



Winston-Salem

Request for Information

Business License Processing System

January 11, 2012

RESPONSES WILL BE RECEIVED UNTIL

February 3, 2012 at 3:00 PM

RESPOND TO:

GAIL JOHNSON
REVENUE PROJECT MANAGER

AT:

GAILJ@CITYOFWS.ORG

OR

(Courier Address)

CITY OF WINSTON-SALEM
100 E 1ST STREET STE 121
WINSTON-SALEM, NORTH CAROLINA 27101

OR

(Mailing Address)

CITY OF WINSTON-SALEM
PO BOX 2756
WINSTON-SALEM, NC 27102

Tel (336) 747-6945

FAX (336) 747-9270

Overview

Request for Information

This Request for Information (RFI) is issued to invite interested parties to submit information about their abilities to meet our need for a total business license processing solution along with an estimate of the total costs that would be involved.

Background Information

The Business License Area is responsible for enforcing City Ordinances that levy annual license fees (taxes) on businesses operating within the City. Currently, we issue approximately 10,000 licenses per year.

A summary of primary functional requirements of any acceptable software solution includes:

- Issuance and printing business licenses for new businesses
- Printing notices for renewals for all types of business licenses, with a fixed annual renewal date that is determined by the type of license (all endorsements for the business should be listed on a single license renewal application, which may be multi-page if needed for complete endorsement listing)
- Printing a single license document with all endorsements/categories listed on one document (may be multi-page if needed for complete endorsement listing.) An individual license for each endorsement is not acceptable.
- Proper processing of taxes collected, to both the business license database and the general ledger
- Easy access to information to respond to inquiries from both internal and external customers
- Ability to easily accommodate any changes in city ordinances and/or state statutes
- Renewal and business license document that can be easily re-configured by user
- License must be printable on demand individually or in batch
- Must provide multiple fields for user recording of miscellaneous customer/business information, as well as customer contact notes
- Security levels configurable by user
- Ability to search by all major keys, such as license number, business name, owner name, etc.
- Ad-hoc reporting capability
- Capability of real-time interface with Inspections Department System

Project

Business license fees are a substantial portion of our annual revenues. The project goal is replacement of our current business license processing software with a system that is more efficient and user friendly that will meet our budgetary limitations.

In addition, the inclusion of automated conversion of our current database is essential to any acceptable proposal from interested parties.

General Functionality Requirements

There are 3 types of Business Licenses that are issued:

- Trade Licenses expire June 30th annually approx. 4000 issued
- Privilege Licenses expire June 30th annually approx. 7500 issued
- Alcoholic Beverage Licenses expire April 30th annually 500-600 issued

The applicant completes an application for an initial business license either in person or online. All data fields must be entered into the Business License system. For walk-in customers, this means the entry would be keyed manually by staff. New licenses are issued throughout the year without any change in the due date.

The system auto-assigns each new business a unique license ID number that will remain with the business through all future renewals.

Individual business activities in addition to the primary business listed on the license are called endorsements. The fees for these endorsements are calculated individually and become part of the business's record in the database. They are then itemized on the license application, including the annual renewal application, as well as on the license itself. There are 4 possible endorsements for Alcoholic Beverage Licenses, and as many as 146 possible endorsements for a Privilege License.

Trade Licenses will not have endorsements. They are issued to contractors and due to current system limitations there is a separate license for each type of trade the contractor is involved in. However, if system functionality allowed, they could be combined with any other privilege license on a single license for that company, with the Trade license portion(s) listed as endorsements.

Note: A contractor can have a state issued Plumbing and HVAC/Mechanical license. A code will be needed to identify these types of licenses. In this case, there is one fee of \$50.00 for both activities.

Bonds are required for many contractors and miscellaneous specialized businesses. Additionally, state-licensed contractors getting a City of Winston-Salem business license must provide proof of their state license number and that number must be captured for entry on their City business license and to permanently become part of the automated record.

The ability to attach scanned documents and to store notes is essential for the storage of reference materials such as Home Occupation Permits (issued by the Inspections Dept.), contractor bonds, state contractor licenses, ABC licenses, and customer communications.

Schedule (Subject to Change)

Request for Information	Jan. 11, 2012
Response Submission	February 3, 2012 at 3:00 PM
Product Review	March 1, 2012
Demo and Evaluation	April 1, 2012

Response

Costs incurred preparing and submitting a response to this request for information are entirely the Vendor's responsibility and not chargeable to the City of Winston-Salem. The City of Winston-Salem suggests that the Vendor's response be submitted in a format that includes the following items:

- A product summary
- Support services summary showing the support services offered (i.e. training, installation, consulting, etc.). Costs of support services both for implementation and annual maintenance must be broken out.
- Details of any requirement outlined that would present difficulties with your system
- Your best estimate of the costs involved, including full data conversion of the existing system data that is kept in an Oracle 10g database. Cost of data conversion must be broken out separately and included in the total proposal cost.
- Any other information you feel would be pertinent and would assist in the decision process
- Any references you can provide from cities issuing a minimum of approximately 10,000 licenses per year
- Complete Appendix B

Interface with Inspections

The system will have to have the ability to communicate in real time with our Permitting and Inspections Department. The system must include an interface that will facilitate the real-time exchange and/or update of information between Inspections Hansen Permitting module Version 7.7810 on Oracle 10g and the business license system regarding the status of the Privilege or Trade License before permits are issued to the contractor. This communication would use a contractor id number for the search key. The absence of a valid Business License should trigger an alert that prevents issuance of any permits and must be real-time information.

