

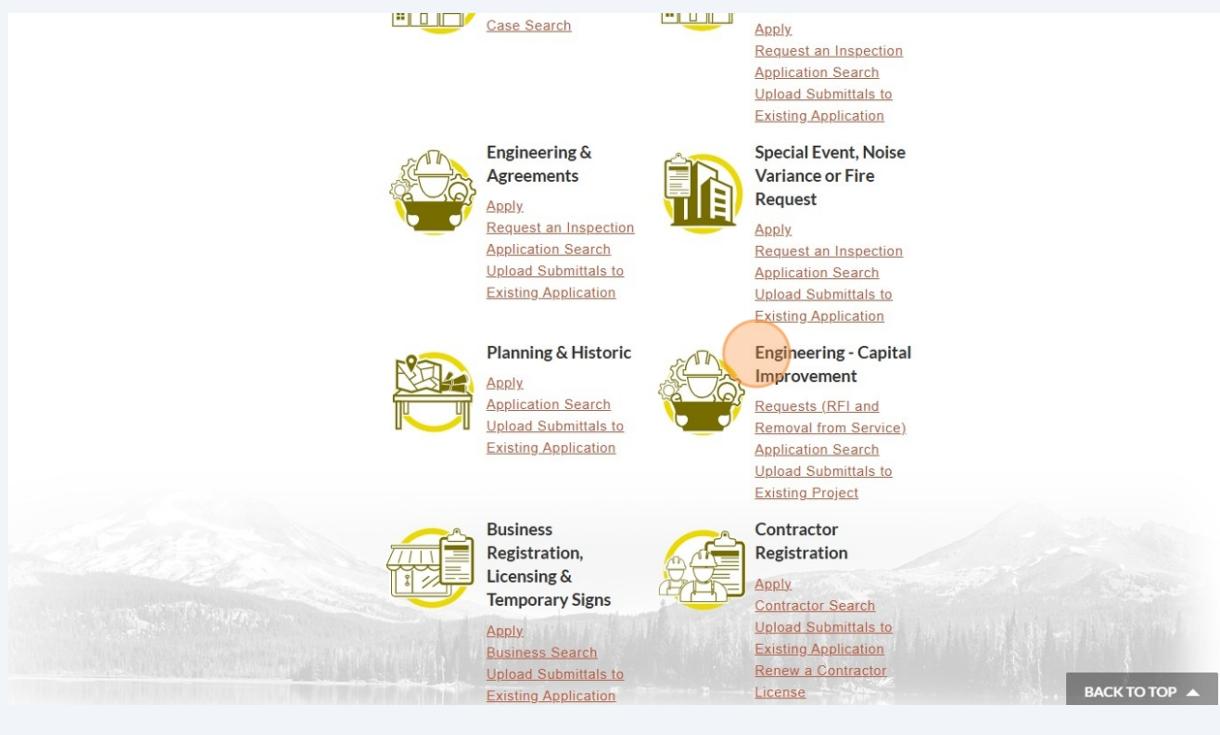


CityView Online Permit Center Portal - Request for Information (RFI)

- Once logged into the Online Permit Center Portal, navigate to the "Portal Home"

The screenshot shows the City of Bend website with a navigation bar at the top. The navigation bar includes links for City Directory, News, Jobs, Pay Online, and Council Meetings. A search bar with a 'go' button is also present. Below the navigation bar, there are several menu options: SERVICES, BUSINESS, GOVERNMENT (which is highlighted in green), VISITOR, and CITY PROJECTS. A sidebar on the left contains links for City Council, Departments, and Citizen Committees. A 'CONTACT' section provides information for the Community Development Department, including a phone number (541) 388-5580 and an email address (permitcenter@bendoregon.gov). The main content area is titled 'Online Permit Center Portal'. It features a yellow header bar with links for 'Welcome CIP Engineering Test', 'Sign Out', 'My Account', 'My Items', 'My Shopping Cart (0)', 'Portal Home', 'Search for a Property', and 'Portal Help'. Below this, a message welcomes users to the City of Bend's Online Permit Center Portal and provides instructions for first-time users. It also encourages returning users to sign in and use the 'My Items' link. A note about business hours is included. At the bottom of the page, there is a link for 'Accommodation Information for People with Disabilities'. The background of the main content area features a scenic image of mountains.

