

# **CITY OF SAN ANTONIO**

Purchasing Division, Finance Department On Behalf Of  
Code Enforcement Service  
111 Soledad, Suite 1100 San Antonio, TX 78205

## **REQUEST FOR INFORMATION Enforcement of Codes per City Ordinance (ECCO) Mainframe System Replacement**

### **Purpose**

The purpose of this Request for Information (RFI) is to assist the City of San Antonio (City) and potential Respondents by gathering information pertaining to a case management solution for the Code Enforcement Services (CES) Division, to include system requirements, technical architecture, and available products that meet the desired functionality, as described in this RFI. The information received as a result of this RFI will assist staff in determining the appropriate procurement strategy.

Respondents should note that this RFI is for information and planning purposes only and should not be construed as a solicitation or as an obligation on the part of the City.

### **Department Overview**

The CES Division enforces municipal ordinances, codes, and regulations regarding the protection of the health, safety, and welfare of all San Antonio citizens. The Division is responsible for the enforcement of the following codes (including investigation of complaints and in some cases abatement of violations): graffiti; vacant dangerous premises and structures; bandit signs; curb stoning; junked vehicles; weeded vacant lots; zoning (Unified Development Code); illegal dumping; barbed wire and fences; minimum property maintenance requirements, including unsanitary premises; front and side yard parking; garage sales; alley and right-of-way violations; vendors, hawkers, and peddlers; and registration of salvage yards, recycling facilities, scrap tires, and donation containers. In addition to enforcing City codes, the Division also actively coordinates and collaborates with other internal and external entities.

Effective residential code and health enforcement practices are critical to preserving the health and safety of residents, as well as preserving the quality of residential neighborhoods and their surrounding business communities. Properties that are not properly maintained can expose communities to illness, crime and violence.

### **Current Business Practices**

Several processes are performed to ensure compliance with City codes. Some processes affect the inspection, cleaning, and securing of a property, while others are administrative. Although the administrative processes do not generally have a direct influence on the

compliance of a property, they are an integral component of the enforcement and abatement process because they facilitate the flow of information and resources. All violations that fail to come into compliance are subject to Building Standards Board (BSB) review and/or the Municipal Court process.

### **Intake**

The intake phase refers to the processes associated with the receipt of a complaint, including who initiates the complaint, how it is initiated, and what the complaint is about. Code violations are most frequently reported by citizens through the 311 Customer Service phone line, by email, through the new web-based CRM system, or in person. Code violations may also be initiated by Code Enforcement Officers through visual inspection or by Manager/Supervisor assignment. Other City staff may also initiate a complaint based on personal observation or reports from the community. All complaints are entered and tracked in the ECCO system to ensure consistency of data collected. If a CES case is received in CRM, then CRM will trigger the creation of a case in the ECCO system. ECCO automatically assigns a case number to each complaint. The case number allows the case to be tracked through all stages of processing and also serves as a record of proof that can be used in a hearing. ECCO also assigns the case to the appropriate code enforcement Officers based on the complaint type and the voter precinct in which the property is located.

### **Investigation**

When a complaint is initiated and assigned, the complaint is investigated by a Code Enforcement Officer to validate the alleged code violation(s). The investigation of a complaint includes, but is not limited to, the following inspection actions: validation of the complaint, gathering of evidence if a violation is identified, documentation, and determination of the appropriate actions to be taken to correct the violation(s) and to ensure compliance.

The priority & assignment of all violations within the ECCO system are automatically determined based on the category code assigned. Violations requiring immediate action involving a health, safety, or environmental issue will take precedence over routine complaints.

After a violation is validated, a Code Enforcement Officer will issue a Notice of Violation by leaving a door hanger at the location, followed by a mailed notice, or by notifying the violator in person at the property with a written notice. A violator who has received a Notice of Violation will be given adequate opportunity to correct the violation. The property will be re-inspected to verify compliance, and if the violation has been corrected, the case will be closed. If the violation has not been corrected, the case may be escalated to the BSB or Municipal Court for resolution.

