	<h2>Local Gov Forms Proposal</h2>
	Client: City of Vegas
	Date: 8/2/2023
	Form: Construction Permit

Situation

The City of Vegas, "City," has numerous permitting processes and a library of forms for citizens and other stakeholders to complete to request city services. These forms are overwhelmingly paper and each one requires a manual process. Each form requires staff time to ensure that the required minimum information is provided, fees are accurately calculated, and results can be recorded and reported to boards and committees.

The most common and highest priority process is the construction permitting process. Construction permits are required for a variety of activities affecting real property. Currently, individuals must download a scanned image of the form, print the form, and manually complete the form, then return it to the City Office with payment for review and processing. This process allows for numerous data validation issues that result in additional staff time and, ultimately, delays for the developer or project owner: missing or incomplete property information (address, legal description, parcel number), calculation of lot size, contact information for applicant, invalid responses to questions (selecting multiple responses when one is required), and missing attached documents (site plans, blueprints, etc).

The current workflow relies upon numerous human interventions that creates the risk of missed data validation, communication oversight, workload duplication, and staff capacity issues. For applicants to receive status updates, they must be individually communicated by a staff member, and any reporting to supervising boards or committees requires manual compilation of submitted forms.

While most forms are available online for individuals to access, they are typically not usable online. Current forms require website users to have access to a printer or PDF software that allows them to add fillable form fields to these documents. If an individual cannot print or electronically fill out the form, they must physically visit the City Office, communicate special arrangements with staff, or have a document mailed to their address. For individuals who do not require accessibility accommodations, these additional steps add cost to the City in additional staff time, marginal supply use, and frustration from the public.

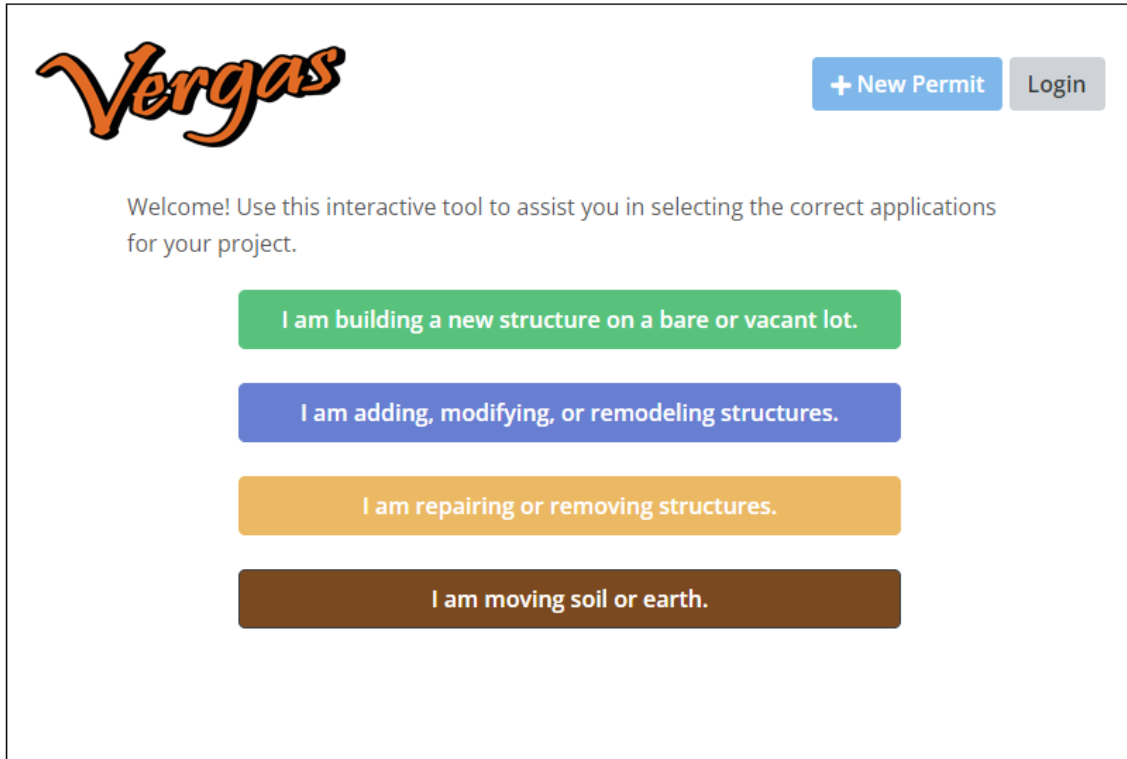
Objective

Implement Local Gov Forms to modernize, automate, and manage the permit and form processes.

