efficiency and speed of use, or routing in regards to real time traffic updates? In the case of the latter that functionality would be through integration of Google Cloud tool Google Maps
G022	G. GIS	Please describe all GIS features that consume ESRI services that may consume ESRI cost credits.	M	H	C	N	N	N	At this time the BasicGov GIS module uses the following ARCGIS features: Simple Routes 0.04 credits per simple route Optimized Routes 0.5 credits per optimized Page
G023	G. GIS	The system shall support the ability to handle new addresses that do not exist in the City's GIS yet.	M	H	C	Y	Y	N	

ID	Functional Area / System Capability	Requirement	(M)andatory or (O)ptional	(O)n-Premise, (H)osted, or (B)oth (C)onfiguration, (A)Business Rule Automation, (B)oth, or (N)one Customization (Y/N) Integration with 3rd Party Product (Y/N) Future Product Release (Y/N)					Explanation or Comments
G024	G. GIS	The system shall support GIS layers and displaying/reporting to the public from a dashboard to reference zoning layers for customers so that they can be presented with permit options based on their location.	M	H	C	Y	Y	N	

Total Requirements 24

ID	Functional Area / System Capability	Requirement	(M)andatory or (O)ptional	(O)n-Premise, (H)osted, or (B)oth	(C)onfiguration, (A)Business Rule Automation, (B)oth, or (N)one	Customization (Y/N)	Integration with 3rd Party Product (Y/N)	Future Product Release (Y/N)	Explanation or Comments
H001	H. System Integration	The system shall be capable of integrating using standards-based, web services.	M	H	N	Y	Y	N	Cloud based integration that will utilize SFDC platform and tools for integration
H002	H. System Integration	The system shall be capable of integrating with the commonly used integration platforms such as API Gateways or ESB products.	M	H	N	N	Y	N	Cloud based integration that will utilize SFDC platform and tools for integration
H003	H. System Integration	The system shall be capable of integrating with external data stores (e.g., data warehouse) through both real-time and batch data processing (e.g., ETL).	M	H	N	N	Y	N	Cloud based integration that will utilize SFDC platform and tools for integration & ETL
H004	H. System Integration	The system shall integrate with LADBS' ESRI GIS layers for zoning data and route builder functionality	M	H	N	N	Y	N	Cloud based integration that will utilize SFDC platform and tools for integration
H005	H. System Integration	The system shall enable API-based integration for SMS and IVR technology.	M	H	N	Y	Y	N	Cloud based integration that will utilize SFDC platform and tools for integration