2 Scroll down to the "Engineering - Capital Improvement" section

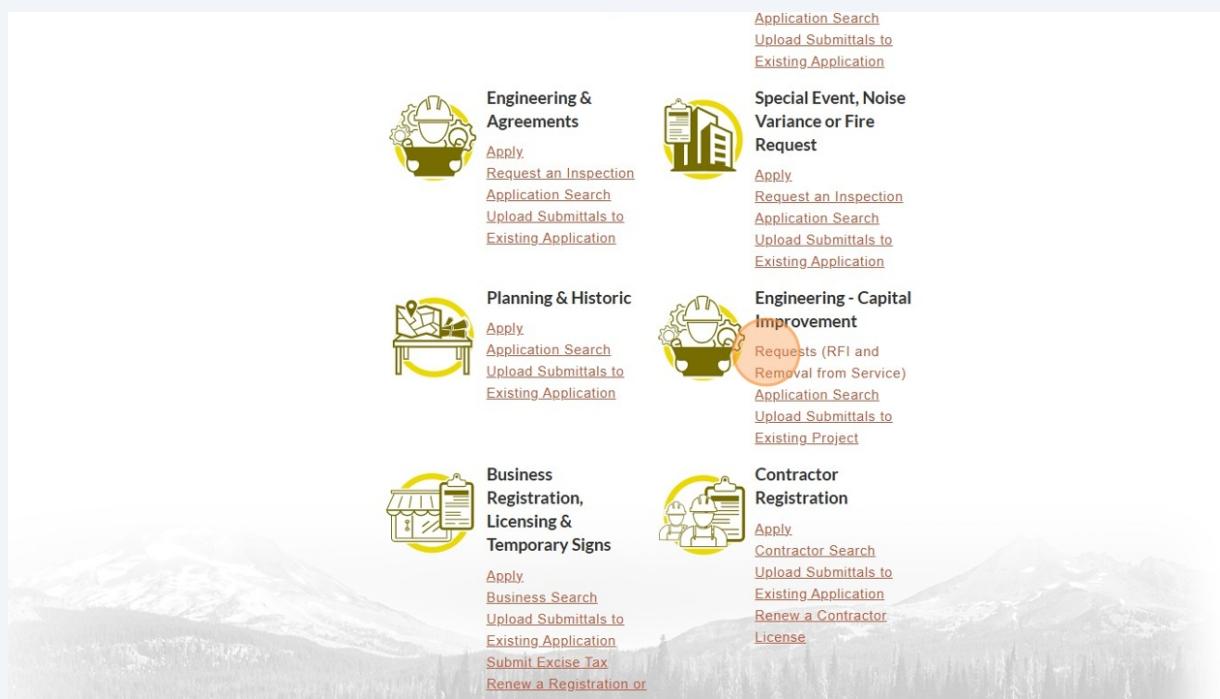


The screenshot shows a user interface for an application. At the top, there are two tabs: 'Case Search' on the left and 'Apply' on the right. Below these are several service categories, each with an icon and a list of actions:

- Engineering & Agreements**
Apply, Request an Inspection, Application Search, Upload Submittals to Existing Application
- Special Event, Noise Variance or Fire Request**
Apply, Request an Inspection, Application Search, Upload Submittals to Existing Application
- Planning & Historic**
Apply, Application Search, Upload Submittals to Existing Application
- Engineering - Capital Improvement**
Requests (RFI and Removal from Service), Application Search, Upload Submittals to Existing Project (this option is highlighted with a red circle)
- Business Registration, Licensing & Temporary Signs**
Apply, Business Search, Upload Submittals to Existing Application
- Contractor Registration**
Apply, Contractor Search, Upload Submittals to Existing Application, Renew a Contractor, License

At the bottom right of the interface is a 'BACK TO TOP' button.

3 Click "Requests (RFI and Removal from Service)"



The screenshot shows the same application interface as the previous one, but with a red circle highlighting the 'Requests (RFI and Removal from Service)' option under the 'Engineering - Capital Improvement' section. This indicates that the user has selected this specific service.

4 This will take you to a new application page "Engineering Project - Project Description"

Online Permit Center Portal

Welcome CIP Engineering Test
[Sign Out](#) [My Account](#) [My Items](#) [My Shopping Cart \(0\)](#) [Portal Home](#)

Font Size: Print

1 Project Description 2 Permit Types 3 Permit Type Settings 4 Location 5 Contacts

6 Upload Files 7 Review & Submit 8 Submitted

Engineering Project - Project Description
 TMPPL2025000112

Required information is indicated with an asterisk (*).

Choose the project type:*

--Select--

Project Descriptive Name:*

Please give your project a brief description. This will become the project name. Maximum 500 characters

5 From the "Choose the project type" dropdown, select the "Request for Information" option.

Community Development Department
 (541) 388-5580
 permitcenter@bendoregon.gov

Search for a Property [Portal Help](#)

1 Project Description 2 Permit Types 3 Permit Type Settings 4 Location 5 Contacts

6 Upload Files 7 Review & Submit 8 Submitted

Engineering Project - Project Description
 TMPPL2025000112

Required information is indicated with an asterisk (*).

Choose the project type:*

Request for Information

Project Descriptive Name:*

Please give your project a brief description. This will become the project name. Maximum 500 characters

Comments:*

Please add any additional comments about the project. Maximum 4000 characters

[BACK TO TOP](#)

6 Enter a description for the RFI in the "Project Descriptive Name" field.

Department
(541) 388-5580
permitcenter@bendoregon.gov

1 Project Description 2 Permit Types 3 Permit Type Settings 4 Location 5 Contacts
6 Upload Files 7 Review & Submit 8 Submitted

Engineering Project - Project Description

TMPPPL20250000113

Required information is indicated with an asterisk (*).

