CITY OF RIALTO, CA
PROPOSAL
PERMITTING SYSTEM IMPLEMENTATION SERVICES

Credit: YourRialto.com

PREPARED FOR

CITY OF RIALTO, CA
C/O Jonathan Ballard, IT Manager
Department of Information Technology
251 S Willow Ave
Rialto, CA, 92376

Park Consulting Group
200 Spectrum Center Drive
Suite 300
Irvine, CA 92618

Glenn Park | President
glenn@parkconsulting.com

October 10, 2024

park
Consulting Group

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PARK CONSULTING GROUP

The **Park Consulting Group, Inc. (PCG**) is pleased to submit this proposal to provide Permitting System Implementation Services for the **City of Rialto's ("City")** Tyler Tech Enterprise Permitting System**.** We thank you for the opportunity to share our qualifications to provide support to assist staff in business process configurations and guide staff on Tyler Tech implementation methodology. PCG is the leading provider of Tyler Technologies Permitting System consulting services to municipalities and has a proven track record of serving similar cities to Rialto, working with a broad range of leaders, staff, and constituents at over 40+ cities and counties to implement, enhance and support their Permitting System implementation projects. The proposed team has extensive experience working with Community Development, Building, Planning, and IT project teams for their projects and support needs. The team is ready to share lessons learned from recent and similar municipal client projects so that the City is best prepared to achieve the desired results from its system.

PARK CONSULTING GROUP SERVICES	
PROJECT ADVISORY & PROJECT MANAGEMENT	• Project Management • Leadership Updates • Regular check-ins and status meetings (weekly / bi-weekly, ad-hoc) • Support Request Tracking and Reporting
TYLER TECH VENDOR MANAGEMENT	• Tyler Tech Agreement and SOW Review • Investment Summary and Invoice Review • Implementation Services Management • Sharepoint Site Tracking and Updates • Tyler Tech Support Ticket Request Submissions
BEST PRACTICE ADVISORY	• Sharing Client Lessons Learned and known best practices • Sharing Client Solution Options from other California cities • GIS Environment Setup and Management
TYLER TECH EPL BUSINESS ANALYSIS, CONFIGURATION & DEVELOPMENT	• Requirements and specifications gathering • Configuration and functionality design and implementation • Annual fee schedule updates • Reports and forms development (Crystal Reports and SSRS) • Demonstration of new and existing functionality
TYLER TECH EPL CONFIGURATION EXAMPLES	• Civic Access / Decision Engine / eReviews • Tyler Hub/ User Setup • Record Types/ Workclass Configuration • Fee Setup and Conditioning • Custom Fields • Code Updates • Workflows • Inspections/ iG Mobile Apps • Automations (IOs & IAAs) / Georules • New and Existing Report Development
CUT OVER AND GO-LIVE SUPPORT SERVICES	• Support the City when working with staff and vendors for the go-live cutover • Support the City with requested fixes to configuration and systems issues • Attend support meetings as needed • Provide onsite support as needed (with travel authorization)

The Park Consulting Group is thrilled to have the opportunity to work with the City of Rialto and we look forward to discussing the details of our experiences and our proposed services to the City.

Sincerely,

Glenn Park, President (Authorized Legal Representative)
P: (626) 224-1656 | E: glenn@parkconsulting.com

RELEVANT EXPERIENCE OF KEY PERSONNEL AND THE FIRM

Key Personnel Experience

Park Consulting Group is assigning the Key Personnel that have been working with the advisory, configuration, development and administration of the Tyler Tech Permitting System for a minimum of 5+ years. Glenn Park will serve as the Principal Consultant and Project Advisor. Bryan Tung will serve as lead Tyler Tech Permitting Configuration Consultant and Jared Tan will serve as the Reports Developer to design, develop, and deploy reports and queries for the City of Rialto, as required.

GLENN PARK PRINCIPAL CONSULTANT/ PROJECT ADVISOR

Principal Consultant with 20 years of experience in leading programs and projects in technology strategy, system implementations, and vendor selections, for municipal and private sector clients. Glenn has partnered extensively with municipalities' directors, project leaders, technical experts, and staff to implement Tyler Tech Permitting systems to enable Planning and Development Services, Engineering, Public Safety, and Constituent Services processes.