Total Requirements 5

ID	Functional Area / System Capability	System/Interface	Description	Frequency	One-Way or Two-Way	(M)andatory or (O)ptional	Un-primise, checked, or (Both)	(C)onfiguration, (A)Business Rule Automation / (Both)	Customization (Y/N)	Integration with 3rd Party Product (Y/N)	Future Product Release	Explanation or Comments
I001	I. Systems / Interfaces	FSS	Financial Services System - LADBS' financial tracking system including general ledger (GL) and accounts receivable (AR) -generates and issues all invoices raised by LADBS -Elevator and Pressure Vessel Information including Account Receivables -Bond Tracking System including cash balances -Claim for Refunds including workflow for approval	Real-time	2-way	M	H	C	Y	Y	N	all business events in the system are recorded as financial records using configured business rules. These records are available for export and formatted using customized scripts to match the required LADBS format
I002	I. Systems / Interfaces	IDIS	Internet Document Imaging System -LADBS' document management system -IDIS only stores documents officially issued by LADBS such as permits and certificates of occupancy (CoFo) Note, other documents received by the new system or created by the new system will need to be stored within the new system. -The system shall exchange documents with IDIS, bidirectionally.	Real-time	2-way	M	H	C	Y	Y	N	All uploaded and generated files are stored as binary and available in the REST API for external scripts to filter for and push or pull into the DMS on a scheduled frequency
I003	I. Systems / Interfaces	IVR (AIRS & ICBS Backend)	Automated Inspection Request (IVR back-end) & Inspection Callback System (IVR back-end)	Real-time	2-way	M	H	C	Y	Y	N	Inspection records are associated to permits and available in the REST API for an IVR to lookup
I004	I. Systems / Interfaces	BIO (LADBS GIS)	Building Information Online (GIS) - Structural / Building Inventory important for LADBS permitting, building footprint shapes	Real-time	2-way	M	H	C	Y	Y	N	Clariti has a configurable interface to query a GIS spatially or for attributes
I005	I. Systems / Interfaces	LADBS Go	LADBS' current customer mobile available on iOS and Android -Proposers are invited to propose any product-based solution they may have to replace this app and integrate it with the new core system.	Real-time	2-way	O	H	C	Y	Y	N	SFDC cloud based integration through SFCD platform
I006	I. Systems / Interfaces	QMATIC	Counter numbers and online reservations The new system's online and in person appointment capabilities should take into account current queue management supported by LADBS' implementation of QMATIC.	Real-time	2-way	O	H	C	Y	Y	N	SFDC cloud based integration through SFCD platform
I007	I. Systems / Interfaces	LADBS Community Intranet	LADBS' backoffice staff portal -The system shall have a backoffice staff portal that is integrated with LADBS' existing staff portal LADBS Community.	Real-time	1-way	M	H	C	Y	Y	N	Clariti Community is directly interfaced on the same platform as staff interface
I008	I. Systems / Interfaces	LADBS Public Website	LADBS.org -The system shall have an online customer portal that is integrated with LADBS' existing customer portal at LADBS.org.	Real-time	1-way	M	H	C	Y	Y	N	Clariti Community is directly interfaced on the same platform as staff interface
I009	I. Systems / Interfaces	Universal Cashiering System (UCS)	LADBS' point of sale system to take in person and online payments -Source system to send the new system information on payments including payment type -New system to send UCS information regarding services, fees assessed, amount to be paid	Real-time	2-way	M	H	C	Y	Y	N	SFDC cloud based integration through SFCD platform
I010	I. Systems / Interfaces	eTime	LADBS' time keeping system that interfaces with the City's HR system, Workday, for payroll -The system shall interface with eTime to send any time entered into the new system (e.g. plan check and inspection time) so that eTime can continue to receive the time records and process them to Workday.	Real-time	2-way	M	H	C	Y	Y	N	SFDC cloud based integration through SFCD platform
I011	I. Systems / Interfaces	Contractors State License Board (CSLB)	California State License Board (CSLB). Contractor information and status validation	Real-time	2-way	M	H	C	Y	Y	N	SFDC cloud based integration through SFCD platform
I012	I. Systems / Interfaces	LATAX	Office of Finance (OOF), Business Tax Registration Certificate (BTRC) information - reference information	Real-time	1-way	M	H	C	Y	Y	N	SFDC cloud based integration through SFCD platform
I013	I. Systems / Interfaces	Los Angeles County Tax Assessor	Ownership and parcel info	Batch	1-way	M	H	C	Y	Y	N	SFDC cloud based integration through SFCD platform