Details

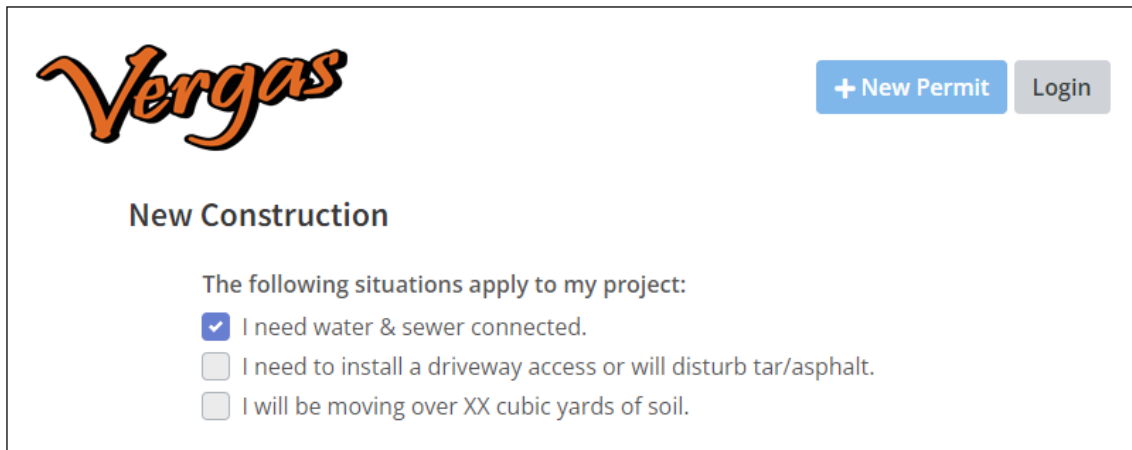
PaulNet Group, LLC, will implement Local Gov Forms (LGF) for the City of Vergas. The first process that will be onboarded is the construction permit process. Additional forms and processes will be rolled out as each one is successfully implemented.

To improve ease of use for individuals not familiar with the entire permitting process, LGF allows for the creation of an application interviewer tool that will ask users simple questions to assist them in selecting the most appropriate permits.




The screenshot shows the 'Vergas' logo in a stylized orange font at the top left. To the right are two buttons: a blue '+ New Permit' button and a grey 'Login' button. Below the logo, a welcome message reads: 'Welcome! Use this interactive tool to assist you in selecting the correct applications for your project.' Underneath this message are four large, colored buttons stacked vertically: a green button with the text 'I am building a new structure on a bare or vacant lot.', a blue button with 'I am adding, modifying, or remodeling structures.', an orange button with 'I am repairing or removing structures.', and a brown button with 'I am moving soil or earth.'

Additional questions can ensure that additional permits will be included with the original application, such as tar break up or new utility connections.



This screenshot shows the 'Vergas' logo and the same '+ New Permit' and 'Login' buttons at the top. Below the logo, the heading 'New Construction' is displayed. Underneath the heading, the text 'The following situations apply to my project:' is followed by three checkboxes with their corresponding labels: a checked checkbox for 'I need water & sewer connected.', an unchecked checkbox for 'I need to install a driveway access or will disturb tar/asphalt.', and an unchecked checkbox for 'I will be moving over XX cubic yards of soil.'

Form validation ensures that individuals completing the form complete all required fields.



[+ New Permit](#)[Login](#)