Expertise
- Project Advisory
- Systems Implementation
- Land Management Systems
- RFP/ Selection/ Contracting
- Vendor Management
- Tyler Tech EPL Configuration

Recent Tyler Tech Enterprise Permitting System Experience (Past 5 Years – 2019-2024)

- **City of Palm Springs –** Tyler Tech EPL Implementation Advisor
- **City of Chino Hills –** Tyler Tech EPL Implementation Advisor
- **City of La Habra –** Tyler Tech EPL Implementation Advisor
- **City of Thousand Oaks** – Tyler Tech EPL Project Manager
- **City of Ventura –** Tyler Tech EPL Implementation Advisor
- **City of Sunnyvale –** Tyler Tech EPL Project Manager Advisor
- **City of Gilroy –** Tyler Tech EPL Implementation Advisor
- **City of Rancho Cordova –** Tyler Tech EPL Implementation Advisor
- **City of Tucson –** Tyler Tech EPL Project Implementation Advisor
- **City of Des Moines –** Tyler Tech EPL Project Implementation Advisor
- **City of Newport Beach –** Tyler Tech EPL Implementation Advisor
- **City of Santa Ana –** Tyler Tech EPL Prototype Implementation Project Manager
- **City of Temecula –** Tyler Tech EPL Project Manager/ Business Analyst/ System Admin
- **City of Laguna Beach –** Tyler Tech EPL Project Manager/ Business Analyst
- **City of Laguna Woods –** Tyler Tech EPL Implementation Advisor
- **City of Burnaby, BC –** Tyler Tech EPL Enhancements Advisor
- **County of Maui –** Tyler Tech EPL Implementation Advisor

Education

Claremont Graduate University, MBA – Strategy
University of Washington, Bachelors – Finance

Training and Certifications

Tyler Tech EPL Fundamentals Training
Tyler Tech EPL Administrator Training
Tyler Tech EPL Configuration Training
Project Management Institute (PMI) Member
PROSCI Change Management Certification
CompTIA Project+ Certification
ITIL Foundation Certification

BRYAN TUNG SENIOR CONFIGURATION CONSULTANT

Senior Tyler Tech Permitting System Configuration Consultant with first-hand experience in building and planning operations and processes. Bryan has extensively applied his experiences as an expert in Tyler Tech Permitting systems configuration and implementation. Bryan has partnered with Park Consulting Group's municipal clients for project implementation, business analysis, configuration, and maintenance/ enhancements needs.

- Building & Planning Processes
- Functional Documentation
- Tyler EPL System Implementation
- Systems and Process Analysis
- Requirements Gathering
- Data Entry/Clean Up

Recent Tyler Tech Enterprise Permitting System Experience (Past 5 Years – 2019-2024)

- **City of Palm Springs –** Tyler Tech EPL Implementation Project Lead/ Business Analyst/ System Admin
- **City of Chino Hills -** Tyler Tech EPL Implementation Project Lead/ Business Analyst
- **City of Thousand Oaks –** Tyler Tech EPL Implementation Project Lead/ Business Analyst/ System Admin
- **City of Ventura –** Tyler Tech EPL Implementation Lead Functional Analyst
- **City of Simi Valley –** Tyler Tech EPL Implementation Lead Functional Analyst/ System Admin
- **City of Sunnyvale –** Tyler Tech EPL Implementation Project Lead/ Business Analyst/ System Admin
- **City of Rancho Cordova –** Tyler Tech EPL Implementation Project Lead/ Business Analyst
- **City of Gilroy –** Tyler Tech EPL Implementation Project Lead/ Business Analyst/ System Admin
- **City of Tucson –** Tyler Tech EPL Configuration and Implementation Lead/ Business Analyst
- **City of Laguna Niguel –** Tyler Tech EPL Permitting Implementation Consultant/ Business Analyst
- **City of Westminster –** Tyler Tech EPL Implementation Project Lead/ Business Analyst/ System Admin
- **City of Fullerton –** Tyler Tech EPL Implementation Business Analyst
- **City of Santa Ana –** Tyler Tech EPL Prototype Lead Consultant
- **City of Laguna Beach –** Tyler Tech EPL Business Analyst
- **County of Maui –** Tyler Tech EPL Implementation Functional Analyst
- **City of Temecula –** Tyler Tech EPL System Data Analyst
- **City of Lake Forest –** Tyler Tech EPL Fees Updates Consultant/ System User (Planning Intern)