I014	I. Systems / Interfaces	Waste Hauler	Dept. of Public Works, Bureau of Sanitation (LASAN) The system shall receive solid waste hauler information from BOS.	Batch	1-way	M	H	C	Y	Y	N	SFDC cloud based integration through SFCD platform
I015	I. Systems / Interfaces	ZIMAS (DCP GIS)	Los Angeles Department of City Planning (DCP) GIS, contains zoning information The system shall receive zoning information from DCP's GIS, ZIMAS.	Batch	1-way	M	H	C	Y	Y	N	GIS Sync tool
I016	I. Systems / Interfaces	PCTS	DCP's Planning Case Tracking System, DCP issues clearances for some Temporary Special Event (TSE) addresses, provided via DCP's web service -The system shall interface with PCTS to send LADBS permit clearance requirements to DCP and receive clearances from DCP.	Real-time	2-way	M	H	C	Y	Y	N	SFDC cloud based integration through SFCD platform
I017	I. Systems / Interfaces	HCID	Housing and Community Investment Dept. (HCID), Tenant Habitability Program verification, provided via HCID web service, Primary Renovation Work web service	Real-time	2-way	M	H	C	Y	Y	N	SFDC cloud based integration through SFCD platform
I018	I. Systems / Interfaces	LADBS SINP Database	Address Verification	Real-time	2-way	M	H	C	Y	Y	N	SFDC cloud based integration through SFCD platform
I019	I. Systems / Interfaces	HSENO	Dept. of Public Works, Bureau of Engineering (BOE) -Source system to send the new system Address, city Parcel, Assessor's Identification Number (AIM), and geocode information	Real-time	2-way	M	H	C	Y	Y	N	SFDC cloud based integration through SFCD platform

ID	Functional Area / System Capability	System/Interface	Description	Frequency	One-Way or Two-Way	(M)andatory or (O)ptional	Un-promise, checked, or (Both)	(A)Business Rule Automation	Customization (Y/N)	Integration with 3rd Party Product (Y/N)	Future Product Release	Explanation or Comments
I020	I. Systems / Interfaces	Google Calendar	LADBS' calendaring system -The system shall interface with Google Calendar to identify staff availability to fulfill appointment (meeting, inspection, etc.) requests through the new system and block out staff availability due to appointments in the new system.	Real-time	2-way	M	H	C	Y	Y	N	Google calendar integration is included
I021	I. Systems / Interfaces	Angelano /ITA's Okta	ITA provides Angelano, Angelano's Digital Key to L.A. City Services. The Angelano Account provides one account and password to get into many City of Los Angeles websites and apps. Angelano is powered by Okta. The system shall interface with Angelano (ITA's Okta) to provide user authentication to public users.	Real-time	2-way	M	H	C	Y	Y	N	SFDC cloud based integration through SFCD platform
I022	I. Systems / Interfaces	Active Directory	LADBS' identity and access management system for staff user authentication	Real-time	2-way	M	H	C	Y	Y	N	Salesforce SSO
I023	I. Systems / Interfaces	SAP InfoView	LADBS' SAP InfoView reporting database -The system shall interface with LADBS' SAP Business Objects to provide data in order to further aggregate data from other sources and report on all data.	Batch	1-way	M	H	C	Y	Y	N	SFDC cloud based integration through SFCD platform
I024	I. Systems / Interfaces	LADBS Email /SMTP Server	The system shall use LADBS email to email information to customers.	Real-time	1-way	M	H	C	Y	Y	N	Salesforce email relay
I025	I. Systems / Interfaces	FIMS	LAFLD's development services system, Fire Inspection Management System The system shall interface with FIMS to send LADBS permit clearance requirements to LAFLD and receive clearances from LAFLD.	Real-time	2-way	M	H	C	Y	Y	N	SFDC cloud based integration through SFCD platform
I026	I. Systems / Interfaces	Navigate LA (BOE's GIS)	Dept. of Public Works, Bureau of Engineering (BOE) -Source system for City's definition of all parcel shapes	Batch	1-way	M	H	C	Y	Y	N	GIS Sync
I027	I. Systems / Interfaces	Kiwi Comply	City Administrative Officer's (CAO) Risk Management group is responsible insurance and bonds compliance for contractors. For any LADBS bond requirements given to customers, CAO approves of the posted bond or bond rider before LADBS can issue the respective permit or release cash posted, etc. -The system shall interface with Kiwi Comply to obtain CAO's approval number for LADBS customer bonds.	Real-time	2-way	M	H	C	Y	Y	N	SFDC cloud based integration through SFCD platform
I028	I. Systems / Interfaces	LASAN Low Impact Development	The system shall interface with LASAN's Low Impact Development group to send LADBS permit clearance requirements to LASAN LID and receive clearances from LASAN LID.	Real-time	2-way	M	H	C	Y	Y	N	SFDC cloud based integration through SFCD platform
I029	I. Systems / Interfaces	LASAN's iPACS	The system shall interface with LASAN's Stormwater and Industrial Waste group's iPACS to send LADBS permit clearance requirements and receive clearances back.	Real-time	2-way	M	H	C	Y	Y	N	SFDC cloud based integration through SFCD platform