### **Administrative Response to Code Violations**

If a violation has not been corrected upon re-inspection, a system-generated Notice of Violation will be batch printed, documented, and sent to the violator by the CES Administrative Staff. If

the violation still has not been corrected by the deadline listed on the notice, one of the following actions will be taken, depending on the type of violation:

- **Abatement and enforcement fees imposed** – A contractor will be hired by the City to perform the necessary abatement work, and the violator will be billed for the cost of the contractor plus an administrative fee.
- **BSB public hearing** – The officer or citizen will request a hearing. The CES Administrative staff schedules the agenda to go before the BSB. The BSB hears and adjudicates the case. The legal department drafts the orders according to the Board ruling, and they are sent to the property owner or person of interest.
- **Municipal Court Filing** – An officer files a case by submitting an affidavit to the Municipal Court. The case is processed through the Court's Tyler Encode system and added to the Court docket. The Court hears the case and a determination is made. Code Enforcement is notified of the case disposition and appropriate action is taken.

### **Response by Code Enforcement Officers**

The Code Enforcement Officers will not close out a case until all abatement work has been satisfactorily completed and a final property inspection has been performed.

### **Desired Solution**

The City would like to implement a new case management system for CES to replace the current ECCO mainframe system. The City desires a complete, integrated, end-to-end code inspection system that will allow all code complaints to be tracked from initial report through compliance, administrative remedies, and court resolution. The system must satisfy the following functional requirements:

1. Be a web-based solution with a Citizen Access Portal where citizens can view the status of their cases
2. Have a centralized database
3. Allow officers to generate automated Notices of Violation in the field
4. Allow attachment of photos and supporting documentation to all case files
5. Print documents in the field
6. Use Smart Phones or tablet-type devices in the field
7. Provide image/video capture functionality through Smart Phones or tablet-type devices
8. Provide a user-defined, personalized dashboard with a to-do list for each officer
9. Allow unlimited violation complaint types
10. Track violations and re-inspections
11. Enable digital signature capture in the field
12. Have workflow capability for document reviews and approvals
13. Integrate with the San Antonio Municipal Code website to access information relevant to the code complaint

14. Be able to integrate with other City and County systems, such as: SAP, CRM, Hansen, Municipal Court System (Tyler Technologies Incode Suite), Bexar County Appraisal District, and others
15. Provide routing for inspectors based on geographic location of inspections
16. Enable full GIS integration using the City's existing GIS technology
17. Create unlimited user-specific letters
18. Be able to manage and track Building Standards Board (BSB) hearings, determinations, and fines/recommendations for code violation cases
19. Provide docket-setting capabilities for the BSB
20. Allow configuration of inspection types and automate assignments to appropriate personnel for response
21. Provide a flexible, rules-based fee engine that will allow users to build and edit fee structures
22. Include a contractor profile management system with automated assignment capability
23. Enable permit generation and printing from a central CES location or from mobile units
24. Automatically transmit notifications and associated citations to a designated printer
25. Contain an executive dashboard that provides summary data
26. Be fully mobile from the field – have automatic offline capabilities when there is no reception
27. Be able to integrate with bar-code readers and access bar-code information in database
28. Be a web-based, Point-of-Sale (POS) solution that will enable residents and contractors to pay for any associated government fees from virtually anywhere. Must include: full-service POS, automatic invoice creation, itemized receipts, signature capture, customizable fee administration, check imaging, PCI compliance, and SSL-driven transactions
29. Accept the following forms of payment: debit cards, credit cards, personal checks, corporate checks, money orders, and cash-based transactions
30. Provide out-of-the-box reporting that is easily customizable by users with an intuitive report builder tool
31. Ability to track all people involved with a complaint, as well as detailed contact data for each individual

## **Response Submission**

The deadline for submitting a **Response** is **4:00 p.m., Central Time, Monday, December 5, 2011**. Please submit five (5) copies of your response using RFI Attachment A – Respondent Questionnaire in a sealed envelope marked, “RFI – Code Enforcement Case Management System. Responses should be submitted in person or by mail to:

Address:

City of San Antonio, Purchasing Division, Finance Department  
ATTN: William Flint, Procurement Specialist II (Technology)  
111 Soledad, Suite 1100  
San Antonio, Texas 78205

Deadline for **Questions** to be submitted is **10:00 a.m., Tuesday, November 22, 2011**. Questions about this RFI may be submitted via email to:

William Flint, Procurement Specialist II (Technology)  
[William.Flint@sanantonio.gov](mailto:William.Flint@sanantonio.gov)

