

City of Kelso

Permitting and Code Enforcement Software

Request for Proposals



Due: January 29, 2020- 10:00 am
engineering@kelso.gov
2nd Fl. City Hall
203 S. Pacific Ave. Kelso, WA 98626

This RFP has been produced in accordance with the competitive negotiation process provided for in RCW 39.04.270

The City of Kelso is requesting proposals to implement a comprehensive online software permitting system which manages building, land use, engineering, and code enforcement permits, approvals or actions. This system is intended to replace an existing permit system containing building, planning, engineering and code enforcement permit and tracking data.

The City of Kelso in accordance with Title VI of the Civil Rights Act of 1964, 78 Stat. 252, 42 U.S.C. 2000d to 2000d-4 and Title 49, Code of Federal Regulations, Department of Transportation, subtitle A, Office of the Secretary, Part 21, Nondiscrimination in Federally Assisted Programs of the Department of Transportation issued pursuant to such Act, hereby notifies all vendors that it will affirmatively insure that in any contract entered into pursuant to this advertisement, disadvantaged business enterprises as defined at 49 CFR Part 26 will be afforded full opportunity to submit bids in response to this invitation and will not be discriminated against on grounds of race, color, national origin, or sex in consideration for an award.

The City of Kelso reserves the right to reject any or all proposals, waive informalities or irregularities and to accept any proposals for the project, which appears to serve the best interest of the City.

SUBMISSION OF PROPOSALS

Due no later than: January 29, 2020- 10:00 am

Email:

engineering@kelso.gov

In Person/By Mail: (Envelope clearly marked with vendor name and title of this RFP)

City of Kelso
Community Development Department
203 S. Pacific Ave. / PO Box 819
Kelso, WA 98626

QUESTIONS REGARDING THIS REQUEST FOR PROPOSALS

Questions regarding this RFP will only be accepted via an email to engineering@kelso.gov and only until January 22nd at 4:00pm at which point they will be compiled and posted to (<http://www.kelso.gov/engineering/bids-and-proposals>) no later than 4:00pm January 24th.

Product Specifications

1. Software Solution

The City desires to purchase a complete comprehensive permit system that is continuously maintained as a commercial off-the-shelf software product that is used by the City and customers.

2. System Features

The system should be designed and implemented in a manner that is easy to learn and use. Rapid response to customers, efficient data entry, and high staff productivity are important factors.

Requirements:

- General Permit Management System for 8 staff personnel. Should allow for different levels of access.
- Ease of Use- Intuitive permit and code enforcement interface for both frequent and casual users.
- Reports - The system must be capable of quickly generating custom reports on permit data such as; average processing time, number of permits issued within a given date range, number of permits associated with parcel number or address ranges, number of housing units completed, daily inspections among others.
- Dashboard Reporting capabilities – ability to track/view project progress and staff workload
- Web Portal - online permit submittal and tracking, including ability to upload large files, and request inspections.
- GIS Integration – including ability to refresh parcel data from county and display location of current permits online.
- Field Module – to allow for mobile field inspection
- Electronic Plan Review Integration (Optional) - automation and efficiency
- Code Compliance – case management for miscellaneous code compliance issues
- Document Management & Retention
- Transaction Management – online payment capability
- Data Migration – ability to migrate all permit data from existing permit system (SmartGov)
- Customization – The City of Kelso must be able to quickly, and without additional cost, modify key aspects of the permit tracking system such as; adding or deleting permit types, changing information fields, changing the format of reports, permits, and receipts, adding, editing, or deleting permit conditions, and changing permit fee amounts and types. Levels of customization and associated costs should be provided in detail in Evaluation Section A.

3. Training and Installation

Vendors will be expected to provide training and installation support at time of implementation. Vendors should describe all training available and propose selected training modules that will ensure smooth, successful implementation and operation in the City of Kelso. Training will be provided for users and technical system administrators.

Project Schedule

Onsite demonstrations to be scheduled the week of February 10th. Award anticipated to be made by the end of February. Software to be completely implemented by June 30, 2020.

Vendor Responsibility

Prior to award, responsible vendors must meet the following criteria:

- Be a registered business within the State of Washington
- Have a state excise tax registration number

Service Company Qualifications

The following requirements shall be provided in the prospectus and considered as the minimum standards for a service company to be considered as qualified to provide services under this contract, and shall be a prerequisite to any award.

1. A period of five (5) years' experience in the performance of commercial software services as specified shall be considered a minimum.
2. Services that are to be provided shall be performed by qualified and trained service personnel that are directly employed by the service company.