Determination of License Taxes

There are three types of license taxes (fees) that can be associated with license types:

- Flat Fee
- Per Unit Fee
- 4-Tiered Percentage Fee Based on Gross Receipts

There can also be a combination of all three. All of the percentages and fees have to be configurable by user.

Per unit fees are based on different variables for a specific business activity (endorsement) type. For example: Barber Shops are \$2.50 per chair; Billiard Rooms are \$25 per table. The variables will need to be captured in order to calculate the appropriate fee.

The 4-tiered percentage fee is for license types whose fees are based on actual or estimated gross receipts. The field must be captured automatically or by being keyed in, and a code

used to identify whether the gross receipt amount is actual or estimated. Due to potential changes in tier structure, the number of tiers should be fully configurable.

The current 4-tier structure is as follows:

Tier	License Tax (Fee) Calculation	Notations
I	License tax is \$50 for annual GROSS receipts income not exceeding \$80,000	
II	License tax is \$0.30 per \$1,000 dollars for each amount from \$80,000.01 to \$1,000,000	Maximum License Tax \$276 In addition to the \$50 from Tier I
III	License tax is \$0.60 per \$1,000 dollars for each amount greater than \$1,000,000 to \$14,000,000	Maximum License Tax \$7,800 In addition to the \$50 from Tier I and the calculated value for Tier II
IV	License tax is \$0.90 per \$1,000 for each amount greater than \$14,000,000	This is addition to the \$50 from Tier I and the calculated values for Tier II and Tier III

The maximum license tax is \$11,000.00 for retail merchants and general businesses.

The maximum license tax is \$3,500.00 for wholesale merchants, manufacturers and processors.

Note: The system must be able to calculate license taxes based on the estimated or actual gross receipt amount, using the table shown above, incorporating set maximum and minimum amounts where applicable. All tiers, percentages, flat fees, maximums, and/or minimums for both license taxes and late penalties must be easily configurable by the user as needed.

Most flat and per unit rate fees paid for a new business between February 1st and June 30th for the current year ending June 30th are discounted in the amount of 50%. Exceptions to this rule are State Licensed General Contractor Licenses and Alcoholic Beverage Licenses and any license fee that is originally \$20.00 or less.

License Taxes (Fees) – Combined Fees/Payments

An individual can pay license fees for up to 2 prior years from the current year, fees for the upcoming year, as well as any penalties that need to be assessed. If the license fee is being paid for prior years, that year’s fee schedule must be used in the calculation and the system must accommodate the use of the alternate schedule if needed.

License tax (fee) revenue must be automatically recorded in the appropriate general ledger accounts for the correct fiscal year, which could be either the current or the upcoming year and

late penalties must be recorded to a separate general ledger account, again posted to either the current or next fiscal year.

The generic account structure for the general Ledger is:

Fund –Responsibility-Object-Program (usually referred to as a FROP code)

And is divided as follows XX-XXXXXX-XXXXXX-XXXXXX.

(Dashes are used for illustration of the separation of the components only, and are not used in our accounting system.)

Code structures are all alphanumeric even though only numbers are actually used. Leading zeroes are significant. All unused trailing spaces in each component of the FROP code would be replaced by a “.”.

Examples:

- License Tax for Current Year 01.0114254221..9999..
- License Tax for Upcoming Year 01.01....2082..9999..
- Late Penalty for Current Year 01.0114254222..9999..
- Late Penalty for Upcoming Year 01.2083..9999.. (Alcohol Only)
- Generic example 123123456123456123456

Any information used to calculate a fee, a penalty or a discount will need to be captured, displayed and be available for management and state-required reporting.

Due Date and Late Penalties

Alcoholic Beverage Licenses are due on the first day of May annually. All others are due the first day of July. Late penalties must be added after that date.

Licenses are due June 30th and the penalty shall begin on July 2nd at the rate of five percent (5%) per month of the total license tax due, with a minimum of \$5.00 and a maximum of 25% per license year.

Example:	Month 1	5%
	Month 2	10%
	Month 3	15%
	Month 4	20%
	Month 5	25%
	All additional months	25%

The system must allow manual adjustments to fees by allowing manual re-entry of any variable amount field, and provide a manual “Save” feature that will replace the original amount with the adjusted amount in the database record.

Collection of Unpaid License fees for Past Years

When it is determined that a business subject to the Business License Tax has been operating without all appropriate licenses for one or more previous years, it is City practice to charge the tax for the current year and two back years. The system must be functionally capable of

calculating the taxes owed, plus the correct amount of late penalties, using the appropriate fee schedule for the years owed.

Any back years owed should be able to be processed as a single transaction, with each year and the amount paid for that year itemized on a single license document.

Special Situation- Going Out of Business

A business having a Going Out of Business Sale must fill out an application for a special license covering that sale that is good for only 30 days and renewable two times.

There is a fee charged for this if the business has been open for less than a year, and a bond is required. For businesses open a year or more, a license is required but no fee or bond is needed. The system would need to allow for this specialized type of license and to accommodate this special fee and expiration structure.

Renewals

The system must be capable of printing applications for license renewals in bulk by renewal date, with endorsement details and fees due. However, in the case of those who must report their gross receipts or the number of units for a per-unit category of license, the category or endorsement type would be printed with the gross receipts, number of units, etc and the tax amount field left blank.

Overpayment and Underpayment of City Privilege Licenses

When completing the Renewal Application form that is mailed out to customers, many of the customers do not calculate/pay the proper license amount. This results in over/under payments.

The system should automatically apply the payments received to the individual tax line items (first in-first out) and automatically calculate the amount over/under. Penalties apply to any unpaid amount as of the normal late payment date.