Total Requirements 29

Technical Requirements
J. Source System

ID	Source System	Description	Retain/Retire	(M)andatory or (O)ptional	Convert Data	Proposer Response Comments
J001	J. Source System	EBEWE - Existing Buildings and Water Efficiency	Retire	M	Yes	
J002	J. Source System	Extra Inspection Trip Payment	Retire	M	Yes	
J003	J. Source System	Modification Request	Retire	M	NA	
J004	J. Source System	ePlanLA Customer Facing	Undetermined	M	Yes	
J005	J. Source System	PCIS (ORAP) - Internet Property Activity Report / Parcel Profile	Retire	M	Yes	
J006	J. Source System	PCIS IRFIS - Internet Request For Inspection System	Retire	M	NA	
J007	J. Source System	Permit Fee Estimator	Retire	M	No	
J008	J. Source System	PermitLA ((Webcenter)	Retire	M	Yes	
J009	J. Source System	Deputy Job Request System	Retire	M	Yes	
J010	J. Source System	Rebuild Letter Request Application	Retire	M	No	
J011	J. Source System	Zoning Letter Request Application	Retire	M	No	
J012	J. Source System	PCIS - Temporary Certificate of Occupancy	Retire	M	No	
J013	J. Source System	Report Property Violation	Retire	M	No	
J014	J. Source System	Automated Licensing System (professional licensing)	Retire	M	Yes	
J015	J. Source System	PCIS ACOS - Automated Certificate of Occupancy	Retire	M	Yes	
J016	J. Source System	PCIS - Elevator Inspection System	Retire	M	Yes	
J017	J. Source System	Route Builder	Retire	M	Yes	
J018	J. Source System	PCIS - Pressure Vessels Inspection System	Retire	M	Yes	
J019	J. Source System	SGSOV - Seismic Gas Shut-off Valve Info System	Retire	M	Yes	
J020	J. Source System	PDPP and Building Project Management	Retire	M	Yes	
J021	J. Source System	DPI - Demo Pre-Inspection System	Retire	M	Yes	
J022	J. Source System	Sign Pre-Inspection System	Retire	M	Yes	
J023	J. Source System	Grading Pre-Inspection System	Retire	M	Yes	
J024	J. Source System	Pre-Inspection Checklist System	Retire	M	Yes	
J025	J. Source System	Notification & Parcel Messages Module	Retire	M	Yes	
J026	J. Source System	Soft Story	Retire	M	Yes	
J027	J. Source System	Certificate of Occupancy Lookup	Retire	M	Yes	
J028	J. Source System	Materials Control (licensing)	Retire	M	Yes	
J029	J. Source System	Case Management Assignment Tracking System	Retire	M	Yes	
J030	J. Source System	eCorrection (electric)	Retire	M	Yes	
J031	J. Source System	Non-Ductile Concrete Compliance Management	Retire	M	Yes	
J032	J. Source System	PCAM - Plan Check Activity Module	Retire	M	Yes	
J033	J. Source System	Research Reports	Retire	M	Yes	
J034	J. Source System	Standard Plan ((MongoDB)	Retire	M	Yes	
J035	J. Source System	Documents (MongoDB)	Retire	M	Yes	
J036	J. Source System	ICMS - Inspection Case Management System	Retire	M	Yes	
J037	J. Source System	TestShop (test deputy licensing)	Retire	M	Yes	
J038	J. Source System	Grading Tracking System	Retire	M	Yes	
J039	J. Source System	MPOWER ((mobile app)	Retire	M	No	
J040	J. Source System	Temporary Special Events	Retire	M	Yes	
J041	J. Source System	CEIS - Code Enforcement Information System	Retire	M	Yes	
J042	J. Source System	CEIS Mobile	Retire	M	No	

Technical Requirements
J. Source System

Appendix 8

ID	Source System	Description	Retain/Retire	(M)andatory or (O)ptional	Convert Data	Proposer Response Comments
J043	J. Source System	Investigation Notice for BAS	Retire	M	Yes	
J044	J. Source System	DWP Service Release	Retire	M	Yes	

CITY OF LOS ANGELES

**DEPARTMENT OF BUILDING AND
SAFETY**

LA City Permitting System

PROPOSER STAFFING PLAN

201 North Figueroa Street
Los Angeles, CA 90012

Proposer Staffing Plan

Instructions: Numbers must tie in with Exhibit 5 - Pricing Response Form. Proposer must add similar sheets as necessary based on proposed approach.