Choose the project type:*

Request for Information

Project Descriptive Name:*

Add additional water service STA 11+20

Please give your project a brief description. This will become the project name. Maximum 500 characters

Comments:*

Please add any additional comments about the project. Maximum 4000 characters

Which Project is this Request for?

Select Master Project:

BACK TO TOP

7 Click the "Comments:*)" field.

Community Development Department
(541) 388-5580
permitcenter@bendoregon.gov

Search for a Property Portal Help

1 Project Description 2 Permit Types 3 Permit Type Settings 4 Location 5 Contacts
6 Upload Files 7 Review & Submit 8 Submitted

Engineering Project - Project Description

TMPPPL20250000112

Required information is indicated with an asterisk (*).

Choose the project type:*

Request for Information

Project Descriptive Name:*

Add additional water service STA 11+20

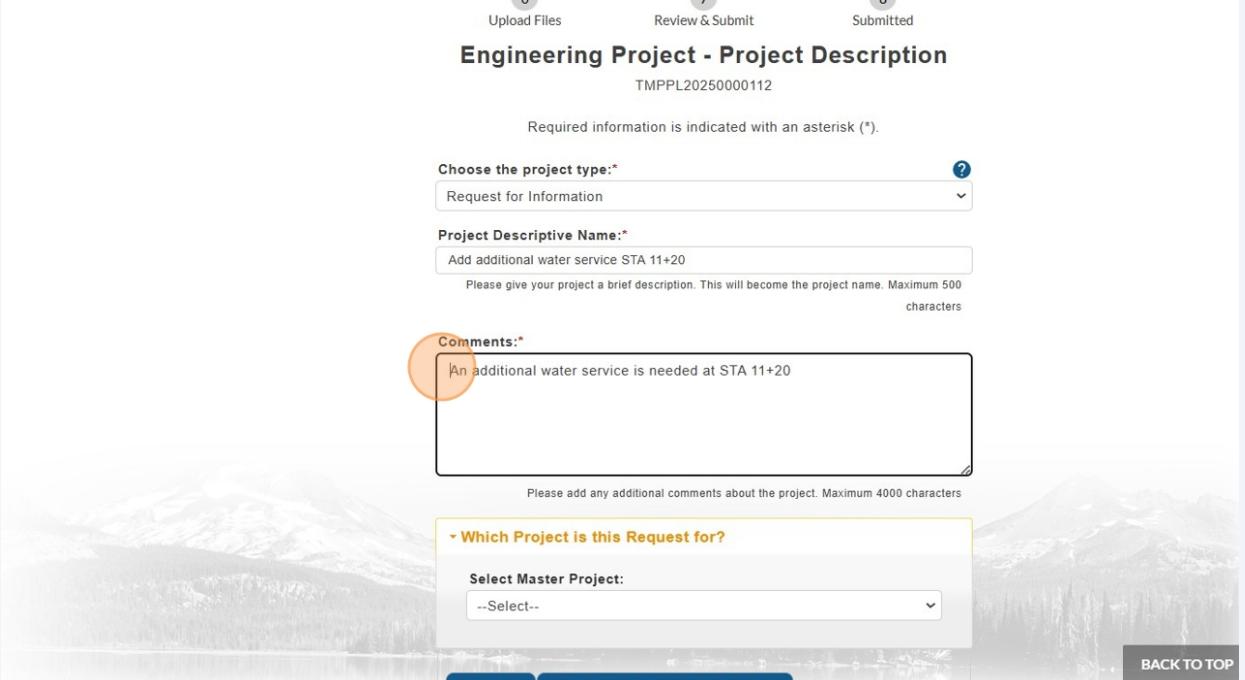
Please give your project a brief description. This will become the project name. Maximum 500 characters

Comments:*

Please add any additional comments about the project. Maximum 4000 characters

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8 Enter a comment or further information into the "Comments" field.



Upload Files Review & Submit Submitted

Engineering Project - Project Description

TMPPPL20250000112

Required information is indicated with an asterisk (*).

Choose the project type:*

Request for Information

Project Descriptive Name:*

Add additional water service STA 11+20

Please give your project a brief description. This will become the project name. Maximum 500 characters

Comments:*

An additional water service is needed at STA 11+20

Please add any additional comments about the project. Maximum 4000 characters

~ Which Project is this Request for?