The system should be able to create a form letter for underpaid business licenses, listing the error made and requesting the amount still owed. In addition, it is necessary to produce a list of licenses on demand that have incorrect payment amounts, both over and under, with user-defined date ranges.

Amusement Devices, Video Games, and Music Machines

Amusement Devices include such machines as the following:

- miniature pool tables
- pinball machines
- foosball tables
- riding devices
- other amusement of a like kind

Licenses will be issued for amusement devices and the fee is calculated by multiplying the number of devices by the correct fee for that type of device. A sticker will be issued for each device. There is no limit to the number of devices on a license. The system should accommodate entry of sticker numbers and fee amount assigned to each device. Sticker numbers will change annually.

Deletion of Accounts

The system should allow the user to mark accounts as Inactive.

Accounts that would be put in Inactive status would include those that call in and say their business has closed, if their license is paid for the current year. In this instance, the system should be capable of storing the date the business closed.

If the business calls to close the account and it is not in a Paid status, the system should allow for deletion of the account or license, but not the business location.

Special purpose status fields are needed that are configurable by user to be used for any purpose needed.

Deposit of Funds

Payment of Business License Fees is handled through an interface with the iNovah cashiering system v 2.45, a product of System Innovators, Inc, owned by Harris. The software must be able to allow API calls for Inquiry and payment updates to the back-end database. This would include payment voids/reversals. The exception to this would be credit cards payments that are entered online. The iNovah system also handles posting to general ledger accounts in FMS II system version 1.40.3686 by Mitchell Humphrey, Inc., which resides on a SQL server.

Internet Access

The system will need to have a web application that will:

- Allow a business operator to apply for a business license online.
- Allow a business operator to renew a business license online.
- Allow a business operator to update contact, address, and or endorsement information with a successful renewal.
- Display license status (paid, unpaid, current, expired, active, or inactive)
- Require an e-mail address to complete an online application.
- Require user to enter their gross receipts, with the system calculating the amount due.
- Remain available constantly on a public website.
- Automatically calculate late penalties for past due licenses and include it in the total due.
- Automatically total the total cost of the license including all endorsements and late penalties.
- Process Visa and MasterCard credit cards, debit cards and electronic check payments.

- Hold the submitted online application for License Inspector approval before releasing and emailing the e-license form to business operator for printing

Required Reports (in Priority Sequence)

- Financial Reports
- A report is needed that transfers license payments to the Financial Accounting System (FMSII by Mitchell Humphreys, Inc.) for the particular processing date.
- The system needs to have the ability to produce custom reports that can show any or all data fields in the system for any or a group of licenses, based on input by user. Examples of reports produced by our current system are attached as Exhibit A, immediately following this section. While we will require reports containing similar information, the data presentation, the sorting methods, etc. will be changed for most.
- The ability to generate an individual license application or mass produce all license applications is needed.
- The ability to generate individual licenses or mass produce all licenses is needed. The mass production would need to be able to process all licenses with a specified date range.

Exhibit A

Current Report Examples:

GL Create Batch Inspection Report

11/16/20

<u>SOURCETBL</u>	<u>TARGETTBL</u>	<u>ERR CODE</u>	<u>KEYCOL1</u>	<u>KEYDATA1</u>	<u>KEYCOL2</u>	<u>KEYDATA2</u>	<u>COMMENTS</u>	<u>ERRMSG</u>
		0					CreateGL.Batch for 111511 through 111511 began successfully for.	
		0					CreateGL.Batch ended successfully.	
		0					220 Microsoft FTP Service	
		0					331 Password required for cityofws/wfmsimport.	
		0					230-Warning! Warning! Warning!	
		0					This is a private system. Do not attempt to login unless you are an authorized user. Any authorized or unauthorized access and use may be monitored and can result in criminal or civil prosecution under applicable law.	
		0					230 User cityofws/wfmsimport logged in.	
		0					250 CWD command successful.	
		0					257 *111611083318* directory created.	
		0					250 CWD command successful.	
		0					227 Entering Passive Mode (192,168,164,72,143,57).	
		0					125 Data connection already open; Transfer starting.	
		0					226 Transfer complete.	
		0					220 Microsoft FTP Service	
		0					331 Password required for cityofws/wfmsimport.	
		0					230-Warning! Warning! Warning!	
		0					This is a private system. Do not attempt to login unless you are an authorized user. Any authorized or unauthorized access and use may be monitored and can result in criminal or civil prosecution under applicable law.	
		0					230 User cityofws/wfmsimport logged in.	
		0					250 CWD command successful.	
		0					250 CWD command successful.	
		0					227 Entering Passive Mode (192,168,164,72,143,59).	
		0					125 Data connection already open; Transfer starting.	
		0					226 Transfer complete.	
		0					220 Microsoft FTP Service	
		0					331 Password required for cityofws/wfmsimport.	
		0					230-Warning! Warning! Warning!	
		0					This is a private system. Do not attempt to login unless you are an authorized user. Any authorized or unauthorized access and use may be monitored and can result in criminal or civil prosecution under applicable law.	
		0					230 User cityofws/wfmsimport logged in.	
		0					250 CWD command successful.	
		0					250 CWD command successful.	
		0					227 Entering Passive Mode (192,168,164,72,143,60).	