**Any submissions received after 4:00 p.m. Central Time, Monday, December 5, 2011, may not be considered for review.**

## **General Terms and Conditions**

1. This is a **REQUEST FOR INFORMATION (RFI)** and should not be construed as intent, commitment, or promise to acquire or lease hardware, software, services or solutions presented by Respondents.
2. Respondents to this RFI may be asked to provide a demonstration to an evaluation team seeking to gain a better understanding of product offering. The demonstration will be held at a City of San Antonio facility to be determined after receipt of RFI's.
3. The City of San Antonio will not be obligated to any Respondent as a result of this RFI. The City is not obligated for any cost incurred by Respondents in the preparation of the RFI. The City will not pay for any information herein requested, nor is it liable for any costs incurred by the Respondent. For economy of presentation, special bindings, colored displays, promotional materials and the like are not required; but if they are presented, the City will not be responsible for this cost.
4. This RFI is being issued for the purpose of gaining knowledge of the products and services available on the market that address the purpose of the RFI.
5. The City will review all information and recommendations received to assess our needs and define our requirements.
6. All information obtained shall become the property of the City upon receipt and will not be returned. Any information deemed to be confidential by Respondent should be clearly noted on the page(s) where confidential information is contained. It should be understood, however, that the City cannot guarantee that it will not be compelled to disclose all or part of any public record under the Texas Public Information Act. Information deemed to be confidential by Respondent may not be considered confidential under Texas law or pursuant

to a Court order.

7. The City welcomes Respondents to submit any pertinent information, except pricing, that the City should consider, including topics that the City has not included in the RFI.
8. The City may arrange a conference call to discuss the information the Respondent has provided, and to review and discuss solutions, recommendations, and programs related to this RFI.

## **RFI ATTACHMENT A RESPONDENT QUESTIONNAIRE**

### **Part A - GENERAL INFORMATION**

1. **Company Information:** Provide the following information regarding your company.

Name/Name of Agency/Company: Address

City: State: Zip Code: Telephone No. \_\_\_\_\_ Fax No: \_\_\_\_\_

2. **Contact Information:** List the person whom the City may contact concerning your proposal or setting dates for meetings.

Name:

Address:

City: State: Zip Code:

Telephone No. \_\_\_\_\_ Fax No:

Email:

### **Part B - Prepare and submit complete yet concise responses to the following items.**

1. Provide a brief description of your company, to include products and services offered as well as any additional information that you deem relevant.
2. Explain how your solution will meet the above requirements?
3. Describe your experience integrating your application with the following applications: Hansen, GIS, and Municipal Court Systems.
4. Describe your company's relationship with SAP (e.g., Certified Partner).
5. List and describe any implementations with SAP interfaces executed by your company, and identify which implementations were for public entities.
6. Describe other CRM products (such as Lagan CRM) that your system has integrated with. Specifically, has another product been used as the information intake system to initiate the case and does it feed information back to that initial system to update/close the case.
7. Describe your experience in creating investigation case management systems for other cities, and list those cities currently using your product.
8. Describe how the system will assign priorities to different categories of cases and how the system will use 'days until completion' to escalate the case to a supervisor if those deadlines are not met.
9. Describe how lien amounts or fines are tracked against properties and with cases in the system.
10. Describe any registration or permitting renewal features in your system and if it has a payment processing ability.

11. Describe the automated notice of violation mailings generated from the system and how they are mailed to the property owner(s).
12. Describe any GIS mapping features built into the system and how those capabilities are used by an investigator in the field.
13. Describe how attachments are added to a case and how they are stored within the system. Also describe how the system will display those attachments on the case record when a user views the case.
14. Describe your system's docket-setting capabilities
15. Describe how your system will assign cases to individual officers and if this is automated based on geographic area.
16. Describe if your software can be run on an Android phone or tablet-type device and if the user can update all aspects of the case from that device while in the field.
17. Will your solution be able to integrate with the San Antonio Municipal Code website to pull code information related to the violation that is being captured?
18. How will your solution capture and store data, photos, and video obtained through a Smart Phone or tablet-type device in the field?
19. How will your solution route violations through the inspection process?
20. What kind of report building tool will you provide? Will your tool allow users to create ad hoc reports independently? Will your reporting tool output reports to MS Excel and Adobe PDF formats?
21. How will your solution accept online payments? Will it be PCI compliant? Will it provide a dynamic, rules-based fee engine that will allow users to build and edit the fee structure?
22. Will your solution provide automatic document distribution with the capability to capture approvals through workflow functionality?
23. How will your solution provide automated letters, notices, registrations, permitting renewals, licensing renewals, abatement invoices, and lien assessments to citizens and businesses? Will it have the capacity for unlimited letters and forms?
24. Will your solution provide the ability to print documents in the field (e.g., in a CES car)?
25. What are the hardware and infrastructure requirements for your solution?
26. Is this a hosted solution?