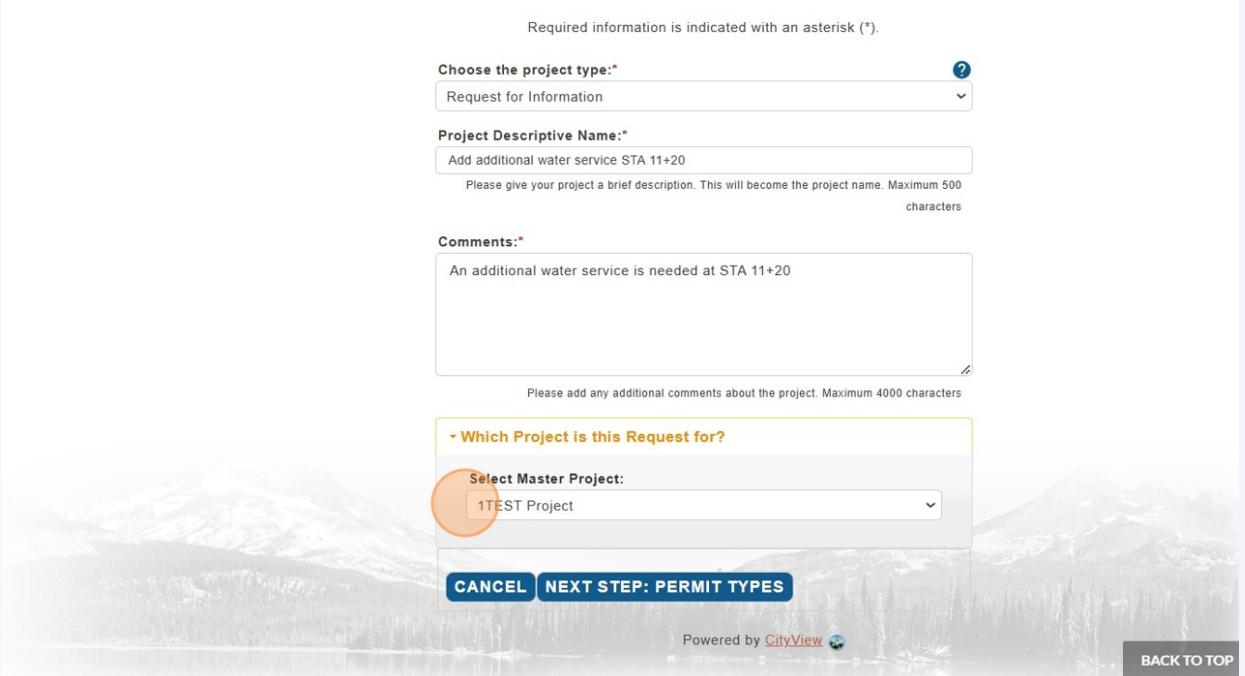
Select Master Project:

-Select--

CANCEL **NEXT STEP: PERMIT TYPES**

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9 In the "Select Mater Project" field select the associated CIP Project Number the RFI applies.



Required information is indicated with an asterisk (*).

Choose the project type:*

Request for Information

Project Descriptive Name:*

Add additional water service STA 11+20

Please give your project a brief description. This will become the project name. Maximum 500 characters

Comments:*

An additional water service is needed at STA 11+20

Please add any additional comments about the project. Maximum 4000 characters

~ Which Project is this Request for?

Select Master Project:

1TEST Project

CANCEL **NEXT STEP: PERMIT TYPES**

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10 Click "Next Step: Permit Types"

Required information is indicated with an asterisk (*).

Choose the project type: [?](#)
Request for Information

Project Descriptive Name: [*](#)
Add additional water service STA 11+20
Please give your project a brief description. This will become the project name. Maximum 500 characters

Comments: [*](#)
An additional water service is needed at STA 11+20
Please add any additional comments about the project. Maximum 4000 characters

Which Project is this Request for?

Select Master Project:
1TEST Project

CANCEL **NEXT STEP: PERMIT TYPES**

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11 If you have an associated document click "Browse"

You are required to upload all relevant submittal items when submitting your application to the City. If you need assistance, please contact the Permit Center at permitcenter@bendoregon.gov or 541-388-5580

Note: If your session is idle for more than 20 minutes, your session could time out.

Once you have chosen the files you wish to upload, please click the "Next Step" button located at the bottom of the page, to complete your submission.

Submittals 
There are no submittals associated with this application. However, you may upload relevant documents below.

Upload Additional Documents 
Select any documents you wish to provide:
Browse... 

Provide a short description of this set of documents:

PREVIOUS STEP: PROJECT DESCRIPTION 



Uploaded documents shall use the following naming convention: Document Subject and date.

Example: RFI New Water Service 11+20 Sheet C203 20250131.pdf

12

Add a description of the document in the "Provide a short description of this set of documents" field.

Once you have chosen the files you wish to upload, please click the "Next Step" button located at the bottom of the page, to complete your submission.

Submittals ⓘ

There are no submittals associated with this application. However, you may upload relevant documents below.

Upload Additional Documents ⓘ

Select any documents you wish to provide:

[Browse...](#)

RFI New Water Service 11+20 Sheet C203 20250131.pdf [Cancel](#)

Provide a short description of this set of documents:

See attachment for requested location and pipe sizing for new water service

[PREVIOUS STEP: PROJECT DESCRIPTION](#)

[NEXT STEP: REVIEW & SUBMIT](#)

Powered by [CityView](#)

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13 Click "Next Step: Review & Submit"

Once you have chosen the files you wish to upload, please click the "Next Step" button located at the bottom of the page, to complete your submission.

Submittals ⓘ

There are no submittals associated with this application. However, you may upload relevant documents below.