Date 7/1/2011

CITY OF WINSTON-SALEM, NORTH CAROLINA
PRIVILEGE LICENSE REGISTER

Page 1
Time 9:50:19AM

RENEWAL: 05/17/2011 TO 06/30/2011 True
FEE DATE: 07/01/2011 TO 07/01/2011 False
LICENSE YEAR FROM: 2011
BY ENDORSEMENT TYPE: ALL

PAID TYPE: P
ADDITIONAL INFO: N
NEW LICENSES ONLY: N
MINORITY: B

INACTIVE: ALL
EXPIRED: 12/31/2099
PRINT FEES: Y

LICENSE	ISSUE DT	FEE DT	LIC YR	BUSINESS NAME	BUSINESS ADDRESS	ENDORSEMENT	STATUS	FEES	PAID		
BL SR INC SUBWAY @ HANES MALL											
								Total Number of License's:	1	46.50	-46.50
REFRESQUERIA LALUZ											
								Total Number of License's:	1	50.00	-50.00
RESIDENCE INN											
								Total Number of License's:	1	88.00	-88.00
YEMD LA SIERRA LLC											
								Total Number of License's:	1	104.00	-104.00
\$ 1.75 CLEANERS LLC											
								Total Number of License's:	2	100.00	-100.00
\$ 2.50 CLEANERS											
								Total Number of License's:	1	50.00	-50.00
\$2.50 CRYSTAL DRY CLEANER											
								Total Number of License's:	1	50.00	-50.00
LAUTO SERVICING & ACCESSORIES											
								Total Number of License's:	1	12.50	-12.50
1 HOUR JEWELRY REPAIR											
								Total Number of License's:	1	50.00	-50.00
1 STOP INC.											
								Total Number of License's:	1	253.15	-253.15
109 CHICKEN											
								Total Number of License's:	1	25.00	-25.00
109 U PULL IT											
								Total Number of License's:	1	37.50	-37.50
1400- RADIATOR OP W'S											

Date 1/4/2012

CITY OF WINSTON-SALEM, NORTH CAROLINA
PRIVILEGE LICENSE REGISTER

Page 1
Time 10:30:30AM

RENEWAL: 01/04/2012 TO 01/04/2012 False
PAID TYPE: P
FEE DATE: 12/01/2011 TO 12/31/2011 True ADDITIONAL INFO: Y
LICENSE YEAR FROM: 2011 NEW LICENSES ONLY: Y EXPIRED: 12/31/2099
BY ENDORSEMENT TYPE: ALL MINORITY: B PRINT FEES: Y

LICENSE ISSUE DT FEE DT LIC YR BUSINESS NAME BUSINESS ADDRESS ENDORSEMENT STATUS FEES PAID
OWNER PHONE NUMBER OWNER NAME SITE LOCATION

1 STOP AUTO REPAIR
(336)464-5269 * EDUARDO & ROLANDO VARGAS & Z 744 PETERS CREEK PKWY WINSTON-SALEM
1 STOP AUTO REPAIR
744 #B PETERS CREEK PKWY, WINSTON SALEM, NC 27107
PRESIDENT: EDUARDO & ROLANDO VARGAS & ZAMORA
13979 12/28/11 12/28/11 2011-2012 1 STOP AUTO REPAIR
AUTOSR 626408 P 12.50 -12.50
FPAY 12.50 -12.50
Total Number of License's: 1

ACCEL DISCOUNT TIRE
(336)788-6300 * DAVID WAGNER 3005 WAUGHTOWN ST WINSTON-SALEM
ACCEL DISCOUNT TIRE
3005 WAUGHTOWN ST, WS, NC 27107
PRESIDENT: DAVID WAGNER
13983 12/29/11 12/29/11 2011-2012 ACCEL DISCOUNT TIRE
AUTOSR 626557 P 12.50 -12.50
FPAY 12.50 -12.50
Total Number of License's: 1

ACE COLLISION CENTER
(336)588-8975 * TIM PICKETT 3790 S MAIN ST WINSTON-SALEM
ACE COLLISION CENTER
3790 SOUTH MAIN ST, WINSTON SALEM, NC 27107
PRESIDENT: TIM PICKETT
13968 12/20/11 12/20/11 2011-2012 ACE COLLISION CENTER
AUTOSR 625646 P 12.50 -12.50
FPAY 12.50 -12.50
Total Number of License's: 1

ACAP NETWORKS
(704)609-9628 * VERONICA KING, A 4365 GLENMOORE CREEK DR WINSTON-SALEM

REVENUE TRACKING REPORT - SUMMARY
 DETAIL/SUMMARY/BOTH: (D/S/B): S
 DATE RANGE FOR REPORT: 1/3/2012 - 1/3/2012

SOURCE	TRANSACTION	DESCRIPTION	PROP CODE	DEBIT	CREDIT
CASHIER	OTCAP				
		BUILDING - CITY	01.0161304210019999..	\$0.00	\$-595.85
		BUILDING - COUNTY	01.0161304210029999..	\$0.00	\$-67.88
		ELECTRICAL - CITY	01.0161304211019999..	\$0.00	\$-180.00
		EROSION CONTROL - CITY	01.0161504214019999..	\$0.00	\$-642.00
		FIRE COUNTY FEE	01.01.....2001369999..	\$0.00	\$-40.00
		HOME OWNERS RECOVERY FEE	01.01.....2001279999..	\$0.00	\$-18.00
		HOMEOWNERS RECOVERY FEE CITY	01.0161304210039999..	\$0.00	\$-2.00
		INSPECTIONS PAYMENT CLEARING	96.96.....2059099999..	\$2,376.73	\$0.00
		LICENSE TAX PRIOR/CURRENT YEAR	01.0114254221..9999..	\$0.00	\$-658.47
		MECHANICAL-FUEL TYPES - CITY	01.0161304213019999..	\$0.00	\$-131.00
		PRIV LIC PAYMENT CLEARING	96.96.....2059049999..	\$658.47	\$0.00
		ZONING - CITY	01.0161204218019999..	\$0.00	\$-600.00
		ZONING - COUNTY	01.0161204218029999..	\$0.00	\$-100.00
		CASHIER TOTALS		\$3,035.20	\$-3,035.20