[illegible]

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Proposed Key Personnel

Item	Personnel Name	Proposed Project Title/Role	Organization / Company		Years of Experience...			Resume Attached (page # in PDF Response)	Key Personnel meets Minimum Qualification described in...			Questions Answered in Exhibit 3 - Staff Experience Section? (Yes/No)
			Firm Name	Level in Firm	...in Permitting, Inspections, & Enforcement	...with Public Sector Clients	...in Proposed Role		RFP Section 5.3.1.3* (at least one)	RFP Section 5.3.1.4** (at least two)	RFP Section 5.3.1.5*** (PM Required)	
1	Andrew Barkoff	Senior Executive	Unisys	Operations Client Executive	3	30	30	Unisys Appendix A, Resumes	No	No	N/A	Yes
2	David Gallant	Delivery Manager	Unisys	Delivery Manager	6	10	2	Unisys Appendix A, Resumes	Yes	Yes	Yes	Yes
3	Peter Horwitz	Project Manager	Unisys	Project Manager I	1	15	8	Unisys Appendix A, Resumes	Yes	No	Yes	Yes
4	James Wikkerink	Solution Architect	Clariti	Senior Architect	15	15	15	Unisys Appendix A, Resumes	Yes	Yes	N/A	Yes
5	Nicki Decloux	Functional Lead	Clariti	Senior Architect	10	15	10	Unisys Appendix A, Resumes	Yes	Yes	N/A	Yes
6	Ryan Burgess	Technical Lead	Unisys	Architecture Level 2- Solution Architect	21	23	15	Unisys Appendix A, Resumes	Yes	Yes	N/A	Yes
7	Matthew Young	Technical Lead	Unisys	IT Specialist	13	13	6	Unisys Appendix A, Resumes	Yes	Yes	N/A	Yes
8	Ramesh Rathinam	Testing Manager	Unisys	Services Team Lead	1	12	12	Unisys Appendix A, Resumes	No	No	N/A	Yes
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Notes on Minimum Qualification Requirements for Key Personnel:

* RFP Section 5.3.1.3: "The proposed implementation team's Key Personnel must include a minimum of one (1) individual that has implemented the proposed Software Solution or Development Ecosystem in a jurisdiction that utilized permitting, inspections, and enforcement capabilities."

** RFP Section 5.3.1.4: "The proposed implementation team's Key Personnel must include a minimum of two (2) individuals, each with at least three (3) years of verifiable experience implementing the proposed Software Solution or Development Ecosystem in a large U.S. federal, state, or local government organization. In addition, at least one (1) of these individuals must be proposed to have oversight of the functional side of the proposed implementation (Project Manager, Solution Architect, or Functional Lead)."

*** RFP Section 5.3.1.5: "The proposed Project Manager must have led a system implementation for a large U.S. federal, state, or local government organization in the past five (5) years with the proposed Software Solution or Development Ecosystem."

Table 1						
Implementation Expenditures						
	Year 1	Year 2	Year 3	Year 4	Year 5	TOTAL
Not to Exceed	\$ 3,682,000.00	\$ 6,306,000.00	\$ 4,097,000.00	\$ 4,343,000.00	\$ 2,058,000.00	\$ 20,486,000.00
CONTINGENCY						\$ 3,072,900.00
CONTRACT CEILING						\$ 23,558,900.00