Upload Additional Documents ⓘ

Select any documents you wish to provide:

RFI New Water Service 11+20 Sheet C203 20250131.pdf [Cancel](#)

Provide a short description of this set of documents:

See attachment for requested location and pipe sizing for new water service

PREVIOUS STEP: PROJECT DESCRIPTION

NEXT STEP: REVIEW & SUBMIT 

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14 Click "OK"

Once you have chosen the files you wish to upload, please click the "Next Step" button located at the bottom of the page, to complete your submission.

Submittals ⓘ

There are no submittals associated with this application. However, you may upload relevant documents below.

Upload Additional Documents ⓘ

Uploads Complete

All documents were uploaded successfully.

We strongly encourage customers to upload all required submittal documents at the time of application. If you are unprepared to upload all required submittal items at this time, you may still submit the application, however, reviews will not begin until an application is deemed complete and initial application fees are paid.

Note: This does not apply to Code Complaint submissions, Fire Inspection requests, or any application that explicitly states that there are no required submittal items.



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Enter the text from the CAPTCHA in the "Type the characters you see in the image above to continue:*" field.

Engineering Project Information ⓘ

Project Descriptive Add additional water service STA 11+20
Name:
Project Type: Request for Information
Application Types:
Comments: An additional water service is needed at STA 11+20
Contacts: Applicant
CIP Engineering Test, Address: 710 NW WALL ST, BEND, OR, 97703, Phone: (541) 123-5555

Which Project is this Request for? ⓘ
Select Master Project: 1TEST Project

Uploaded Documents ⓘ

Name
RFI New Water Service 11+20 Sheet C203 20250131.pdf

 Re
Type the characters you see in the image above to continue:
9EHP

PREVIOUS STEP: UPLOAD FILES **SUBMIT APPLICATION** **BACK TO TOP**

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Click "Submit Application"

Project type: Request for Information
Application Types:
Comments: An additional water service is needed at STA 11+20
Contacts: Applicant
CIP Engineering Test, Address: 710 NW WALL ST, BEND, OR, 97703, Phone: (541) 123-5555

Which Project is this Request for? ⓘ
Select Master Project: 1TEST Project

Uploaded Documents ⓘ

Name
RFI New Water Service 11+20 Sheet C203 20250131.pdf

 Re
Type the characters you see in the image above to continue:
9EHP

PREVIOUS STEP: UPLOAD FILES **SUBMIT APPLICATION** **CANCEL APPLICATION** **BACK TO TOP**

17

The confirmation page will be displayed. You can print the page by clicking "PRINT THIS PAGE"

The screenshot shows the 'Online Permit Center Portal' interface. On the left, a sidebar lists 'City Council', 'Departments', and 'Citizen Committees'. Below this is a 'CONTACT' section for the Community Development Department, including a phone number (541) 388-5580 and an email address (permitcenter@bendoregon.gov). The main content area is titled 'Engineering Project - Submitted' with a project number PLE00520250050. A yellow bar at the top contains links for 'Sign Out', 'My Account', 'My Items', 'My Shopping Cart (0)', 'Portal Home', 'Search for a Property', and 'Portal Help'. Below the title is a progress bar with four steps: 'Project Description' (step 1), 'Upload Files' (step 2), 'Review & Submit' (step 3), and 'Submitted' (step 4). A large orange circle highlights the 'PRINT THIS PAGE' button. A message below the title states: 'Thank you for your application. Please note that your application will not be processed and the City's 30-day completeness check process will not begin until all fees have been paid.' A detailed 'Engineering Project Information' box is shown, containing fields for 'Project Descriptive' (Add additional water service STA 11+20), 'Name' (left blank), 'Project Type' (Request for Information), 'Application Types' (left blank), 'Comments' (An additional water service is needed at STA 11+20), and 'Contacts' (Applicant: CIP Engineering Test, Address: 710 NW WALL ST, BEND, OR, 97703, Phone: (541) 123-5555). The background features a scenic image of a lake and mountains.

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A summary of your RFI will be displayed

The screenshot shows the 'Online Permit Center Portal' interface, similar to the previous one but with a different project summary. The sidebar and contact information are the same. The main content area is titled 'Engineering Project - Submitted' with a project number PLE00520250050. A yellow bar at the top contains links for 'Sign Out', 'My Account', 'My Items', 'My Shopping Cart (0)', 'Portal Home', 'Search for a Property', and 'Portal Help'. Below the title is a progress bar with four steps: 'Project Description' (step 1), 'Upload Files' (step 2), 'Review & Submit' (step 3), and 'Submitted' (step 4). A large orange circle highlights the 'PRINT THIS PAGE' button. A message below the title states: 'Thank you for your application. Please note that your application will not be processed and the City's 30-day completeness check process will not begin until all fees have been paid.' A detailed 'Engineering Project Information' box is shown, containing fields for 'Project Descriptive' (Add additional water service STA 11+20), 'Name' (left blank), 'Project Type' (Request for Information), 'Application Types' (left blank), 'Comments' (An additional water service is needed at STA 11+20), and 'Contacts' (Applicant: CIP Engineering Test, Address: 710 NW WALL ST, BEND, OR, 97703, Phone: (541) 123-5555). Below this is a box titled 'Which Project is this Request for?' with the sub-instruction 'Select Master Project: 1TEST Project'. The background features a scenic image of a lake and mountains.