REVENUE TRACKING REPORT
 DETAIL/SUMMARY/BOTH: (D/S/B): B
 DATE RANGE FOR REPORT: 1/3/2012 - 1/3/2012

SOURCE TYPE	TRANS	APNO/LCNO/ BILLNO	APPLICANT	RECEIPT	PROCESS	PAY TRN	FEF TRN	PROP CODE	DB	CR	CODE
CASHIER											
OTCAP											
BLDG		197924	MATTHEW HARRIS	12/30/2011	01/03/2012	428297	1235064	01 0161304213019999..	\$0.00		\$-21.00 P
BLDG		197924	MATTHEW HARRIS	12/30/2011	01/03/2012	428297	1235064	96 96...2059099999..	\$21.00		\$0.00 P
BLDG		197924	MATTHEW HARRIS	12/30/2011	01/03/2012	428297	1235065	01 0161304213019999..	\$0.00		\$-21.00 P
BLDG		197924	MATTHEW HARRIS	12/30/2011	01/03/2012	428297	1235065	96 96...2059099999..	\$21.00		\$0.00 P
BLDG		197924	MATTHEW HARRIS	12/30/2011	01/03/2012	428297	1235066	01 0161304213019999..	\$0.00		\$-3.00 P
BLDG		197924	MATTHEW HARRIS	12/30/2011	01/03/2012	428297	1235066	96 96...2059099999..	\$3.00		\$0.00 P
BLDG		197925	JR WILLIFORD BUILDERS L	12/30/2011	01/03/2012	428301	1235086	01 01...2001279999..	\$0.00		\$-9.00 P
BLDG		197925	JR WILLIFORD BUILDERS L	12/30/2011	01/03/2012	428301	1235086	96 96...2059099999..	\$9.00		\$0.00 P
BLDG		197925	JR WILLIFORD BUILDERS L	12/30/2011	01/03/2012	428301	1235087	01 0161304210039999..	\$0.00		\$-1.00 P
BLDG		197925	JR WILLIFORD BUILDERS L	12/30/2011	01/03/2012	428301	1235087	96 96...2059099999..	\$1.00		\$0.00 P
BLDG		197925	JR WILLIFORD BUILDERS L	12/30/2011	01/03/2012	428301	1235088	01 0161304210019999..	\$167.50		\$0.00 P
BLDG		197925	JR WILLIFORD BUILDERS L	12/30/2011	01/03/2012	428301	1235088	96 96...2059099999..	\$25.00		\$-25.00 P
BLDG		197925	JR WILLIFORD BUILDERS L	12/30/2011	01/03/2012	428301	1235087	01 0161304211019999..	\$0.00		\$-48.00 P
BLDG		197925	JR WILLIFORD BUILDERS L	12/30/2011	01/03/2012	428301	1235087	96 96...2059099999..	\$0.00		\$0.00 P
BLDG		197925	JR WILLIFORD BUILDERS L	12/30/2011	01/03/2012	428301	1235088	01 0161304211019999..	\$0.00		\$-167.50 P
BLDG		197925	JR WILLIFORD BUILDERS L	12/30/2011	01/03/2012	428301	1235088	96 96...2059099999..	\$0.00		\$0.00 P
BLDG		197926	T D MELNIK ELECTRICAL C	12/30/2011	01/03/2012	428302	1235093	01 0161204218019999..	\$25.00		\$0.00 P
BLDG		197926	T D MELNIK ELECTRICAL C	12/30/2011	01/03/2012	428302	1235093	96 96...2059099999..	\$48.00		\$0.00 P
BLDG		197926	T D MELNIK ELECTRICAL C	12/30/2011	01/03/2012	428302	1235094	01 0161304211019999..	\$0.00		\$-24.00 P
BLDG		197926	T D MELNIK ELECTRICAL C	12/30/2011	01/03/2012	428302	1235094	96 96...2059099999..	\$24.00		\$0.00 P
BLDG		197926	T D MELNIK ELECTRICAL C	12/30/2011	01/03/2012	428302	1235095	01 0161304211019999..	\$0.00		\$-24.00 P
BLDG		197926	T D MELNIK ELECTRICAL C	12/30/2011	01/03/2012	428302	1235095	96 96...2059099999..	\$24.00		\$0.00 P
BLDG		197926	T D MELNIK ELECTRICAL C	12/30/2011	01/03/2012	428303	1235098	01 0114254221.9999..	\$0.00		\$-50.00 P
BLDG		197926	T D MELNIK ELECTRICAL C	12/30/2011	01/03/2012	428303	1235098	96 96...2059049999..	\$50.00		\$0.00 P
BLDG		197927	AMMONS, ANELLE	12/30/2011	01/03/2012	428304	1235099	01 0161204218019999..	\$100.00		\$-100.00 P
BLDG		197927	AMMONS, ANELLE	12/30/2011	01/03/2012	428304	1235099	96 96...2059099999..	\$0.00		\$0.00 P
BLDG		196713	HARDESTY, CHARLIE	12/30/2011	01/03/2012	428308	1235114	01 0161504214019999..	\$0.00		\$-642.00 P
BLDG		196713	HARDESTY, CHARLIE	12/30/2011	01/03/2012	428308	1235114	96 96...2059099999..	\$642.00		\$0.00 P
BLDG		197529	CASCO SIGNS, INC.	12/30/2011	01/03/2012	428310	1235119	01 0161304210019999..	\$0.00		\$-33.75 P
BLDG		197529	CASCO SIGNS, INC.	12/30/2011	01/03/2012	428310	1235119	96 96...2059099999..	\$33.75		\$0.00 P
BLDG		197529	CASCO SIGNS, INC.	12/30/2011	01/03/2012	428310	1235120	01 0161204218019999..	\$0.00		\$-100.00 P
BLDG		197529	CASCO SIGNS, INC.	12/30/2011	01/03/2012	428310	1235120	96 96...2059099999..	\$100.00		\$0.00 P
BLDG		5080	HEWITT, R. ANDREW	12/30/2011	01/03/2012	428311	1235125	01 0114254221.9999..	\$0.00		\$-318.50 P
BLDG		5080	HEWITT, R. ANDREW	12/30/2011	01/03/2012	428311	1235125	96 96...2059049999..	\$318.50		\$0.00 P
BLDG		32033	HEWITT, ANDREW	12/30/2011	01/03/2012	428312	1235127	01 0114254221.9999..	\$0.00		\$-237.46 P
BLDG		32033	HEWITT, ANDREW	12/30/2011	01/03/2012	428312	1235127	96 96...2059049999..	\$237.46		\$0.00 P
BLDG		12771	SMITH, LATASHA	12/30/2011	01/03/2012	428313	1235128	01 0114254221.9999..	\$0.00		\$-2.50 P
BLDG		12771	SMITH, LATASHA	12/30/2011	01/03/2012	428313	1235128	96 96...2059049999..	\$2.50		\$0.00 P
BLDG		197937	BOWMAN SERVICE & REP	12/30/2011	01/03/2012	428319	1235154	01 0161304213019999..	\$0.00		\$-86.00 P