Evaluation of Proposals and Award

Evaluation Procedure: An evaluation team will review each responsive proposal. Each proposal will be rated on a point system based on the criteria below with the top three scoring proposals selected for an onsite live demonstration. Once demonstrations are complete, the vendors will be reevaluated with the contract being awarded to the top score.

Evaluation Criteria: A maximum score of 100 points will be used to evaluate proposals. Each of the following elements shall have the stated maximum point value:

A. Total Price/Fee/Value Structure:30 Points

- a. The initial startup cost and all ongoing expenses are clearly stated and reasonable.
- b. The budget includes, and clearly itemizes, all costs and expenses associated with making the system fully operational while supporting the number of users identified in the Specifications section. It must also clearly identify which aspects of the proposal are startup or one-time costs and which are ongoing or reoccurring, such as licensing, support, or subscription fees.
- c. Customer service or technical support costs are reasonable. Repairs necessary to maintain the system's functions and capabilities are included in any licensing or subscription fees.
- d. Provide levels of customization and associated costs, including what the City will be able to modify as part of the basic software package.
- e. The proposal provides the highest level of functionality in relation to its costs and best suites the City's needs.

B. Qualifications and Past Performance40 Points

- a. As gathered from the references and proposal documents. The proposal demonstrates that the vendor has experience providing similar systems to local
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governments in the State of Washington. It should also show that the vendor and its employees, have a strong reputation for customer service and responsiveness.

- b. Finalists will be required to perform a live demonstration of their proposed software product on-site in Kelso, Washington. Vendor demonstrations are considered one of the most important parts of the evaluation process.
- c. In addition to checking references, the City may elect to conduct customer site visits to locations where the proposed software is installed and operational. These visits will be direct observations of ongoing system operation, in contact with actual workers performing their regular daily activities. Vendors should be prepared to arrange such visits. Site visit locations within convenient geographic proximity to Kelso, WA, is preferred.
- d. The City will pay its own costs of travel, lodging, and per diem as necessary.

C. Approach to Providing Services30 Points

- a. As gathered from proposal documents as outlined in the Approach to Providing Services section.

Award: The City reserves the right to award the contract to the Vendor deemed to offer the best overall proposal. The City is therefore not bound to accept any proposal solely on the basis of the lowest price. The City further reserves the right to cancel this RFP and to reject any and all proposals, waive any and all informalities and or irregularities.

Additional Terms and Conditions

- This service shall not be subcontracted.

LIABILITY FOR ERRORS

While the City has used considerable efforts to ensure an accurate representation of information in this RFP, the information contained in this RFP is supplied solely as a guideline for Proponents. The information is not guaranteed or warranted to be comprehensive or exhaustive. Noting in this RFP is intended to relieve Proponents from forming their own opinions and conclusion with respect to the matters addressed in this RFP.



Qualifications and Past Performance

40 pts.

Name of Business: _____

Number of years in business under present name: _____

Number of regular full-time employees: _____

Number of businesses currently using your software: _____

Number of municipalities currently using your software: _____

Average customer service response time by phone: _____

Average customer service response time by email: _____

List a minimum of three public contracts of a similar nature which have been performed by the vendor within the last five years and the gross dollar amount of each project:

Business Name, Contact Name and Phone Number	Contract Type	Contract Amount	Dates of Performance

Approach to Providing Services

30 pts.

Vendors must provide a detailed plan indicating how they intend to service each location being bid on relevant to the detailed specifications, that explains:

Transition – Describe the plan for overtaking service(s) from current Contractor to your company. *If Vendor is current Contractor, so indicate and provide a transition plan from current contract to the anticipated new contract.*

Implementation – Describe how you plan to provide the service(s) without disrupting the current service level(s). The proposal documents should provide a complete description of the functions, capabilities, and specification of the product you will be providing. The description should identify any hardware or storage requirement necessary to make the proposal operation. *If Vendor is current Contractor, so indicate and provide an implementation plan from current contract to the anticipated new contract.*

Contingency – Describe your plan to continue to provide the service(s) despite any unforeseen circumstance (i.e. staffing issues, equipment failure, etc.).

Staffing – Number, titles, and responsibility of staff needed to provide service, with estimated man-hours needed to perform the service

Project Schedule – A former schedule will be finalized with the selected vendor; however, the proposal should include a preliminary schedule which identifies key steps in the implementation process and the amount of time needed to complete the project. The proposal should also indicate how soon your firm would be available to begin work on the project.

Quality Assurance - How will you verify that your staff adequately performs work for the delivery of the services described under this RFP? Describe your approach to software improvements.

Customer Service - How are customer service requests responded to and how quickly per each access type? Also describe your process and timeframe for responding to and resolving customer complaints.