19 To view the status of the RFI, click "View the status of my application"

Which Project is this Request for?

Select Master Project: 1TEST Project

Documents & Images

Date Uploaded	File Type	Name
01/31/2025		RFI New Water Service 11+20 Sheet C203 20250131

Please print this page or record the application number for future reference. You will need it in order to view the status of your application online.

Please select a link below to access the City of Bend's Online Permit Center Portal.

[Requests \(RFI and Removal from Service\)](#)
[View the status of my application](#)
[Portal Home](#)

Powered by [CityView](#)

Come And Visit
710 NW Wall St.
Bend, OR 97702

Get In Touch
City Administration (541) 388-5505
Utility Billing (541) 388-5545

Stay Informed
[Events](#)
[News](#)

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20 The status is displayed next to the the "Application Status" field

mailto:permitcenter@bendoregon.gov

PLE00520250050

You will only be able to view fees or view conditions if you are a contact on the planning application.

[Expand All](#) | [Collapse All](#)
Note: You can collapse and expand individual sections by clicking the header of the section you wish to collapse/expand.

Summary

[Edit Engineering Project Application Details](#)

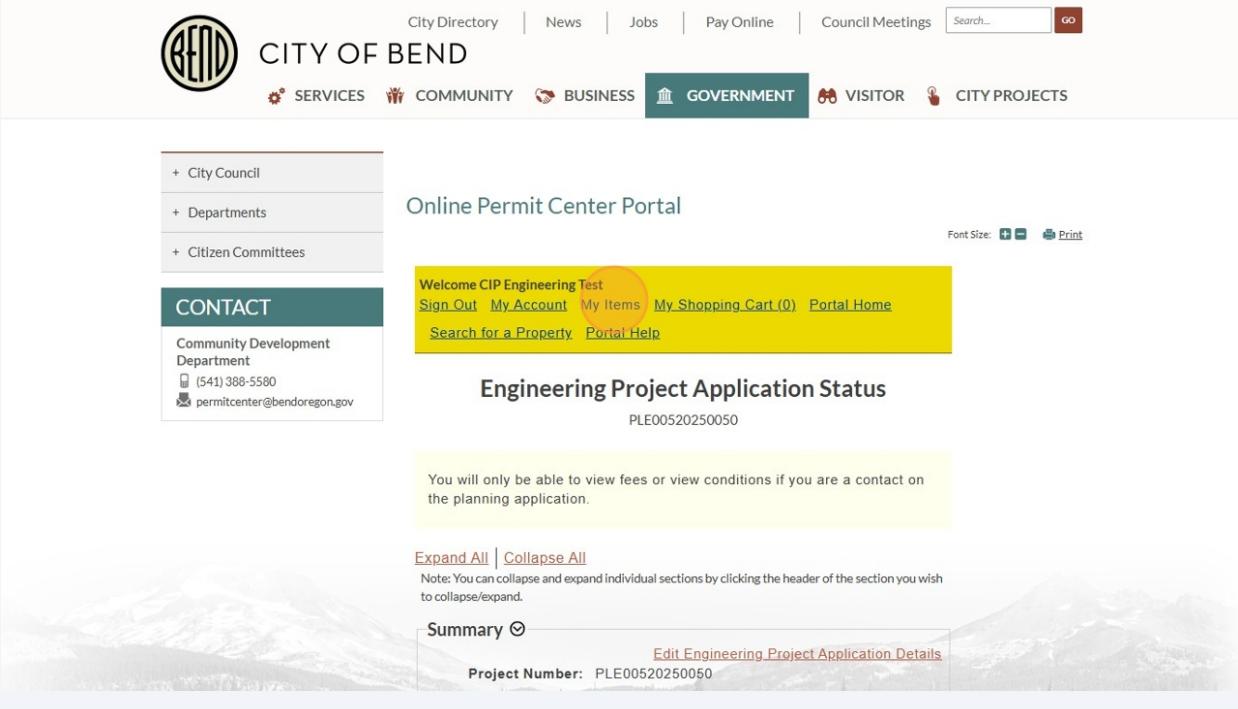
Project Number:	PLE00520250050
Project Name:	Add additional water service STA 11+20
Project Type:	Request for Information
Application Types:	
Application Status:	Pending Application
Date Entered:	01/31/2025
Property Owner's Full Name:	
Comments:	An additional water service is needed at STA 11+20
Planner:	Autumn Sapp
Planner Email:	asapp@bendoregon.gov

Contacts

Applicant: CIP Engineering Test, Address: 710 NW WALL ST, BEND, OR, 97703, Phone: (541) 123-5555