Permit Application

Name of Applicant

John Smith

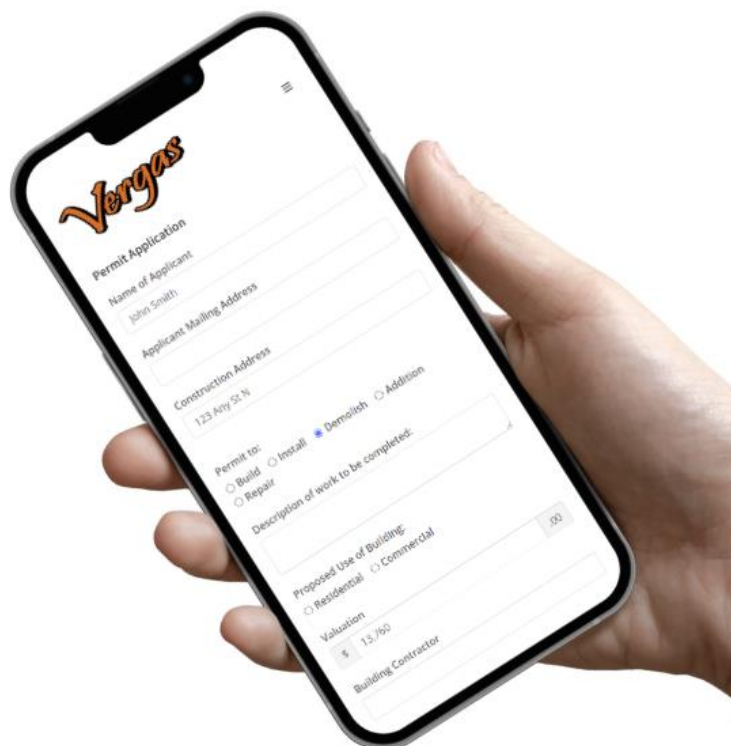
Applicant Mailing Address

Mailing address is a required field.

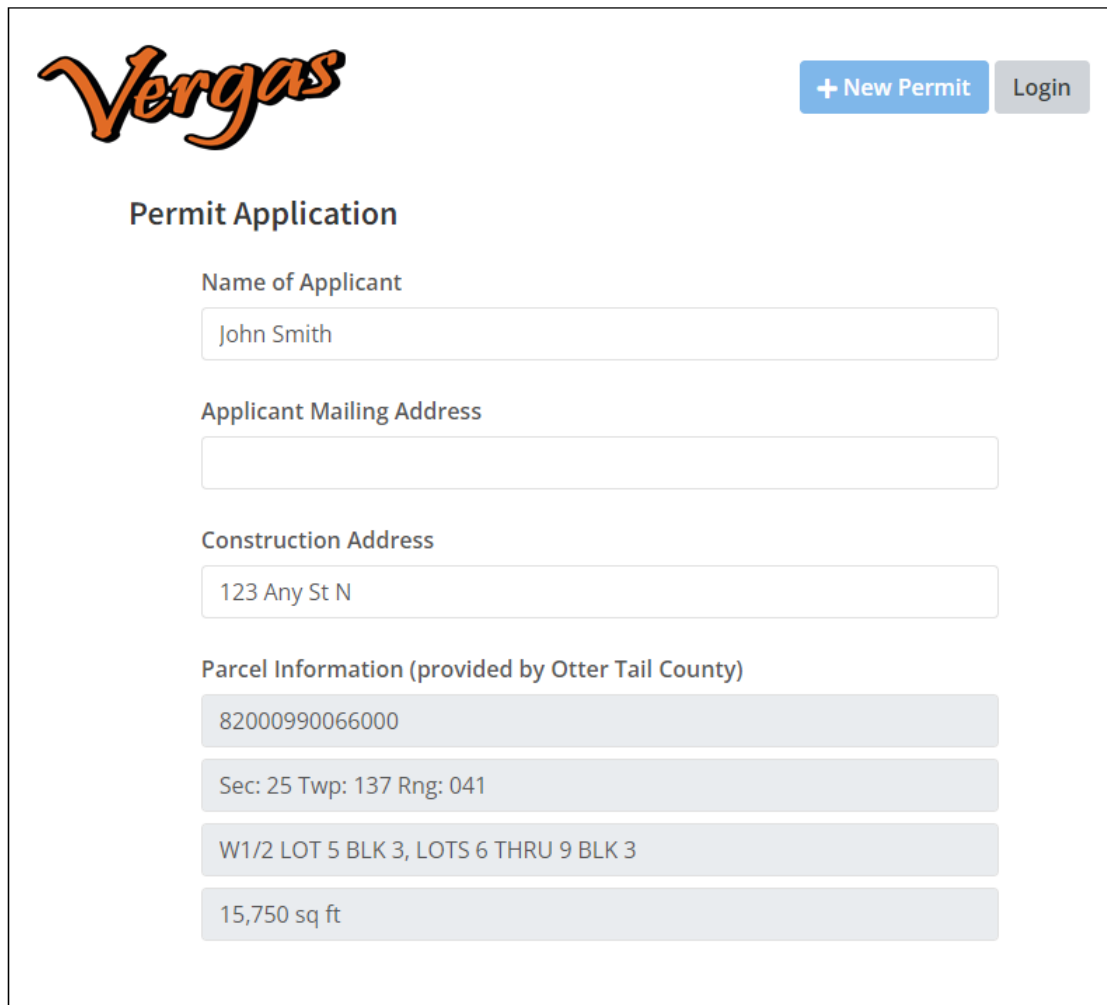
Construction Address

123 Any St N

The application will be built to be accessed and used on mobile devices.