Table 2
Implementation Services and Payment Tables

Deliverable Payment Table							
Milestone #	Milestone Description	Fixed Price Fee (Invoice Amount)	Less 10% Withhold	90% Payment Amount	Expected Invoice Month	Phase #	Last Milestone of the Phase (Release Payment of Withheld Amount)
1	Payment Milestone 1 - Charter Approved	\$ 188,789.01	\$ 18,878.90	\$ 169,910.11	Month 3	Project Startup	
2	Payment Milestone 2 - Project Startup Complete	\$ 235,986.26	\$ 23,598.63	\$ 212,387.63	Month 4	Project Startup	Project Startup Completed
3	Payment Milestone 3 - Discover Complete	\$ 235,986.26	\$ 23,598.63	\$ 212,387.63	Month 6	Discovery	Discovery Completed
4	Payment Milestone 4 - Phase Kickoff Complete	\$ 212,387.63	\$ 21,238.76	\$ 191,148.87	Month 7	Phase 0	
5	Payment Milestone 5 - Parcel/Addressing Complete	\$ 94,394.50	\$ 9,439.45	\$ 84,955.05	Month 6	Phase 0	
6	Payment Milestone 6 - Shared Financials Complete	\$ 141,591.76	\$ 14,159.18	\$ 127,432.58	Month 8	Phase 0	
7	Payment Milestone 7 - Contact Management Complete	\$ 188,789.01	\$ 18,878.90	\$ 169,910.11	Month 10	Phase 0	
8	Payment Milestone 8 - Shared Portal Complete	\$ 188,789.01	\$ 18,878.90	\$ 169,910.11	Month 12	Phase 0	
9	Payment Milestone 9 - UCS Integration Complete	\$ 188,789.01	\$ 18,878.90	\$ 169,910.11	Month 9	Phase 0	
10	Payment Milestone 10 - LA County Tax Assessor Integration Complete	\$ 94,394.50	\$ 9,439.45	\$ 84,955.05	Month 10	Phase 0	
11	Payment Milestone 11 - LADBS SINP Integration Complete	\$ 117,993.13	\$ 11,799.31	\$ 106,193.82	Month 11	Phase 0	
12	Payment Milestone 12 - LADBS Community Intranet Integration Complete	\$ 117,993.13	\$ 11,799.31	\$ 106,193.82	Month 12	Phase 0	
13	Payment Milestone 13 - SAP Integration Complete	\$ 188,789.01	\$ 18,878.90	\$ 169,910.11	Month 14	Phase 0	
14	Payment Milestone 14 - BIO Integration Complete	\$ 117,993.13	\$ 11,799.31	\$ 106,193.82	Month 15	Phase 0	
15	Payment Milestone 15 - LADBS Public Website Integration Complete	\$ 117,993.13	\$ 11,799.31	\$ 106,193.82	Month 8	Phase 0	
16	Payment Milestone 16 - CSLB Integration Complete	\$ 94,394.50	\$ 9,439.45	\$ 84,955.05	Month 9	Phase 0	
17	Payment Milestone 17 - Angeleno/ITA's Okta Integration Complete	\$ 117,993.13	\$ 11,799.31	\$ 106,193.82	Month 10	Phase 0	
18	Payment Milestone 18 - Active Directory Integration Complete	\$ 94,394.50	\$ 9,439.45	\$ 84,955.05	Month 11	Phase 0	
19	Payment Milestone 19 - LADBS Email/SMTP Server Integration Complete	\$ 94,394.50	\$ 9,439.45	\$ 84,955.05	Month 12	Phase 0	
20	Payment Milestone 20 - LATAX Integration Complete	\$ 94,394.50	\$ 9,439.45	\$ 84,955.05	Month 13	Phase 0	
21	Payment Milestone 21 - ZIMAS Integration Complete	\$ 117,993.13	\$ 11,799.31	\$ 106,193.82	Month 15	Phase 0	
22	Payment Milestone 22 - NavigateLA Integration Complete	\$ 117,993.13	\$ 11,799.31	\$ 106,193.82	Month 16	Phase 0	Phase 0 Completed
23	Payment Milestone 23 - Phase 1a Kickoff Complete	\$ 226,546.81	\$ 22,654.68	\$ 203,892.13	Month 7	Phase 1a	
24	Payment Milestone 24 - Module 1 Configured	\$ 94,394.50	\$ 9,439.45	\$ 84,955.05	Month 8	Phase 1a	
25	Payment Milestone 25 - Module 2a Configured	\$ 188,789.01	\$ 18,878.90	\$ 169,910.11	Month 10	Phase 1a	
26	Payment Milestone 26 - IDIS Integration Complete	\$ 117,993.13	\$ 11,799.31	\$ 106,193.82	Month 15	Phase 1a	
27	Payment Milestone 27 - Phase Integration/Data Sync Complete	\$ 141,591.76	\$ 14,159.18	\$ 127,432.58	Month 16	Phase 1a	Phase 1a Completed
28	Payment Milestone 28 - Phase Training Complete	\$ 23,598.63	\$ 2,359.86	\$ 21,238.76	Month 10	Phase 1a	
29	Payment Milestone 29 - UAT Sign-off	\$ 235,986.26	\$ 23,598.63	\$ 212,387.63	Month 12	Phase 1a	
30	Payment Milestone 30 - Go-Live	\$ 179,349.56	\$ 17,934.96	\$ 161,414.60	Month 14	Phase 1a	
31	Payment Milestone 31 - Phase 1a Complete	\$ 94,394.50	\$ 9,439.45	\$ 84,955.05	Month 15	Phase 1a	
32	Payment Milestone 32 - Phase 1b Kickoff Complete	\$ 174,629.83	\$ 17,462.98	\$ 157,166.85	Month 12	Phase 1b	
33	Payment Milestone 33 - Module 2b Configured	\$ 188,789.01	\$ 18,878.90	\$ 169,910.11	Month 12	Phase 1b	
34	Payment Milestone 34 - Phase 1b Integration/Data Sync Complete	\$ 141,591.76	\$ 14,159.18	\$ 127,432.58	Month 15	Phase 1b	
35	Payment Milestone 35 - Phase 1b Training Complete	\$ 23,598.63	\$ 2,359.86	\$ 21,238.76	Month 12	Phase 1b	
36	Payment Milestone 36 - Phase 1b UAT Sign-off	\$ 226,546.81	\$ 22,654.68	\$ 203,892.13	Month 14	Phase 1b	
37	Payment Milestone 37 - Phase 1b Go-Live	\$ 179,349.56	\$ 17,934.96	\$ 161,414.60	Month 16	Phase 1b	
38	Payment Milestone 38 - Phase 1b Complete	\$ 94,394.50	\$ 9,439.45	\$ 84,955.05	Month 17	Phase 1b	Phase 1b Completed
39	Payment Milestone 39 - Phase 3 Kickoff Complete	\$ 212,387.63	\$ 21,238.76	\$ 191,148.87	Month 14	Phase 3	
40	Payment Milestone 40 - Module 7 Configured	\$ 188,789.01	\$ 18,878.90	\$ 169,910.11	Month 16	Phase 3	
41	Payment Milestone 41 - Module 8 Configured	\$ 283,183.51	\$ 28,318.35	\$ 254,865.16	Month 19	Phase 3	
42	Payment Milestone 42 - Module 9 Configured	\$ 94,394.50	\$ 9,439.45	\$ 84,955.05	Month 20	Phase 3	
43	Payment Milestone 43 - Module 10 Configured	\$ 141,591.76	\$ 14,159.18	\$ 127,432.58	Month 21	Phase 3	
44	Payment Milestone 44 - Module 11 Configured	\$ 141,591.76	\$ 14,159.18	\$ 127,432.58	Month 23	Phase 3	
45	Payment Milestone 45 - HSENO Integration Complete	\$ 94,394.50	\$ 9,439.45	\$ 84,955.05	Month 16	Phase 3	
46	Payment Milestone 46 - Kiwk Comply Integration Complete	\$ 94,394.50	\$ 9,439.45	\$ 84,955.05	Month 16	Phase 3	
47	Payment Milestone 47 - LADBS S Go Integration Complete	\$ 94,394.50	\$ 9,439.45	\$ 84,955.05	Month 17	Phase 3	
48	Payment Milestone 48 - Phase 3 Integration/Data Sync Complete	\$ 141,591.76	\$ 14,159.18	\$ 127,432.58	Month 23	Phase 3	
49	Payment Milestone 49 - Phase 3 Training Complete	\$ 23,598.63	\$ 2,359.86	\$ 21,238.76	Month 24	Phase 3	
50	Payment Milestone 50 - Phase 3 UAT Sign-off	\$ 235,986.26	\$ 23,598.63	\$ 212,387.63	Month 25	Phase 3	