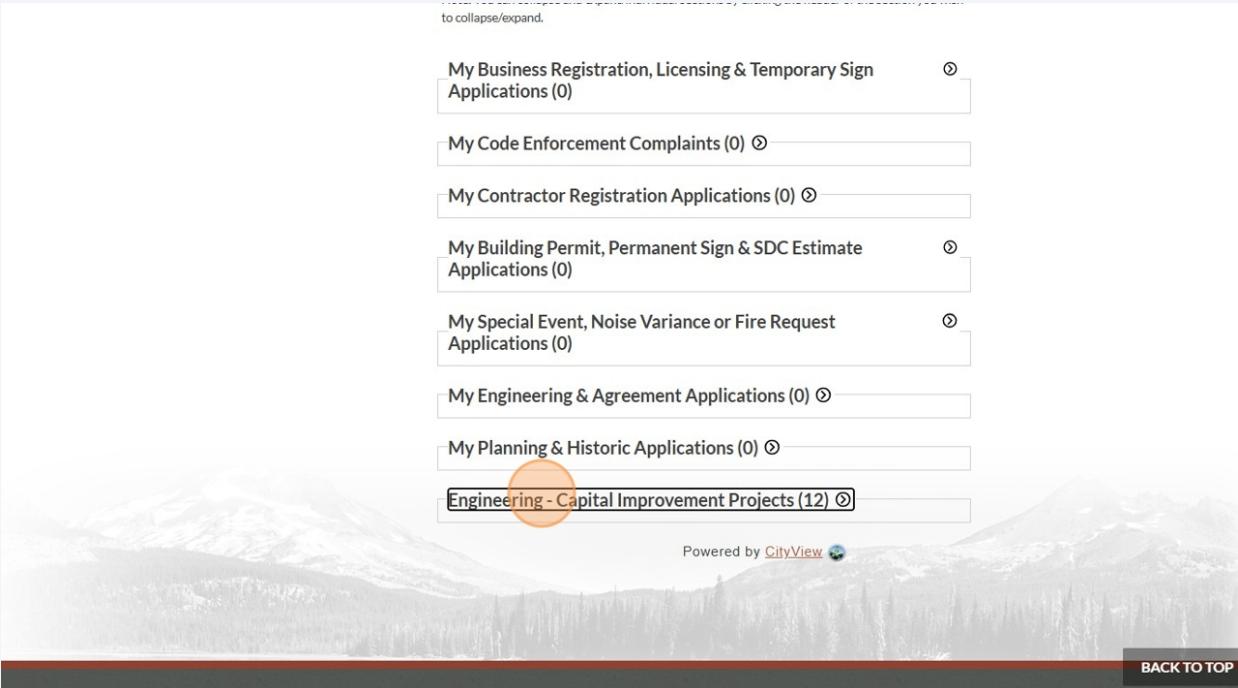
BACK TO TOP

21 To view the RFI at a later date, click "My Items"



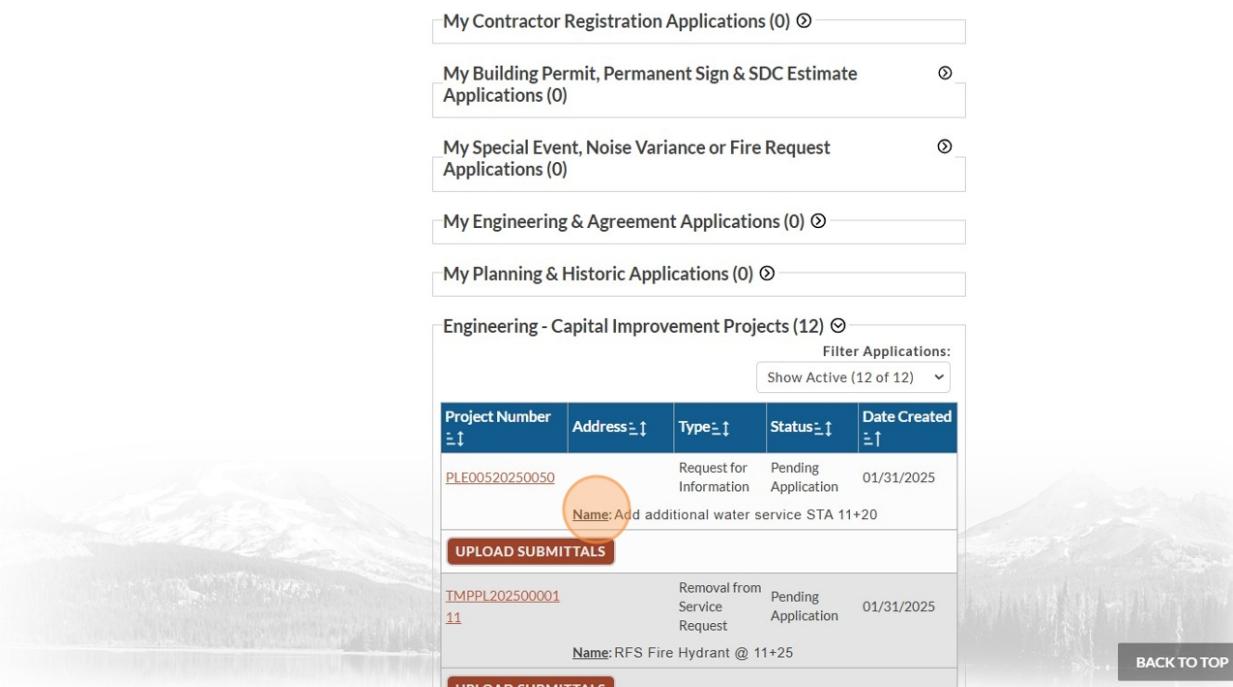
The screenshot shows the City of Bend website with a navigation bar at the top. The 'GOVERNMENT' tab is selected, highlighted in green. Below the navigation, there's a sidebar with 'CONTACT' information for the Community Development Department, including a phone number and email. The main content area is titled 'Online Permit Center Portal' and shows a yellow box with links like 'Welcome CIP Engineering Test', 'Sign Out', 'My Account', 'My Items' (which is circled in red), 'My Shopping Cart (0)', 'Portal Home', 'Search for a Property', and 'Portal Help'. Below this is a section titled 'Engineering Project Application Status' with a project number 'PLE00520250050'. A note says 'You will only be able to view fees or view conditions if you are a contact on the planning application.' At the bottom, there are 'Expand All' and 'Collapse All' buttons, and a note about collapsing sections.