Education

University of California Irvine, Master of Urban and Regional Planning
University of California Irvine, Bachelors in Social Ecology

Licenses and Certifications

Project Management Institute (PMI) Member
Tyler Tech EPL Fundamentals Training
Tyler Tech EPL Administrator Training
Tyler Tech EPL Configuration Training

JARED TAN SENIOR REPORT DEVELOPER/ DATABASE CONSULTANT

Report developer and database consultant partnering extensively with Park Consulting Group's clients in designing, developing, deploying, and enhancing form templates, statistical reports, and store procedures/ query/ extracts in SQL, Crystal Reports, and SSRS.

- Crystal Reports Design
- SQL Query Development
- Functional Documentation
- Tyler EPL System Implementation
- SSRS Reports Design
- Data Extracts and Queries
- Requirements Gathering
- Data and Query Analysis
- Data Entry/Clean Up

Recent Tyler Tech Enterprise Permitting System Experience (Past 5 Years – 2019-2024)

Over 200+ Tyler Tech EPL Forms & Reports Developed or Enhanced
- **City of Palm Springs -** Reports Design and Developer/ Extract Developer/ Query Developer
- **City of Chino Hills -** Reports Design and Developer/ Extract Developer/ Query Developer
- **City of Ventura -** Reports Design and Developer/ Extract Developer/ Query Developer
- **City of Simi Valley -** Reports Design and Developer/ Extract Developer/ Query Developer
- **City of Thousand Oaks -** Reports Design and Developer/ Extract Developer/ Query Developer
- **City of Sunnyvale -** Reports Design and Developer/ Extract Developer/ Query Developer
- **City of Gilroy -** Reports Design and Developer/ Extract Developer/ Query Developer
- **City of Rancho Cordova –** Reports Design and Developer / Query Developer
- **City of Laguna Niguel -** Reports Design and Developer/ Extract Developer/ Query Developer
- **County of Hawaii -** Reports Design and Developer/ Extract Developer/ Query Developer
- **County of Athens-Clark –** Data Conversion Lead
- **City of Costa Mesa –** Reports Design and Developer/ Extract Developer/ Query Developer
- **City of Tucson –** Reports Design and Developer/ Extract Developer/ Query Developer
- **County of Maui –** Reports Design and Developer/ Extract Developer/ Query Developer
- **City of Laguna Woods –** Reports Design and Developer/ Extract Developer/ Query Developer
- **City of Lake Forest –** Reports Design and Developer/ Extract Developer/ Query Developer
- **City of Westminster –** Reports Design

Education,

University of California Los Angeles, Bachelors in Engineering

Licenses and Certifications

Microsoft SQL Server Database Programming Certificate – Univ. of California Irvine
Tyler Tech EPL Fundamentals Training
Tyler Tech EPL Configuration Training

Firm Experience

Park Consulting Group is focused in serving government clients for their Tyler Tech EPL system implementation and enhancement projects. Our team has worked with the Tyler Tech EPL system since 2013 across HTML5 (v2020-24), Enterprise (Silverlight), and Desktop versions. PCG is a leading consulting firm in providing City Client-side project services for Tyler Tech EPL permitting, planning, fire, engineering, and code enforcement system needs. Park Consulting Group's Tyler Tech EPL client experiences with recent release (version 2021 or later), serving over 40+ Tyler Tech EPL clients in the past 5 years for their implementations and enhancements (listed below):