Milestone #	Milestone Description	Fixed Price Fee (Invoice Amount)	Less 10% Withhold	90% Payment Amount	Expected Invoice Month	Phase #	Last Milestone of the Phase (Release Payment of Withheld Amount)
51	Payment Milestone 51 - Go-Live	\$ 179,349.56	\$ 17,934.96	\$ 161,414.60	Month 14	Phase 3	
52	Payment Milestone 52 - Phase 3 Complete	\$ 94,394.50	\$ 9,439.45	\$ 84,955.05	Month 28	Phase 3	Phase 3 Completed
53	Payment Milestone 53 - Phase 5 Kickoff Complete	\$ 226,546.81	\$ 22,654.68	\$ 203,892.13	Month 28	Phase 5	
54	Payment Milestone 54 - Module 13 Configured	\$ 94,394.50	\$ 9,439.45	\$ 84,955.05	Month 29	Phase 5	
55	Payment Milestone 55 - Module 14 Configured	\$ 94,394.50	\$ 9,439.45	\$ 84,955.05	Month 30	Phase 5	
56	Payment Milestone 56 - Phase 5 Integration/Data Sync Complete	\$ 61,356.43	\$ 6,135.64	\$ 55,220.79	Month 30	Phase 5	
57	Payment Milestone 57 - Phase 5 Training Complete	\$ 14,159.18	\$ 1,415.92	\$ 12,743.26	Month 30	Phase 5	
58	Payment Milestone 58 - Phase 5 UAT Sign-off	\$ 235,986.26	\$ 23,598.63	\$ 212,387.63	Month 32	Phase 5	
59	Payment Milestone 59 - Go-Live	\$ 179,349.56	\$ 17,934.96	\$ 161,414.60	Month 25	Phase 5	
60	Payment Milestone 60 - Phase 5 Complete	\$ 94,394.50	\$ 9,439.45	\$ 84,955.05	Month 35	Phase 5	Phase 5 Completed
61	Payment Milestone 61 - Phase 7 Kickoff Complete	\$ 174,629.83	\$ 17,462.98	\$ 157,166.85	Month 37	Phase 7	
62	Payment Milestone 62 - Module 16 Configured	\$ 235,986.26	\$ 23,598.63	\$ 212,387.63	Month 39	Phase 7	
63	Payment Milestone 63 - Phase 7 Integration/Data Sync Complete	\$ 141,591.76	\$ 14,159.18	\$ 127,432.58	Month 39	Phase 7	
64	Payment Milestone 64 - Phase 7 Training Complete	\$ 80,235.33	\$ 8,023.53	\$ 72,211.80	Month 39	Phase 7	
65	Payment Milestone 65 - Phase 7 UAT Sign-off	\$ 235,986.26	\$ 23,598.63	\$ 212,387.63	Month 41	Phase 7	
66	Payment Milestone 66 - Go-Live	\$ 179,349.56	\$ 17,934.96	\$ 161,414.60	Month 35	Phase 7	
67	Payment Milestone 67 - Phase 7 Complete	\$ 94,394.50	\$ 9,439.45	\$ 84,955.05	Month 44	Phase 7	Phase 7 Completed
68	Payment Milestone 68 - Phase 9 Kickoff Complete	\$ 226,546.81	\$ 22,654.68	\$ 203,892.13	Month 42	Phase 9	
69	Payment Milestone 69 - Module 23 Configured	\$ 94,394.50	\$ 9,439.45	\$ 84,955.05	Month 43	Phase 9	
70	Payment Milestone 70 - Module 24 Configured	\$ 188,789.01	\$ 18,878.90	\$ 169,910.11	Month 44	Phase 9	
71	Payment Milestone 71 - Phase 9 Integration/Data Sync Complete	\$ 94,394.50	\$ 9,439.45	\$ 84,955.05	Month 43	Phase 9	
72	Payment Milestone 72 - Phase 9 Training Complete	\$ 14,159.18	\$ 1,415.92	\$ 12,743.26	Month 45	Phase 9	
73	Payment Milestone 73 - Phase 9 UAT Sign-off	\$ 235,986.26	\$ 23,598.63	\$ 212,387.63	Month 46	Phase 9	
74	Payment Milestone 74 - Go-Live	\$ 179,349.56	\$ 17,934.96	\$ 161,414.60	Month 39	Phase 9	
75	Payment Milestone 75 - Phase 9 Complete	\$ 94,394.50	\$ 9,439.45	\$ 84,955.05	Month 50	Phase 9	Phase 9 Completed
76	Payment Milestone 76 - Phase 11 Kickoff Complete	\$ 226,546.81	\$ 22,654.68	\$ 203,892.13	Month 47	Phase 11	
77	Payment Milestone 77 - Module 27 Configured	\$ 235,986.26	\$ 23,598.63	\$ 212,387.63	Month 49	Phase 11	
78	Payment Milestone 78 - Module 28 Configured	\$ 235,986.26	\$ 23,598.63	\$ 212,387.63	Month 52	Phase 11	
79	Payment Milestone 79 - Phase 11 Integration/Data Sync Complete	\$ 94,394.50	\$ 9,439.45	\$ 84,955.05	Month 50	Phase 11	
80	Payment Milestone 80 - Phase 11 Training Complete	\$ 14,159.18	\$ 1,415.92	\$ 12,743.26	Month 52	Phase 11	
81	Payment Milestone 81 - Phase 11 UAT Sign-off	\$ 235,986.26	\$ 23,598.63	\$ 212,387.63	Month 53	Phase 11	
82	Payment Milestone 82 - Go-Live	\$ 179,349.56	\$ 17,934.96	\$ 161,414.60	Month 44	Phase 11	
83	Payment Milestone 83 - Phase 11 Complete	\$ 94,394.50	\$ 9,439.45	\$ 84,955.05	Month 57	Phase 11	Phase 11 Completed
84	Payment Milestone 84 - Phase 2 Kickoff Complete	\$ 283,183.51	\$ 28,318.35	\$ 254,865.16	Month 15	Phase 2	
85	Payment Milestone 85 - Module 3 Configured	\$ 188,789.01	\$ 18,878.90	\$ 169,910.11	Month 17	Phase 2	
86	Payment Milestone 86 - Module 4 Configured	\$ 283,183.51	\$ 28,318.35	\$ 254,865.16	Month 20	Phase 2	
87	Payment Milestone 87 - Module 5 Configured	\$ 94,394.50	\$ 9,439.45	\$ 84,955.05	Month 20	Phase 2	
88	Payment Milestone 88 - Module 6 Configured	\$ 141,591.76	\$ 14,159.18	\$ 127,432.58	Month 22	Phase 2	
89	Payment Milestone 89 - QMATIC Integratin Complete	\$ 188,789.01	\$ 18,878.90	\$ 169,910.11	Month 17	Phase 2	
90	Payment Milestone 90 - PCTS, FIMS, HCID, LASAN iPACS Integratin Complete	\$ 188,789.01	\$ 18,878.90	\$ 169,910.11	Month 19	Phase 2	
91	Payment Milestone 91 - Waste Hauler Integratin Complete	\$ 94,394.50	\$ 9,439.45	\$ 84,955.05	Month 20	Phase 2	
92	Payment Milestone 92 - eTime Integratin Complete	\$ 188,789.01	\$ 18,878.90	\$ 169,910.11	Month 15	Phase 2	
93	Payment Milestone 93 - BluebeamIntegratin Complete	\$ 117,993.13	\$ 11,799.31	\$ 106,193.82	Month 16	Phase 2	
94	Payment Milestone 94 - Google Calendar Integratin Complete	\$ 94,394.50	\$ 9,439.45	\$ 84,955.05	Month 17	Phase 2	
95	Payment Milestone 95 - LASAN Low Impact Development Integratin Complete	\$ 94,394.50	\$ 9,439.45	\$ 84,955.05	Month 18	Phase 2	
96	Payment Milestone 96 - Phase 2 Integration/Data Sync Complete	\$ 141,591.76	\$ 14,159.18	\$ 127,432.58	Month 22	Phase 2	
97	Payment Milestone 97 - Phase 2 Training Complete	\$ 23,598.63	\$ 2,359.86	\$ 21,238.76	Month 22	Phase 2	
98	Payment Milestone 98 - Phase 2 UAT Sign-off	\$ 235,986.26	\$ 23,598.63	\$ 212,387.63	Month 24	Phase 2	
99	Payment Milestone 99 - Go-Live	\$ 179,349.56	\$ 17,934.96	\$ 161,414.60	Month 14	Phase 2	
100	Payment Milestone 100 - Phase 2 Complete	\$ 94,394.50	\$ 9,439.45	\$ 84,955.05	Month 27	Phase 2	Phase 2 Completed
101	Payment Milestone 101 - Phase 4 Kickoff Complete	\$ 84,955.05	\$ 8,495.51	\$ 76,459.55	Month 23	Phase 4	
102	Payment Milestone 103 - Module 12 Configured	\$ 519,169.77	\$ 51,916.98	\$ 467,252.80	Month 28	Phase 4	
103	Payment Milestone 103 - IVR Integration Complete	\$ 188,789.01	\$ 18,878.90	\$ 169,910.11	Month 28	Phase 4	
104	Payment Milestone 104 - Phase 4 Integration/Data Sync Complete	\$ 141,591.76	\$ 14,159.18	\$ 127,432.58	Month 30	Phase 4	
105	Payment Milestone 105 - Phase 4 Training Complete	\$ 9,439.45	\$ 943.95	\$ 8,495.51	Month 28	Phase 4	

