

Development Services Department

Industry Technology Working Group

DSD Industry Technology Working Group

April 15, 2026
1:00 – 2:00 pm





Kick-Off Agenda

Welcome & Introductions

- DSD Members
- Industry Members

Request For Proposal Status

Request For Information Response Summary

City's IT Procurement Policy Review

Working Group Goals

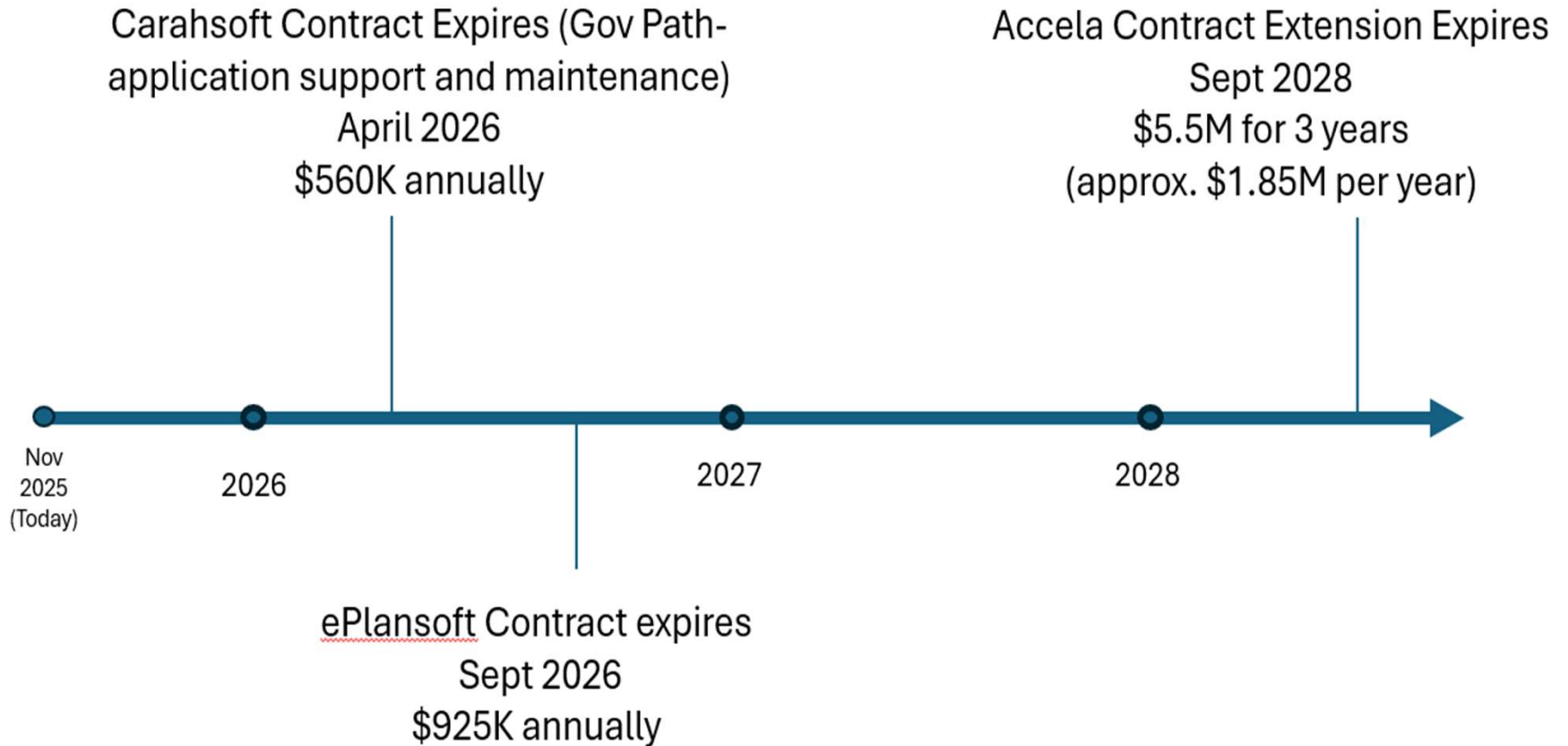
Working Group Schedule

Development Services Department

Online Permitting RFP Status



Contractual Timeline for RFP





RFP Tentative Timeline



Procurement of Technology Services Strategy

Market Research

Benchmarking Reviews

Admin Reg 90.68
Procuring Technology
Adherence

- IT Governance
- Security Review

Industry Collaboration

Solicit feedback from
stakeholders

Establishing New
Technology Working
Group

Development Services Department

Online Permitting RFI Summary

RFI Summary
of
Similarities
across
Respondents

CATEGORY	SUMMARY OF SIMILARITIES
Cloud Platforms	Cloud-hosted platform, browser-access systems with centralized data management and continuous updates.
Unified Portals	Shared applicant/staff portals for submissions, communication, corrections, payments, and status tracking.
Electronic Plan Review (EPR)	Support for third-party EPR systems; some provide proprietary EPR but remain flexible.
Workflow Configuration	Strong preference for no-code configuration over customization to reduce technical debt and reliance on vendors.
Mobile Inspections	Proprietary mobile inspection apps with GIS routing, checklists, offline support, and real-time updates.
Reporting & Dashboards	Configurable dashboards and reporting tools for oversight and performance analysis.
Systems Integration	Emphasis on interoperability with GIS, payments, EPR, CRM, EDMS, and legacy systems.



RFI Summary of Differences across Respondents

Category	Summary of Differences
Platform Architecture	Purpose-built permitting platforms vs. CRM-based platforms tailored for permitting
Electronic Plan Reviews (EPR) Integration Depth	Deeply embedded workflows (review cycles, collaboration, versioning) vs. basic connectivity
GIS Capabilities	Advanced spatial workflows and routing triggers vs. basic visualization-only GIS integration
User Experience Maturity	Detailed user journeys/user interface samples vs. high-level functional descriptions without User Experience artifacts
Inspection Workflow	Advanced features (multi-trade coordination, route optimization, batching, automated scheduling) vs. limited detail
Delivery Teams	In-house implementation vs. third-party integrator delivery models
Operational Scale	Experience in large, complex jurisdictions vs. smaller-scale implementations.

Gartner Recommendations



**Software-as-a-Service (SaaS)
Adoption**



**Focus on differentiating
capabilities**



Integration capabilities



System Integrators

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City IT Procurement Policy Overview

City's Process To Procure Technology Solutions

Ensure Best Practices of IT Infrastructure
Library (ITIL) Framework

Establish Governance

Assigns Roles

Tech Alignment Review of Scope

Contractual Processes

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Industry Tech Working Group Goals

Technology Working Group Purpose

Gather comprehensive feedback from stakeholders on current processes and pain points

Collectively explore innovative technology solutions that can streamline and improve these processes

Review the technical requirements for the new online permitting system

Technology Working Group Tasks

Stakeholders share
what technology
they currently use

DSD shares high
level responses
from 2025 RFI

Discuss Draft 2026
RFP Technical
Requirements

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Industry Technology Working Group

Thank you!!!