AGENCY	SYSTEM	SERVICES	DATES WORK PERFORMED
PALM SPRINGS, CA	TYLER TECH ENTERPRISE PERMITTING & LICENSING	- Project Advisory - Project Management - Tyler Tech EPL Configuration - Report Development - Validation Testing/ UAT - End User Training Planning - Data Conversion Planning - Tyler Tech EPL Upgrades	2022 - 2024 (Go-Live May 2023)
CHINO HILLS, CA	TYLER TECH ENTERPRISE PERMITTING & LICENSING	- Project Advisory - Business Analysis - Tyler Tech EPL Configuration - Validation Testing/ UAT - End User Training Planning - Data Conversion Planning - Report Development	2023 – Present (Go-Live April 2024)
RANCHO CORDOVA, CA	TYLER TECH ENTERPRISE PERMITTING & LICENSING	- Project Advisory - Project Management - Business Analysis - Tyler Tech EPL Configuration - Report Development - Post-Go-Live Enhancements - Integrations/ Extracts - Tyler Tech EPL Upgrades	2020 – Present (Go-Live Aug 2021)
THOUSAND OAKS, CA	TYLER TECH ENTERPRISE PERMITTING & LICENSING	- Project Advisory - Project Management - Business Analysis - Tyler Tech EPL Configuration - Validation Testing/ UAT - End User Training Planning - Data Conversion Planning - Integration / Extracts - Report Development - Post-Go-Live Enhancements - Tyler Tech EPL Upgrades	2021 – Present (Go-Live Nov 2022)
VENTURA, CA	TYLER TECH	- LMS Contract Negotiation	2017 – Present (Go-Live July 2021)

AGENCY	SYSTEM	SERVICES	DATES WORK PERFORMED
	ENTERPRISE PERMITTING & LICENSING	- Project Advisory - Project Management - Business Analysis - Tyler Tech EPL Configuration - Tyler Tech EPL Upgrades - Data Conversion Planning	
SUNNYVALE, CA	TYLER TECH ENTERPRISE PERMITTING & LICENSING	- Project Advisory - Project Management - Business Analysis - Tyler Tech EPL Configuration - Validation Testing/ UAT - End User Training Planning - Data Conversion Planning - Integration / Extracts - Report Development - Post-Go-Live Enhancements - Tyler Tech EPL Upgrades	2021 – Present (Go-Live Oct 2022)
GILROY, CA	TYLER TECH ENTERPRISE PERMITTING & LICENSING	- Project Advisory - Project Management - Tyler Tech EPL Configuration - Report Development - Validation Testing/ UAT - End User Training Planning - Data Conversion Planning - Tyler Tech EPL Upgrades	2021 - Present (Go-Live June 2023)
LAGUNA BEACH, CA	TYLER TECH ENTERPRISE PERMITTING & LICENSING	- LMS Procurement - LMS Contract Negotiation - Project Advisory - Project Management - Tyler Tech EPL Configuration - Report Development - Tyler Tech EPL Upgrades - Post-Go-Live Enhancements	2022 – Present 2018 – 2019 (Post-Go-Live Support)
LAGUNA WOODS, CA	TYLER TECH ENTERPRISE PERMITTING & LICENSING	- Project Advisory - Project Management - Tyler Tech EPL Configuration - Validation Testing/ UAT - End User Training Planning - Report Development - Go-Live Support - Post-Go-Live Enhancements - Tyler Tech EPL Upgrades	2019 – Present (Go-Live Nov 2019)
LA HABRA, CA	TYLER TECH	- Project Advisory - Project Management - Tyler Tech EPL Configuration	2023 - Present (Go-Live March 2024)