REVENUE TRACKING REPORT
 DETAIL/SUMMARY/BOTH: (D/S/B): D
 DATE RANGE FOR REPORT: 1/3/2012 - 1/3/2012

SOURCE TYPE	TRANS	APNO/CLNO/ BILLNO	APPLICANT	RECEIPT	PROCESS	PAY TRN	FEE TRN	PROP CODE	DB	CR	CODE
CASHIER											
OTCAP											
BLDG	197924		MATTHEW HARRIS	12/30/2011	01/03/2012	428297	1235064	01.0161304213019999..	\$0.00		\$-21.00 P
BLDG	197924		MATTHEW HARRIS	12/30/2011	01/03/2012	428297	1235064	96.96....2059099999..	\$21.00		\$0.00 P
BLDG	197924		MATTHEW HARRIS	12/30/2011	01/03/2012	428297	1235065	01.0161304213019999..	\$0.00		\$-21.00 P
BLDG	197924		MATTHEW HARRIS	12/30/2011	01/03/2012	428297	1235065	96.96....2059099999..	\$21.00		\$0.00 P
BLDG	197924		MATTHEW HARRIS	12/30/2011	01/03/2012	428297	1235066	01.0161304213019999..	\$0.00		\$-3.00 P
BLDG	197924		MATTHEW HARRIS	12/30/2011	01/03/2012	428297	1235066	96.96....2059099999..	\$3.00		\$0.00 P
BLDG	197925		J.R. WILLIFORD BUILDERS L	12/30/2011	01/03/2012	428301	1235086	01.01....2001279999..	\$0.00		\$-9.00 P
BLDG	197925		J.R. WILLIFORD BUILDERS L	12/30/2011	01/03/2012	428301	1235086	96.96....2059099999..	\$9.00		\$0.00 P
BLDG	197925		J.R. WILLIFORD BUILDERS L	12/30/2011	01/03/2012	428301	1235087	01.0161304210039999..	\$0.00		\$-1.00 P
BLDG	197925		J.R. WILLIFORD BUILDERS L	12/30/2011	01/03/2012	428301	1235087	96.96....2059099999..	\$1.00		\$0.00 P
BLDG	197925		J.R. WILLIFORD BUILDERS L	12/30/2011	01/03/2012	428301	1235088	01.0161304218019999..	\$0.00		\$-167.50 P
BLDG	197925		J.R. WILLIFORD BUILDERS L	12/30/2011	01/03/2012	428301	1235088	96.96....2059099999..	\$167.50		\$0.00 P
BLDG	197925		J.R. WILLIFORD BUILDERS L	12/30/2011	01/03/2012	428301	1235089	96.96....2059099999..	\$25.00		\$0.00 P
BLDG	197925		J.R. WILLIFORD BUILDERS L	12/30/2011	01/03/2012	428301	1235093	01.0161304211019999..	\$0.00		\$-25.00 P
BLDG	197925		J.R. WILLIFORD BUILDERS L	12/30/2011	01/03/2012	428301	1235093	96.96....2059099999..	\$25.00		\$0.00 P
BLDG	197926		T D MELNIK ELECTRICAL C	12/30/2011	01/03/2012	428302	1235094	01.0161304211019999..	\$0.00		\$-48.00 P
BLDG	197926		T D MELNIK ELECTRICAL C	12/30/2011	01/03/2012	428302	1235094	96.96....2059099999..	\$48.00		\$0.00 P
BLDG	197926		T D MELNIK ELECTRICAL C	12/30/2011	01/03/2012	428302	1235095	01.0161304211019999..	\$0.00		\$-24.00 P
BLDG	197926		T D MELNIK ELECTRICAL C	12/30/2011	01/03/2012	428302	1235095	96.96....2059099999..	\$24.00		\$0.00 P
BLDG	197926		T D MELNIK ELECTRICAL C	12/30/2011	01/03/2012	428302	1235098	01.0114254221..9999..	\$0.00		\$-50.00 P
BLDG	197926		T D MELNIK ELECTRICAL C	12/30/2011	01/03/2012	428302	1235098	96.96....2059049999..	\$50.00		\$0.00 P
BLDG	13989		ADAMS, JOHN PAUL	12/30/2011	01/03/2012	428303	1235099	01.0161204218019999..	\$0.00		\$-100.00 P
BLDG	13989		ADAMS, JOHN PAUL	12/30/2011	01/03/2012	428303	1235099	96.96....2059049999..	\$100.00		\$0.00 P
BLDG	197927		AMMONS, ANELLE	12/30/2011	01/03/2012	428304	1235099	01.0161204218019999..	\$0.00		\$-100.00 P
BLDG	197927		AMMONS, ANELLE	12/30/2011	01/03/2012	428304	1235099	96.96....2059099999..	\$100.00		\$0.00 P
BLDG	196713		HARDESTY, CHARLIE	12/30/2011	01/03/2012	428308	1235114	01.0161504214019999..	\$0.00		\$-642.00 P
BLDG	196713		HARDESTY, CHARLIE	12/30/2011	01/03/2012	428308	1235114	96.96....2059099999..	\$642.00		\$0.00 P
BLDG	197529		CASCO SIGNS, INC.	12/30/2011	01/03/2012	428310	1235119	01.0161304210019999..	\$0.00		\$-33.75 P
BLDG	197529		CASCO SIGNS, INC.	12/30/2011	01/03/2012	428310	1235119	96.96....2059099999..	\$33.75		\$0.00 P
BLDG	197529		CASCO SIGNS, INC.	12/30/2011	01/03/2012	428310	1235120	01.0161204218019999..	\$0.00		\$-100.00 P
BLDG	197529		CASCO SIGNS, INC.	12/30/2011	01/03/2012	428310	1235120	96.96....2059099999..	\$100.00		\$0.00 P
BLDG	5080		HEWITT, R. ANDREW	12/30/2011	01/03/2012	428311	1235125	01.0114254221..9999..	\$0.00		\$-318.50 P
BLDG	5080		HEWITT, R. ANDREW	12/30/2011	01/03/2012	428311	1235125	96.96....2059049999..	\$318.50		\$0.00 P
BLDG	32033		HEWITT, ANDREW	12/30/2011	01/03/2012	428312	1235127	01.0114254221..9999..	\$0.00		\$-237.46 P
BLDG	32033		HEWITT, ANDREW	12/30/2011	01/03/2012	428312	1235127	96.96....2059049999..	\$237.46		\$0.00 P
BLDG	12771		SMITH, LATASHA	12/30/2011	01/03/2012	428313	1235128	01.0114254221..9999..	\$0.00		\$-2.50 P
BLDG	12771		SMITH, LATASHA	12/30/2011	01/03/2012	428313	1235128	96.96....2059049999..	\$2.50		\$0.00 P
BLDG	197937		BOWMAN SERVICE & REP	12/30/2011	01/03/2012	428319	1235154	01.0161304213019999..	\$0.00		\$-86.00 P