Local Gov Forms will integrate with Otter Tail County GIS to provide parcel information for a given address. Depending upon permissions, approved permits could have information posted into the City's instance of ArcGIS.



The screenshot shows a web application for permit applications. At the top left is the 'Vergas' logo in a stylized orange font. At the top right are two buttons: a blue '+ New Permit' button and a grey 'Login' button. Below the header is the title 'Permit Application'. The form contains several input fields: 'Name of Applicant' with the value 'John Smith', 'Applicant Mailing Address' (empty), 'Construction Address' with the value '123 Any St N', and a section titled 'Parcel Information (provided by Otter Tail County)' which includes four fields: '82000990066000', 'Sec: 25 Twp: 137 Rng: 041', 'W1/2 LOT 5 BLK 3, LOTS 6 THRU 9 BLK 3', and '15,750 sq ft'.

Vergas

[+ New Permit](#) [Login](#)

Permit Application

Name of Applicant

John Smith

Applicant Mailing Address

Construction Address

123 Any St N

Parcel Information (provided by Otter Tail County)

82000990066000

Sec: 25 Twp: 137 Rng: 041

W1/2 LOT 5 BLK 3, LOTS 6 THRU 9 BLK 3

15,750 sq ft

To collect payments, PaulNet Group is currently exploring the feasibility with allPaid, the City's payment process, but a solution could be implemented with Stripe that would allow for grossing up a permit fee to include merchant fees.

Additional features include:

- Email status updates for applicants
- Permit decision emails
- Reminder email messages
- Text message updates available for an additional cost
- Customizable workflow processes
- Permit database with export to Microsoft Excel
- User accounts for public users to save frequently used information
- Audit logs
- Clickwrap agreement e-signatures

- File uploads, including file type restrictions (e.g., PDFs or images only)
- Form customization by staff—small changes can be implemented by staff without needing professional services
- Automated permit number generation or assignment
- Custom fee calculations

Technical features:

- Daily database backups
- Encrypted database storage and transfer
- Secure SSL certificates on website
- Multi-Factor Authentication for staff users
- Cloud-based, no servers or software to maintain
- Updates deployed automatically

Deliverables

PaulNet Group will implement the City's Construction Permit application online within the Local Gov Forms tool. Additional forms and processes to be implemented once successfully deployed.

PaulNet Group will provide a license to the City of Vergas to use Local Gov Forms and provide initial staff training and ongoing support.

Assumptions

1. Any additional license fees or charges to access third-party services, such as Otter Tail County GIS, allPaid payment processing or City of Vergas ArcGIS, will not be covered.
2. City legal team to review clickwrap agreement, any legal review fees are responsibility of the City.
3. City staff to provide timely feedback and acceptance testing.
4. City will provide graphics or branding information.
5. Application intellectual property is entirely retained by PaulNet Group.
6. "Construction Permit" includes the construction permit, tar break-up, and grade and fill permits

Timing

Application Requirements, Design, Launch	2-3 months
Construction Permit implementation	1 month
City pre-production acceptance testing	3 weeks
Production launch	1 week

Review/Change Order Process

Changes that impact the project cost and/or schedule will be addressed through the Change Order Process. All changes in scope and timing will be documented and communicated in a Change Order Form. The Change Order Form and any resulting fee changes will be presented to the client for approval to proceed and the project scope and schedule will be adjusted accordingly.

Cost Estimate

This estimate is based on this project brief and the requirements as they are understood at this time. Your approval authorizes commencement of work and agreement to pay for the services outlined at up to 110% of the estimated amount. Sales tax, telecommunications, travel expenses, and charges for delivery, shipping, express mailing, or courier service may not be included in this estimate and will be billed at actual cost. Estimates do not include out-of-pocket expenses (e.g., photo purchase).

Implementation Phase

- Application requirements
- Application launch
- Construction Permit implementation

Implementation Cost: \$1,500

Local Gov Forms License

- Application hosting fees
- Database and asset storage
- Application support
- Staff User Licenses: 5
- Online Permits/Forms: 20
- Permit data retention in production: 3 years
- Staging instance

Recurring License Cost: \$199/month

\$500 deposit required to start work. Recurring fees can be paid monthly or annually.