AGENCY	SYSTEM	SERVICES	DATES WORK PERFORMED
	ENTERPRISE PERMITTING & LICENSING	- Report Development - Validation Testing/ UAT - End User Training Planning - Data Conversion Planning - Tyler Tech EPL Upgrades	
LAGUNA NIGUEL, CA	**TYLER TECH ENTERPRISE PERMITTING & LICENSING**	- Project Advisory - Tyler Tech EPL Configuration - Report Development	2022 - Present (Go-Live Mar 2024)
TEMECULA, CA *Tyler Excellence Award Winner for EPL 2021*	**TYLER TECH ENTERPRISE PERMITTING & LICENSING**	- Project Advisory - Business Analysis - Tyler Tech EPL Configuration - Tyler Tech EPL Upgrades - Post-Go-Live Enhancements - Report Development	2016 – Present (Post-Go-Live Support)
TUSTIN, CA	**TYLER TECH ENTERPRISE PERMITTING & LICENSING**	- Tyler Tech EPL Configuration - Civic Access Deployment - eReviews Deployment - Report Development	2021 – Present (Post Go-Live Support)
MAMMOTH COMMUNITY WATER DISTRICT, CA	**TYLER TECH ENTERPRISE PERMITTING & LICENSING**	- Tyler Tech EPL Configuration - Report Development	2022 – Present (Post Go-Live Support)
SAN JACINTO, CA	**TYLER TECH ENTERPRISE PERMITTING & LICENSING**	- Tyler Tech EPL Configuration - Report Development	2023 – Present (Post Go-Live Support)
TUCSON, AZ	**TYLER TECH ENTERPRISE PERMITTING & LICENSING**	- Project Advisory - Business Analysis - Tyler Tech EPL Configuration - Validation Testing/ UAT - End User Training Planning - Data Conversion Planning - Integration / Extracts - Report Development - Post-Go-Live Enhancements - Tyler Tech EPL Upgrades	2020 – Present (Go-Live Oct 2022)
BURNABY, BC (Canada)	**TYLER TECH ENTERPRISE PERMITTING & LICENSING**	- Project Advisory - Civic Access Online Permitting and Inspection Requests - Validation Testing/ UAT - Tyler Tech EPL Upgrade	2022 – Present (Post Go-Live Support)
DES MOINES, IA	**TYLER TECH ENTERPRISE PERMITTING & LICENSING**	- Project Advisory - Tyler Tech EPL Configuration - Report Development - Post-Go-Live Enhancements	2022 – Present (Post Go-Live Support)

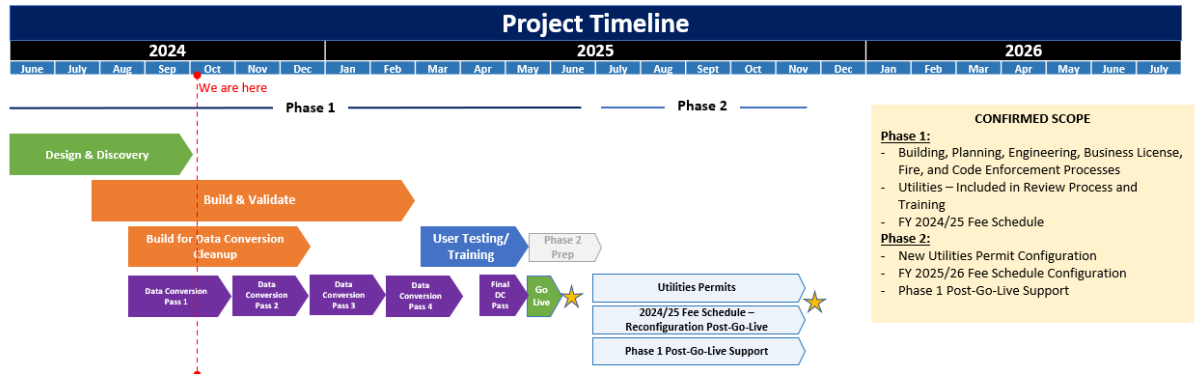| AGENCY	SYSTEM	SERVICES	DATES WORK PERFORMED
HAWAII COUNTY, HI	**TYLER TECH ENTERPRISE PERMITTING & LICENSING**	- Project Advisory - Tyler Tech EPL Configuration - Report Development - Post-Go-Live Enhancements	2021 – Present (Post Go-Live Support)
MAUI COUNTY, HI	**TYLER TECH ENTERPRISE PERMITTING & LICENSING**	- Project Advisory - Report Development - GIS Advisory/ Planning - GIS Implementation - Post-Go-Live Enhancements - Tyler Tech EPL Upgrades	2020 – Present (Go-Live April 2022)
PLEASANT HILL, CA	**TYLER TECH ENTERPRISE PERMITTING & LICENSING**	- Project Advisory	2023 – 2023 (Go-Live April 2023)
NEWPORT BEACH, CA	**TYLER TECH ENTERPRISE PERMITTING & LICENSING**	- LMS Contract Negotiation - Project Advisory - Project Management - Business Analysis - Tyler Tech EPL Upgrades	2018 –2022 (Go-Live July 2022)
RANCHO MIRAGE, CA	**TYLER TECH ENTERPRISE PERMITTING & LICENSING**	- Tyler Tech EPL Configuration - Report Development	2021 – 2023 (Post Go-Live Support)