Date 7/1/2011

CITY OF WINSTON-SALEM, NORTH CAROLINA
TRADE LICENSE REGISTER

Page 1
Time 9:48:52AM

RENEWAL: 05/17/2011 TO 06/30/2011 True
FEE DATE: 07/01/2011 TO 07/01/2011 False
LICENSE YEAR FROM: 2011
BY ENDORSEMENT TYPE: ALL

PAID TYPE: P
ADDITIONAL INFO: N
NEW LICENSES ONLY: N

INACTIVE: ALL
EXPIRED: 12/31/2099
PRINT FEES: Y

LICENSE	ISSUE DT	FEE DT	LIC YR	BUSINESS NAME	BUSINESS ADDRESS	ENDORSEMENT	STATUS	FEES	PAID
RAY BULLINS CONSTRUCTION INC									
					Total Number of License's:		1	10.00	-10.00
STANLEY CONVERGENT SECURITY									
					Total Number of License's:		1	50.00	-50.00
1ST AIDE RESTORATION									
					Total Number of License's:		1	10.00	-10.00
1ST HOME BUILDERS									
					Total Number of License's:		1	10.00	-10.00
31W INSULATION									
					Total Number of License's:		1	50.00	-50.00
31W INSULATION CO, INC									
					Total Number of License's:		1	50.00	-50.00
360 HOME REPAIR									
					Total Number of License's:		1	50.00	-50.00
A & A ELECTRIC CO.									
					Total Number of License's:		1	50.00	-50.00
A & Y COMPANY OF THE TRIAD INC									
					Total Number of License's:		1	50.00	-50.00
A AND B ELECTRIC									
					Total Number of License's:		1	50.00	-50.00
A C CORP									
					Total Number of License's:		3	150.00	-150.00
A C CORPORATION									
					Total Number of License's:		3	110.00	-110.00
A C ELRC OF KENNESVILLE INC									

Appendix A

Operating Environment

The following is a summarization of the city's standard system architecture.