A3.HOST - Hosting							
Hosting ID #	Hosting Services Component Description	Fixed Price Fee	Less 10% Withhold	Invoice Amount	Expected Invoice Date	Expected Invoice Date	
1	Note- Hosting cost is Included in the licensing costs given in Tab Named "2b. Software - Hosted".	\$ -	\$ -	\$ -			
2		\$ -	\$ -	\$ -			
3		\$ -	\$ -	\$ -			
4		\$ -	\$ -	\$ -			
Total Solution Hosting Costs:		\$ -	\$ -	\$ -			

Table 3

Labor Category Rates

E5.LR.HD - Labor Category and Rates Table		
Role #	Role Description	Hourly Rate
	Blended Team Member Rate - MANDATORY	
1	Senior Architect	\$212.83
2	Senior Business Analyst/ Functional Lead	\$129.63
3	Change Management Lead	\$85.56
4	Communications/Network Specialist	\$212.83
5	Database Administrator	\$212.83
6	Help Desk Specialist	\$57.04
7	Senior Project Manager	\$154.78
8	App Developer	\$76.56
9	Security Systems Engineer	\$139.31
10	Technical Writer	\$199.28
11	Test Lead/ Manager	\$108.08
12	Tester	\$78.06
13	Training Specialist	\$199.28
14	Senior Product Architect	\$343.49
15	Product Functional Lead	\$306.36
16	Senior Services Team Lead	\$108.08
17	Senior App Developer	\$85.56
18	Senior App Test Engineer	\$78.06

Notes:

- A) The rate card is provided for planning of future projects; i.e. for additional work which is not already covered in the base pricing. The labor will be contracted on a project basis, and will require a written and approved work order.
- B) The rates are for normal business hours and do not cover off-hours and holidays.
- C) The hourly rates assume limited travel (i.e. commute). Projects with significant travel requirements may have additional travel costs that will be included on 'as required basis' in the Project Statement of Work.
- D) The rate card is fixed for first 5 years of the Implementation contract, but thereafter it will be updated for COLA.

Request to Authorize Fixed-Price Additional Services Provided for in Section 7.5 of Contract Number C-XXXXXX

This form is to be used to request and authorize the use of Fixed-Price Additional Services as described in Section 7.5 of this Contract. They must be used to provide services within the scope of work described in this Contract. All other aspects of this Contract apply to the services authorized on this form, including review, acceptance, and payment for deliverables.

1. REQUEST INITIATION		
Request Tracking #: (Requests must have a tracking number and be logged)	Request Title: (Be descriptive)	
Requested By:	Submitted Date:	
Requestor's Phone:	Requestor's Email:	
Request Details:		
Requested Start Date:		
Estimated Completion Date:		
Attachments (list quantity and titles of all that apply):		
2. CITY PRELIMINARY REVIEW		
Request Reviewed By City (Print):	Reviewer's Title:	
Date Reviewed:	Date Reviewed:	
Approved As Requested ☐ Not Approved ☐ Approved As Revised ☐	Revisions (if necessary):	
<i>Next Step: Inform requester of the status. If approved, route to vendor for review and estimates. If not approved or put on hold, file the request and no further action is required.</i>		
3. Contractor REVIEW AND ESTIMATED TIME, EFFORT, COST, AND IMPACT TO COMPLETE WORK		
Reviewed By:	Received Date:	
Contractor's Phone:	Contractor's Email:	
Estimated Billable Hours:	Estimated Cost:	
Resources Required (Include Classification and Quantity):		Start Date:
		End Date:
Impact to Unfinished Authorized Work Under this Contract (If none, write "No Impact"):		
Comments (Required):		
Attachments (list quantity and titles of all that apply):		
4. FINAL APPROVAL STATUS		
<i>Next Step: The Project Manager informs the requester, Vendor, and relevant project team members of the status. If approved, schedule the work to be done. Make sure all relevant timelines and related document manage reports include this authorized work.</i>		
Authorized Signatures (Must be signed in the order listed)	Contractor Project Manager:	Date Signed:
	LADBS Project Manager:	Date Signed:
	LADBS Contract Administration:	Date Signed:
	LADBS Finance:	Date Signed:
	LADBS Executive Approval (General Manager):	Date Signed:

LA City Permitting System Project Deliverable Expectations Document (DED)

Deliverable Title: _____ **Date:** _____**Received by the City of Los Angeles on** _____

Contract No.:		Term:	From:		BTRC No.:	
			To:			
Company Name and Address:						
Contractor Project Manager:					Phone:	
					eMail:	
City Project Manager(s):					Phone:	
					eMail:	
					Phone:	
					eMail:	
PROJECT DELIVERABLE						
Deliverable No.:		Title of Deliverable:				
Deliverable Description:						
Contract / SOW Reference:					Phase:	
Detailed Deliverable Outline				Deliverable Acceptance Criteria <i>(include agreed-upon requirements, format and contents, related to Deliverable)</i>		
Prepared By (Name in Print):					Phone:	
					eMail:	
CONTRACTOR PROJECT MANAGER SIGNOFF						
Contractor Representative Name:					Position (if not the PM):	
Contractor Representative Signature:					Date:	
CITY OF LOS ANGELES APPROVALS						
DED REVIEWED AND APPROVED BY:						
Name and Title		Signature	Date Signed	Approved Y/N?	Comments	
1						
2						
3						