Cost Proposal

- **Duration of Services:** 15 Months; October 2024 – December 2025

- **Services:** PCG's services are billed on a fixed monthly basis based on the key project deliverables of the project. Scope is based on latest project plan and timeline presented with a Phase 1 Go-Live date in early June 2025 and a Phase 2 Go-Live Date in November/ December 2025.

- **Total Not to Exceed: $625,350** – For Phase 2, the City may reevaluate ownership and responsibilities of the Phase 2 Scope and Implementation Tasks.

PHASE 1 – 9 Months:

Project Phase 1	Months	Per Month	Total
Build & Configuration	6	$29,900	$179,500
User Acceptance Testing (UAT)	2	$24,600	$49,200
Support through Training and Go-Live Prep	1	$24,600	$24,600
Go-Live Support (4 days onsite with 3 Consultants)			$29,500
Post-Go-Live Support (3 weeks remote through June 2025)			$20,000
Report Development (25 Forms/ Reports @ $2,400 / report)			$60,000
Travel Expenses (20 days @ $500 per day per consultant)			$10,000
Total			**$372,700**

PHASE 2 – 6 Months (OPTIONAL):

Project Phase 2	Months	Per Month	Total
Phase 1 – Post Go-Live Support	6	$4,000	$24,000
Assess & Define	1	$29,900	$29,900
Build & Configuration	3	$29,900	$89,700
User Acceptance Testing (UAT)	1	$24,600	$24,600
Support through Training and Go-Live Prep	1	$24,600	$24,600
Go-Live Support (2 days onsite with 3 Consultants)			$9,850
Post-Go-Live Support (3 weeks remote through December 2025)			$20,000
Report Development (10 Forms/ Reports @ $2,400 / report)			$24,000
Travel Expenses (12 days @ $500 per day per consultant)			$6,000
Total			**$252,650**

- **Travel Expenses -** PCG should have the full ability to deliver services remotely with minimal on-site visits. When requested, City will approve onsite travel, and onsite travel expenses will be billed at $500 per day per consultant (not including consultant hourly rates).

Client References

AGENCY/ PROJECT	CONTACT	SERVICES/ ROLES PROVIDED
CHINO HILLS, CA *Tyler Tech EPL System Implementation & Enhancements Jul 2023 – Present*	**Matt Jester** IT Manager mjester@chinohills.org (909) 364-2643	- Project Advisory - Tyler Tech EPL Configuration - CSS / Decision Engine / eReviews - Validation Testing/ UAT - Data Conversion Planning - Report Development
PALM SPRINGS, CA *Tyler Tech EPL System Implementation & Enhancements July 2022 – Present*	**Jason Underwood** Assistant Director of IT jason.underwood@palmspringsca.gov (760) 322-8394	- Project Advisory - Tyler Tech EPL Configuration - Report Development - Validation Testing/ UAT - Data Conversion Planning - Tyler Tech EPL Version Upgrades
RANCHO CORDOVA, CA *Tyler Tech EPL System Implementation & Enhancements Feb 2021 – Present*	**Jessica Crone** Mgmt Analyst (Tyler Tech EPL Admin) jcrone@cityoffranchocordova.org (916) 851-8775	- Project Advisory - Tyler Tech EPL Configuration - Report Development - Validation Testing/ UAT - Data Conversion Planning - Tyler Tech EPL Version Upgrades - Post-Go-Live Configuration Enhancements
THOUSAND OAKS, CA *Tyler Tech EPL System Implementation & Enhancements Nov 2022 – Present*	**Eddie Hughes** IT Manager ehughes@toaks.org (805) 449-2231	- Project Advisory - Tyler Tech EPL Configuration - Report Development - Validation Testing/ UAT - Data Conversion Planning - Tyler Tech EPL Version Upgrades - Post-Go-Live Configuration Enhancements
		-