22 Scroll down and click on "Engineering - Capital Improvement Projects"



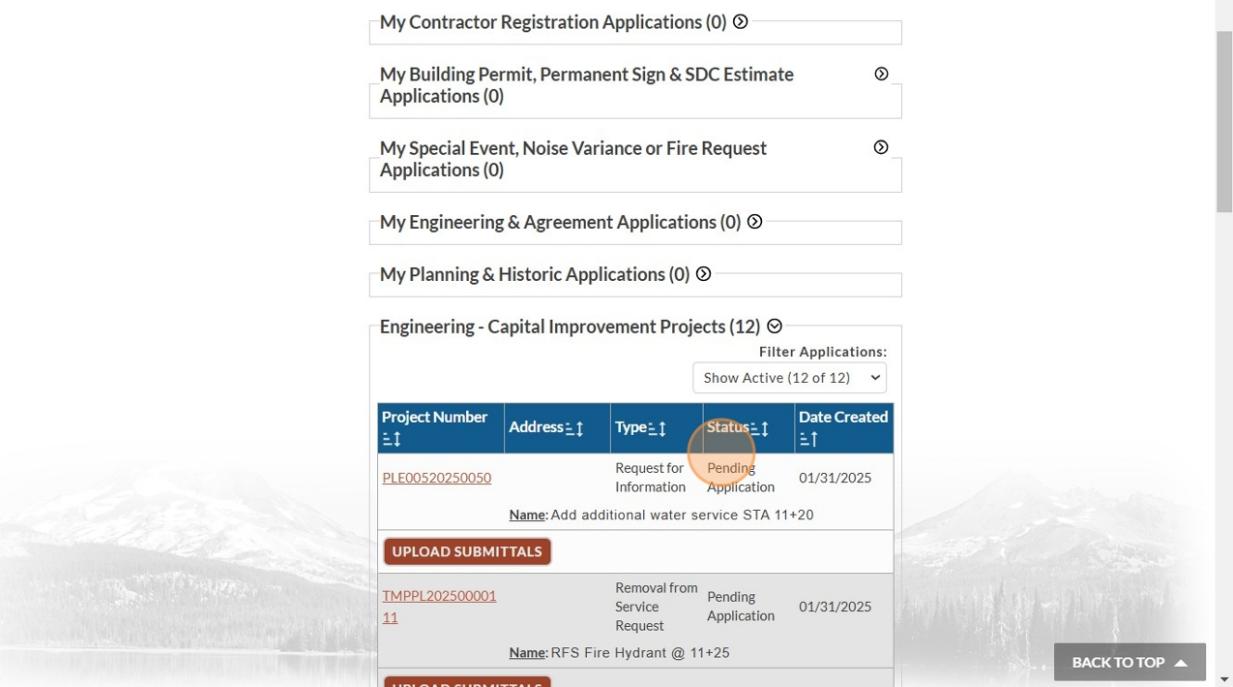
The screenshot shows the 'My Items' page with a list of application categories. The 'Engineering - Capital Improvement Projects (12)' link is circled in red. Other categories include 'My Business Registration, Licensing & Temporary Sign Applications (0)', 'My Code Enforcement Complaints (0)', 'My Contractor Registration Applications (0)', 'My Building Permit, Permanent Sign & SDC Estimate Applications (0)', 'My Special Event, Noise Variance or Fire Request Applications (0)', 'My Engineering & Agreement Applications (0)', 'My Planning & Historic Applications (0)', and 'Engineering - Capital Improvement Projects (12)'. At the bottom, it says 'Powered by CityView' and has a 'BACK TO TOP' link.

23 Find the RFI application you are looking for



Project Number	Address	Type	Status	Date Created
PLE00520250050		Request for Information	Pending Application	01/31/2025
TMPPL20250001 11		Removal from Service Request	Pending Application	01/31/2025

24 The current status is displayed in the "Status" column



Project Number	Address	Type	Status	Date Created
PLE00520250050		Request for Information	Pending Application	01/31/2025
TMPPL20250001 11		Removal from Service Request	Pending Application	01/31/2025