Category	Function	Standard	
Network	Communication Protocol	TCP/IP, OSPF	
	Ethernet	IEEE 802.3u, IEEE 802.2	
	Wireless (WiFi)	802.11b	
	Cabling	Multimode fiber, Singlemode fiber, Cat5, Cat5e, Cat6	
	DNS/DHCP	Windows 2008 r2	
Operation System	Enterprise Server, Virtualization	Windows 2008 r2 Advanced Server, Sun Solaris, Linux, VMware ESX Server	
	WorkGroup	Windows 2008 r2 Server, Windows XP SP3	
	Desktop – Dell and HP Branded Desktop Computers	Windows XP SP3 Upgrade underway to Windows 7 Pro SP1, Intel i7 Processor with vPRO	
	Workstation – Dell and HP Branded Professional Work Stations	Windows XP SP3 – Upgrade underway to Windows 7 Pro SP1, Intel Xeon X5650 Processor	
	Laptop – Dell, HP and Panasonic Branded Laptops and Tough Books Docked and undocked configurations	Windows XP SP3 (Minimum Pentium M, 2.0 MHz with Upgrade Underway to Windows 7 Pro SP1 and Intel Core i7 Processor	
	Handheld Computer	Windows XP Tablet, iPhone/iPad	
Printers	Work Group Networked Printer – HP Branded	HP LaserJet 4200, 4300 and P4515 monochrome laser printers	
	Large Capacity Networked Printer – HP Branded	HP 9050 monochrome	
	Multi-Function Printer – HP Branded	HP M4345, M5035, M3035, 9040mfp and 9050mfp series	
	Workgroup Color – HP Branded	HP Color LaserJet 5550C, 4700C and CP 6015 series	
	Standalone – HP Branded	Varied models of HP DeskJet, Inkjet, small LaserJet, Office Jet All-in-One and Photo Smart Printers	
		Plotter	HP DesignJet Series
Management	Network Mgmt	SNMP, Virtual Center, Active Directory (AD), Insight Mgr, Op Mgr	

	Security	Cisco Secure Agent, Sun Solaris, LDAP, AD, SSL Certificates (HTTPS), ACL's, McAfee ePO desktop firewall, Cisco ASA firewall, VPN, Radius, Cisco ScanSafe w/ PAC file
	DataBase and Application	Oracle/SQL Enterprise Manager, Tidal Software Sysadmiral, Other (3 rd party embedded)
	Printer	Webjet Admin, AD, DSS
	File	AD
	Desktop/Workstation	Microsoft SCCM, Lumension Endpoint Management, McAfee ePO
	Source Code	Visual SourceSafe
	Service & Support	FrontRange HEAT
	Virus and Spyware Protection	McAfee ePO
	Backup	Symantec Netbackup , Storage TEK tape library (DLT/LTO3)
	On-line Data	NetApp (SAN, NAS)
	Client Account	Microsoft SCCM
Database (RDBMS)	Enterprise	Oracle, MS SQL
	Workgroup	Oracle, MS SQL
	Standalone	MS Access
Application	Language	Microsoft (VB6, .NET, C#), Sun (J2EE), Others (Delphi, Uniface, C++)
	Report	Crystal Reports, Actuate, SQL Reporting Server, rePORTAL (distribution server)
Business Process Management	Workflow	Metastorm eWork
Electronic Document Management	Imaging, Scanning, COLD and Agenda Management	Bentley eB, Kofax Capture, EMC and Crawford Technologies, SIRE Technologies
eCommerce	Server	IIS, Tomcat, Apache, JBoss
	Communication Protocols	HTTP, HTTPS, FTP, TELNET, SOAP/XML, SIP
	Content Management	CityCMS (.NET)
	Content	HTML, CSS, CGI, JavaScript, JavaBeans
	Database Access	ActiveX, XML, ASP, ASP.NET, JavaVM, J2EE Java Servlets/JODBC, ODBC
Geographic Information System	Spatial Data Management	ESRI (ArcGIS Server, ArcIMS, ArcSDE, ArcMap)
Office Applications	Email/IM	Microsoft Office 365 Exchange Online, Outlook 2010 client, Outlook Web Access (OWA), Microsoft Lync Online client
	Project Management	Microsoft Project 2003/2007

	Word Processing, Spreadsheet, Database and Presentations	Microsoft Office Professional 2007/2010
	Virus Protection	McAfee VirusScan 8.5
	Browser	Internet Explorer 7
	PDF Reader	Adobe Acrobat 9
Telecommunications	VoIP	Cisco Unified Communications (7900 Series Phone, Call Manager, UCCX, IP Communicator)
	VoiceMail	Cisco Unity, MS Exchange
	Remote Access	EVDO Rev. A (Verizon), Cisco VPN

The vendor must complete the following schedules. The implementation total cost and the total 5-year cost must agree to costs shown anywhere else in the vendors proposal. If there are discrepancies, this schedule will be regarded as authoritative and any other such costs will be assumed to be included in this schedule. The vendor may insert as many lines of additional detail into this schedule as it desires, but must not alter the overall format of the schedule. **The vendor must quote a fixed price bid.** The vendor is encouraged to identify alternatives that would be additions to the fixed price bid that would provide significant added functionality that the city desires. The vendor is encouraged to identify alternatives to the fixed price bid that would result in reduction to the cost (e.g. using a different database, not including a performance bond, or excluding a required functionality that is very expensive.

APPENDIX B - Project Cost Summary

Service Description	Hours	Cost
Project Management		
Software License		
Hardware/Software (not included above)		
Implementation Services		
Data Conversion		
Customization/Configuration		
Interfaces		
Training		
Support and maintenance		
Travel and Travel related Expenses for all services to be performed in the project. Identify each cost element with rates where applicable (Hotel, rental cars, per diems, airline fares, number of trips for each purpose, etc.) A detail supporting schedule that agrees to this schedule may be attached.		
Performance Bond		
Other:		
Total	0	0

5 Year Cost Projection

Service Description	Implementation	Future Yr. 1	Future Yr. 2	Future Yr. 3	Future Yr. 4	Total
Project Management			-			-
Software License						-
Hardware/Software (not included above)						-
Implementation Services						-
Data Conversion						-
Customization/ Configuration						-
Interfaces						-
Training						-
Travel & Related Expenses						
Support and maintenance						-
Upgrades not included in Support/Maint.						-
Other: (Vendor expand if needed)						-
						-
Total	0	0	0	0	0	0